

4 November, 2024

Christian Education Ministries
Attn: Simon Vant
By email

Dear Simon,

Operational Flood Emergency Response Plan

1.1 Introduction

This Flood Emergency Response Plan (FERP) has been prepared for the Australian Christian College Singleton at 109 – 129 Kelso Street, Singleton, NSW (the site). This FERP makes recommendations to ensure that in the event of a flood at the site, risk to personal safety is appropriately managed.

Should large flood events occur at the site while occupants are present, floodwater could potentially become hazardous across the site. However, flood events which affect the site and / or evacuation route will be widely anticipated several days ahead of time. This will provide opportunity for the site to simply remain closed for the duration of potential flooding. Therefore, the primary response is the closure of the school prior to the site being inundated and evacuation routes closing.

1.2 Flood Warning Mechanisms

Monitoring weather forecasts and conditions near the site will help to manage the flood risk. A number of methods to monitor the risk of flooding are detailed in the following sections.

1.2.1 Bureau of Meteorology

The Bureau of Meteorology (BoM) generates a number of information sources useful for monitoring the weather forecast and conditions near the site:

1. Rainfall maps (<http://www.bom.gov.au/jsp/watl/rainfall/pme.jsp>) can be used to estimate the daily rainfall expected to occur over the next 24, 48, 72, and 96 hours as well as the total rainfall for the next 4 and 8 days.
2. Occasionally BoM issues Weather Warnings for NSW via their website (<http://www.bom.gov.au/nsw/warnings/>). These warnings provide both general warnings across NSW and warnings for more specific locations. There are two types of warnings that may indicate that flooding is imminent on the site: Severe Weather Warnings and Severe Thunderstorm Warnings. Specifically, these warnings should be monitored for references

to flash flooding in the Hunter area. Warnings are generally issued with up to 60 minutes notice however for very large events (i.e. east coast lows), warnings may be issued with 24 hours notice or more.

3. The radar service operated by BoM shows current rainfall location and intensity for the Newcastle area (<http://www.bom.gov.au/products/IDR043.loop.shtml>).

1.2.2 Hunter River Flood Levels

Water level recording equipment is currently installed in the Hunter River at Singleton and is managed by WaterNSW, which publishes the automatically collected water levels. Recent data is shown on the WaterNSW website, with recordings updated every 15 minutes, located online (https://realtimedata.watnsw.com.au/water.stm?ppbm=210001&rs&1&rslf_org).

The responsible flood warden will monitor the website to be informed of any rise in the water levels in the Hunter River.

1.2.3 Other Warnings

Site management may also be alerted to flood warnings via the following mechanisms:

- SES emergency alert telephone warning system.
- Media warnings (TV, radio, internet etc.).
- Police and / or SES door knocking.
- Weather apps (e.g. 'Early Warning Network', 'Hazards Near Me NSW').

1.3 Roles and Responsibilities

1.3.1 Site Management

The managers of the site have the responsibility to implement and maintain the requirements of this FERP. Site management includes the Principal and Deputy (or Assistant) Principal of the school. Upon adoption of the FERP site management are responsible for the for the appointment of a Chief Flood Warden and Flood Wardens. In addition, they are to ensure that:

- The flood related signage is always maintained and legible.
- A suitable number of flood kits are kept on the premises which are to include a first aid kit, portable radio and spare batteries, megaphone and hi-vis vests.
- A Chief Flood Warden is appointed.
- The Chief Flood Warden is trained in the application of the FERP and the interpretation of rainfall and weather warning information published by BoM and WaterNSW.
- All staff are to be trained in their respective roles and responsibilities in relation to this FERP.
- The FERP is kept up to date.

- The FERP is reviewed a minimum of every 5 years or following flood events which trigger an emergency response.
- The Chief Flood Warden or a Flood Warden familiar with the Chief Flood Warden's responsibilities are present on site while the school is accessible or occupied by other occupants, staff, carers / parents and visitors.
- The site is cleaned and checked following a flood event.
- Sufficient financial resources are provided for the above.

Site management, at its discretion may delegate some of the above tasks to the Chief Flood Warden or others. Site management will however remain legally responsible to ensure that these tasks are occurring.

1.3.2 Chief Flood Warden

The Chief Flood Warden will report to site management. It is anticipated that the building manager or similar will be the Chief Flood Warden. The Chief Flood Warden will:

- Familiarise themselves with the FERP procedures.
- Appoint a number of Flood Wardens such that a Chief or Flood Warden is on site during all operational hours.
- Organise training for themselves and the Flood Wardens in the ongoing maintenance of the flood warning system and implementation of the procedures detailed in this FERP.
- Monitor weather forecasts and flood warnings daily.
- Ensure any alerts received from the flood warning system, Early Warning Network app, BoM, or otherwise are issued directly to the Flood Wardens / via phone call or text message to the school community.
- Ensure the flood response kits are equipped with all required equipment.
- Keep hard copies of the FERP on site and accessible to all staff.
- Implement the procedures in this FERP in the event of a flood, including evacuating and closing the site.
- Liaise with the school community and emergency services in the event of a flood.
- Review the FERP at a minimum every five years or following flood events which trigger an emergency response.
- Arrange annual inspection and any necessary maintenance of site drainage systems.

1.3.3 Flood Wardens

The Flood Wardens will:

- Familiarise themselves with this FERP and the procedures within it.
- Follow the procedure within this FERP in the event of a flood.
- Follow the directions of the Chief Flood Warden.
- Monitor weather forecasts and flood levels on site during operational hours in the absence of the Chief Flood Warden.

1.3.4 Site Occupants, Students and Visitors

Site occupants including students, staff and any visitors are to follow the directions of the site management, the Chief and Flood Wardens and signage related to flooding during a flood event on site.

1.4 Proposed Evacuation Route

1.4.1 New England Highway Route

This flood assessment and the Singleton Local Flood Plan (2018) demonstrates that White Avenue (approximately 4 km from the site) is located outside the PMF extents. This evacuation route is expected to be cut off in the 1 in 10 - 20 year ARI events. The route is expected to be trafficable until the Singleton gauge reads 12.30 m (water levels read 39.93 mAHD). The evacuation route from the site is as follows:

- Exit east from any of the carpark exits onsite, onto New England Highway.
- Travel northwest on New England Highway.
- Continue northwest onto Maitland Road.
- Continue northwest onto George Street.
- Continue northwest onto New England Highway.
- Turn north onto White Avenue.

The evacuation route comprises a total distance of approximately 4 km. The evacuation route is shown in Figure 1 and can be accessed by vehicle in approximately 10 minutes.

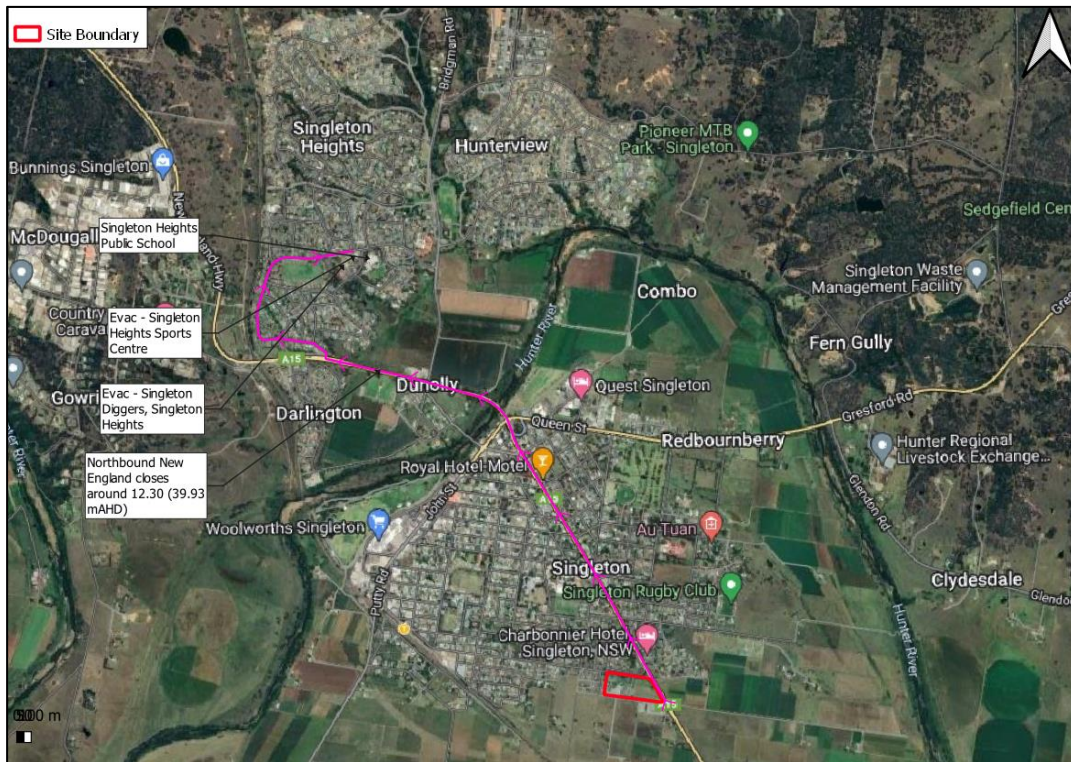


Figure 1: Adopted evacuation route (background aerial from Google Satellite, 2024).

1.4.2 Queen Street Route

In the event that the New England Highway route is cut off (i.e. the Singleton gauge reads 12.30 m or higher), the alternative evacuation route is via Queen Street. This evacuation route is approximately 13 km long, and is the last available evacuation route for the sector, cutting off in the 1 in 50 year ARI event. The evacuation route from the site is as follows:

- Exit east from any of the carpark exits onsite, onto New England Highway.
- Travel northwest on New England Highway.
- Continue northwest onto Maitland Road.
- Continue northwest onto George Street.
- Continue northwest onto New England Highway.
- Turn east onto Queen Street.
- Continue east onto Gresford Road.
- Travel north onto Dyring Road.
- Turn West onto Pioneer Road.
- Turn south onto Bridgman Road.
- Turn west onto Blaxland Avenue.

The evacuation route comprises a total distance of approximately 13 km. The evacuation route is shown in Figure 2 and can be accessed by vehicle in approximately 25 minutes depending on traffic conditions. This provides egress from the area in flood events up to the 1 in 50 year ARI event.

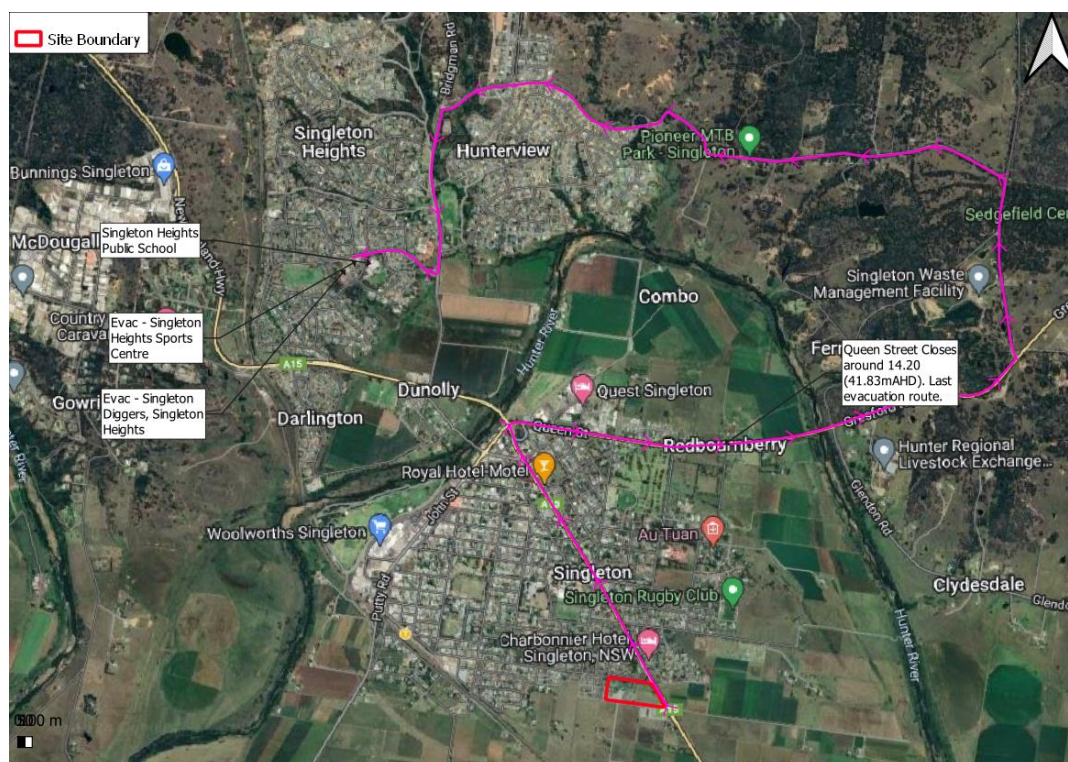


Figure 2: Alternative evacuate route (background aerial from Google Satellite, 2024).

1.5 Flood Awareness Training

Flood awareness training is to be provided to students, staff and parents / carers to ensure they understand site flood behaviour and typical flood emergency response procedures, which will help to prepare the school and reduce flooding risks. Visitors to the school will not receive formal flood training but will instead be supervised and ushered around the school by the Chief Flood Warden, a Flood Warden or trained staff. If the visitor regularly attends the school, they are to receive the same flood awareness training delivered to new staff. Training for the different key stakeholders is to be undertaken as summarised in Table 1.

Table 1: Details of flood awareness training.

Target Group (s)	Objective	Training	Frequency
<ul style="list-style-type: none"> Staff Regular Visitors 	Familiarise new staff and regular visitors with the site flood behaviour, site flood hazards, typical emergency response procedures and the responsibilities of the Chief Flood Warden, Flood Warden and staff.	<p>During staff inductions, flood awareness training is to be delivered by the Chief Flood Warden or a Flood Warden. The training will involve the nominated Flood Warden walking the staff member through this report focusing on the critical aspects, including:</p> <ul style="list-style-type: none"> Site flood behaviour and hazards Typical emergency response procedures Responsibilities of Chief Flood Warden, Flood Warden and staff 	Once

Target Group (s)	Objective	Training	Frequency
<ul style="list-style-type: none"> Staff 	Refresh the memory of staff with critical emergency response and flood information to ensure that the school is adequately prepared for a real response scenario.	The Chief Flood Warden is to prepare a presentation reviewing the critical aspects of the FERP. The training content is to include the primary points listed in the induction training. The meeting is to mention issues encountered in previous drills and how they can be avoided.	Annually
<ul style="list-style-type: none"> Parents / Carers 	Inform parents of critical emergency response and flood information to minimise the risk to parents, students and emergency services during a real response scenario.	<p>During student registration, Site management and the Chief Flood Warden is to prepare a newsletter as part of the student information pack to inform parents of the school flood behaviour and hazards, typical emergency response procedures, appropriate response of parents in an emergency scenario and the dangers of driving into flood waters.</p> <p>The newsletter is to be made available via one or more of the following mediums:</p> <ul style="list-style-type: none"> Physical Newsletter School Website NSW Education Parent App 	Annually
<ul style="list-style-type: none"> Students Staff 	<p>Familiarise staff and students with the flood emergency response procedures.</p> <p>Assess the effectiveness of the procedures and identify any areas or details that should be amended.</p>	<p>Undertake evacuation drills, including:</p> <ul style="list-style-type: none"> Following the internal communication and response procedures detailed in Section 1.6. Announcement of the need for the response over the PA system. Sounding of the alarm of the PA system. Staff, students and visitors moving to a designated assembly point. Staff marking rolls for students to ensure everyone is accounted for. The Chief Flood Warden is to brief staff and students on what would happen in a real scenario. Discussing the evacuation procedure in the unlikely event the school is not pre-emptively closed. During the response, a delegated flood warden not responsible for students, should fill out an observer checklist to assess the effectiveness of the response. Refer to the Observer Checklist Template by NSW DoE (Attachment D). Following the response, the delegated flood warden who filled out the observer checklist should lead a debrief meeting, taking meeting minutes and notes of the corrective actions that should be taken to improve the response. Refer to the Debrief and Report Template by NSW DoE (Attachment E). 	Annually

1.6 Communication Protocols

During the Respond phase of a flood emergency response, students, staff, parents / carers and visitors need to be alerted to the situation to enable a prompt and appropriate response. There are two scenarios outlined in the Respond phase where this can occur:

- When the school is closed, and the school's pre-emptive closure is required.
- When the school is open, and evacuation needs to occur (unless advised otherwise by the NSW SES or when adequate warning time is not provided).

To enable effective communication during these scenarios, protocols and messaging is to be utilised for all the listed stakeholders. The communication protocol and plans for the above scenarios are summarised in Table 2 and Table 3 respectively.

If you require any further information, please do not hesitate to contact our offices.

For and on behalf of

Martens & Associates Pty Ltd

A handwritten signature in black ink, appearing to read 'D. Dhiacou'.

Daniel Dhiacou

MEngSc, BEng (Hons1), DipEngPrac

Principal Civil Engineer / Flooding Lead

Table 2: Communication protocol and plan table in scenario where school is closed.

Target Group (s)	Objective	Message ¹	Communication Mode / Medium (s)
<ul style="list-style-type: none"> • Students • Staff • Parents / Carers • Regular Visitors 	Alert all stakeholders not to travel or attend school as it has been pre-emptively closed due to a severe weather/flood warning from BoM and/or directions from the NSW SES.	<p>ALERT: School is Closed (DAY MONTH YEAR).</p> <p>Due to a severe weather warning issued by the Bureau of Meteorology and to ensure the safety of staff and students, School is closed until further notice.</p> <p>Please do not travel to School. There will be no staff on site. Please ensure that you put supervision arrangements in place for your child (TODAY/TOMORROW).</p> <p>Updates will be sent and available via SMS, email, the school website, and the NSW Education Parent App.</p>	<ul style="list-style-type: none"> • Short message service (SMS) • School's Website • NSW Education Parent App • Email

¹ The message provided is a sample which should be altered at site management's discretion.

Table 3: Communication protocol and plan table in scenario where school is open.

Target Group (s)	Objective	Message ¹	Communication Mode / Medium (s)
<ul style="list-style-type: none"> • Students • Staff • Visitors 	Alert all occupants on the school grounds that an evacuation emergency response is underway.	N/A	<ul style="list-style-type: none"> • School PA system • Emergency Siren
	School occupants are to be advised with a short message that the school has been alerted of a severe weather warning that triggered the emergency evacuation response.	<p>Attention staff, students and visitors, due to a severe weather warning we are initiating the school evacuation procedure.</p> <p>Students, please follow the instruction of your teachers and move calmly and quietly to your nominated class evacuation assembly point, as practiced in the evacuation drills.</p>	<ul style="list-style-type: none"> • School PA system
	Students and visitors will then be provided with clear instructions by teachers / staff to follow directions calmly and promptly and to a nominated assembly point as practised in previous drills.	N/A. Message will be at teachers discretion but should advise students to follow instructions and to be calm.	<ul style="list-style-type: none"> • Verbally by staff, Flood Wardens and the Chief Flood Warden

Target Group (s)	Objective	Message ¹	Communication Mode / Medium (s)
<ul style="list-style-type: none"> Parents / Carers 	<p>IF AN EVACUATION EMERGENCY RESPONSE IS INITIATED:</p> <p>Notify parents and carers that the school has initiated an evacuation emergency response due to a severe weather/flood warning from BoM and/or directions from the NSW SES.</p> <p>Inform parents that travelling to collect students during the response is dangerous and will not be permitted until further notice to prevent unnecessary risk and ensure the safety of students, parents and staff.</p>	<p>ALERT: An evacuation response has been initiated due to a severe weather warning issued by the Bureau of Meteorology.</p> <p>To ensure the safety of students, staff, emergency services and yourself, please do not attempt to travel to school to pick up your children. Pick up will not be permitted until further notice.</p> <p>Regular updates will be provided regarding the emergency response status and when the school has returned to normal operations.</p> <p>Please refer to the flood information newsletter for details of flood emergency response procedures.</p>	<ul style="list-style-type: none"> Short message service (SMS) School's Website NSW Education Parent App
	<p>IF AN EVACUATION EMERGENCY RESPONSE IS ONGOING:</p> <p>Update parents and carers of the changing status of the flood emergency response. Updates should be provided every hour if safe to do so.</p> <p>Update options will be:</p> <ul style="list-style-type: none"> Evacuation response is ongoing. Evacuation response is completed. Severe weather warning has passed, and collection is permitted. 	<p>ALERT: Evacuation is ongoing until further notice as the severe weather warning is still active.</p> <p>ALERT: Evacuation has been completed, students, staff and visitors have been vacated to (evacuation centre).</p> <p>Students, staff and visitors will be kept at (evacuation centre) as the severe weather warning is still active. Students are available for pickup from (evacuation centre).</p> <p>Please follow directions of the NSW SES and emergency services. When travelling ensure roads are clear and do not attempt to drive through floodwaters.</p> <p>ALERT: The severe weather warning has passed, and students are permitted to be picked up from the (evacuation centre).</p> <p>Please follow directions of the NSW SES and emergency services. When travelling ensure roads are clear and do not attempt to drive through floodwaters.</p>	<ul style="list-style-type: none"> Short message service (SMS) School's Website NSW Education Parent App

Target Group (s)	Objective	Message ¹	Communication Mode / Medium (s)
<ul style="list-style-type: none"> Visitors (Scheduled to arrive later in the day) 	Alert visitors, services or incoming deliveries not to travel to the school as it has initiated an emergency response procedure and is closed to visitors due to a severe weather/flood warning from BoM and/or directions from the NSW SES.	<p>ALERT: School is Closed to all visitors today.</p> <p>Due to a severe weather warning issued by the Bureau of Meteorology and to ensure the safety of visitors and occupants, School visits are cancelled/postponed until further notice.</p> <p>Please do not travel to School to prevent unnecessary risk.</p> <p>Please do not contact staff to reschedule until notified otherwise, as they will be busy with the emergency response.</p>	<ul style="list-style-type: none"> Short message service (SMS) Phone Call School's Website

¹ The message provided is a sample which should be altered at site management's discretion.



1.7 Attachment A: Flood Actions Checklist

Prepared – Before A Flood			
Trigger	Action	Responsibility	Requirements
Always	Appoint a Chief Flood Warden and ensure that there is always someone in this role.	Site Management	FERP
	Install and maintain legible signs at the exit from the building to the fields advising not to enter the fields if it is flooding.	Site Management	Informative signs
	Ensure that the visual and audible alarms within the premises are kept in working order and are tested at least annually.	Site Management	Alarm maintenance contract
	Subscribe Chief Flood Warden to a warning alert services so that they receive BOM severe weather warnings, Early Warning Network warnings, Hazards Near Me NSW warnings and SES warnings direct to their mobile phone.	Site Management	FERP, subscription to service and mobile device, access to BOM website via mobile device or computer
	Supply and maintain all of the equipment necessary to implement the FERP.	Site Management	Flood response kits including first aid kits, portable radio and megaphone, sufficient torches and hi-vis vests for each Chief and Flood Warden, spare batteries for all of the above
	Ensure the Chief Flood Warden and Flood Wardens are trained in the implementation of the FERP and interpretation of the rainfall, flood information and warning information published by BoM.	Site Management	FERP, training resources
	Keep this FERP up to date and review it every five years or following a flood.	Site Management	FERP
	Appoint sufficient Flood Wardens for the implementation of the FERP in any event.	Chief Flood Warden	FERP
	Monitor BoM weather forecasts and flood warnings daily.	Chief Flood Warden	Mobile or computer with internet connection
	Monitor flood levels at the site daily through the flood warning system and visual observation.	Chief Flood Warden	Functioning warning system and legible flood level indicator
	Organise contractor to conduct annual check of drainage system performance, flood related signage and flood warning device.	Site Management	Maintenance contract

	Display A3 version of this plan and the nominated evacuation route in staff rooms, building lobby and other relevant places.	Site Management	FERP
	A database of Site Management, Chief Flood Warden, Deputy Chief Flood Warden and Warden mobile phone numbers will be maintained and kept up to date.	Site Management	Phone Numbers
	A list of emergency contacts will be maintained which will include emergency services and utility providers.	Chief Flood Warden	Emergency contact list
	This FERP and the list of contacts will be kept on site in electronic and hard copy.	Chief Flood Warden	Electronic and hard copy of FERP
Alert – When a Flood is Possible			
Trigger	Action	Responsibility	Requirements
BoM forecasts heavy rainfall (50 mm or more in the next 24 hours).	Check BoM severe weather warnings for flash flooding in the Hunter area and BoM radar service every 2 hours while the site is open, and 2 hours before opening.	Chief Flood Warden	Mobile or computer with internet connection, functioning warning system and legible flood level indicator
	Monitor the flood level indicator at the field entrance during rainfall events.	Chief Flood Warden	Legible flood level indicator
	Be on alert for the flood alarm warning system.	Chief Flood Warden	Functional site flood warning device system
Respond – During a Flood Event			
Trigger	Action	Responsibility	Requirements
Any of the following: - The Hunter River at Singleton is expected to peak above the Minor Flood Level (10.0 metres)	If the site is closed:		
	Visit the site, if safe to do so, ensure no one is on site, ensure gates are locked and place a sign on the gates advising premises are closed until further notice due to risk of flooding.	Chief Flood Warden or delegate	Informative signs
	Cancel any upcoming deliveries.	Chief Flood Warden or delegate	FERP

- The NSW SES issues an evacuation order which covers the site	If the site is open:		
	Order an immediate site evacuation.	Chief Flood Warden	Flood response kits including first aid kits, portable radio and megaphone, sufficient torches and hi-vis vests for each Chief and Flood Warden, spare batteries for all of the above
	Advise site management that the site is being evacuated.	Chief Flood Warden, or Warden (whoever has called the evacuation)	Telephone, emergency contact list
	Encourage customers to leave promptly but calmly exiting west, and travelling northwest on New England Highway.	Flood Wardens	PA System, megaphone, torches, hi-vis vests
	Sweep the site to ensure everyone has left the site before locking the gates and placing a sign on the gates advising premises are closed until further notice due to risk of flooding.	Chief Flood Warden or Warden in charge	Torches, megaphone, informative signs
	Cancel any upcoming deliveries, and/or interrupt any ongoing deliveries and instruct vehicles to leave site.	Chief Flood Warden or delegate	FERP

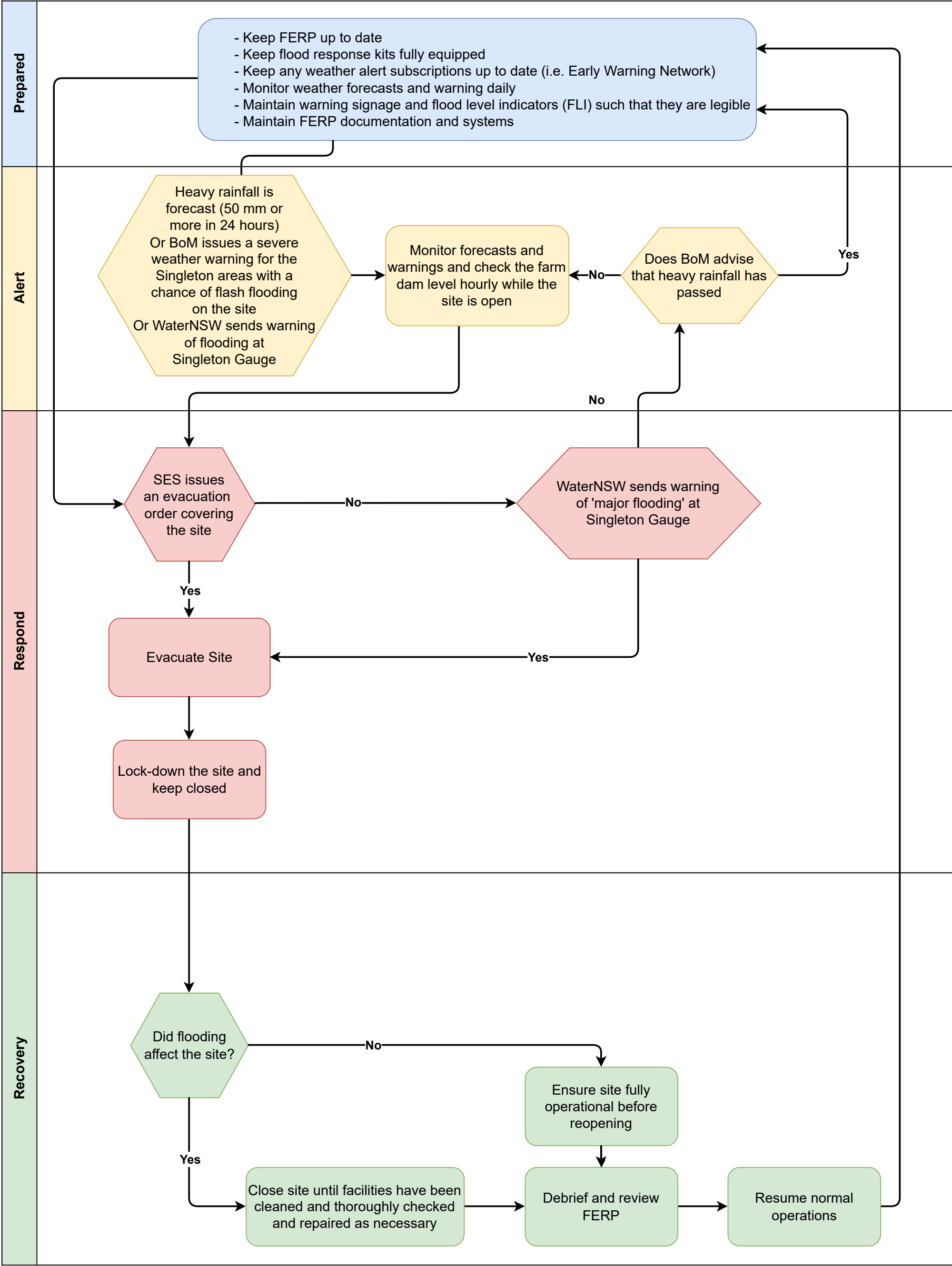
Recover – After a Flood

Trigger	Action	Responsibility	Requirements
All clear given by NSW SES, BoM, or Chief Flood Warden	No one will be allowed to return to the site while flooding is still occurring or has recently occurred.	Site Management and Chief Flood Warden	Informative signs
	Site access roads will need to be cleared of debris before the site is accessed. This should only be undertaken under the direction of the NSW SES or Singleton Council, due to risks from electricity, gas, debris and venomous animals.	Site Management and Chief Flood Warden	Telephone and emergency contact list
Trigger	Action	Responsibility	Requirements

All clear given by NSW SES, BoM, or Chief Flood Warden	If floodwaters did not enter the building:		
	Normal site usage should be able to resume once the site has been checked to ensure that utilities are restored and no structural damage has occurred. These checks need to be undertaken by professionals qualified to do so. Although landscaping areas would need cleaning that would not prevent use of the premises if the building is in working order.	Site Management and Chief Flood Warden	Contact details for structural engineer, electricians and plumbers
	If floodwaters entered the building:		
	There may be some repairs and cleaning needed before the premises become functional again.	Site Management and Chief Flood Warden	Contact details for structural engineer, electricians and plumbers
	For every flood event:		
	Before any cleaning or repair work is undertaken on site, a hazard assessment will be undertaken, safe work methods statements (SWMS) prepared and personal protective equipment supplied consistent with the known hazards which can be associated with floods: - Slips, trips and falls - Sharp debris - Venomous animals - Contaminated water and sediments	Site Management and Chief Flood Warden	Correct SWMS and PPE
	A debrief will be held and may involve emergency services. The flood event and response, including the use of this FERP and any emergency procedures will be reviewed.	Site Management, Chief Warden and other wardens who were involved in response	FERP, a log of actions taken during the event. This check list can be used for that purpose with times and notes recorded against each action.
	Changes may be made to the FERP and the requirements for future emergency response should the review identify any improvements which may be made.	Site Management and Chief Flood Warden	FERP

1.8 Attachment B: Flood Response Phases and Triggers

Flood Response Phases and Triggers





1.9 Attachment C: Emergency Contact List

**When to call
the NSW SES**



132 500

For emergency help in flood, storm and tsunami



**IN LIFE-THREATENING EMERGENCIES
CALL TRIPLE ZERO (000)**

*Due to flood or storm is
anyone trapped or injured?*

YES

Call **Triple Zero (000)**.

NO

Has a fallen tree blocked access? (i.e. front door/driveway/road)

OR

Is a tree threatening to fall on your property or driveway?

OR

Is your property flooded or in danger of flooding?

OR

Is your roof damaged or leaking?

OR

Is there damage to your property that you cannot fix yourself?

NO

Contact your
insurance
company or a
private contractor
to assess and
complete the job,
or repair it yourself
if safe to do so.

YES

Call the NSW SES on 132 500

Your request for assistance will
be logged by our operations
centre who will give you a
reference number. Your request
will then be forwarded onto the
nearest SES unit for action.

NSW SES Volunteers undertake temporary emergency measures
to make your home and the situation safe. It is important
that you contact either your insurance company or a private
contractor to make permanent repairs to damage resulting from
a flood or storm or to remove any remaining debris.

**When to call
the NSW SES**



132 500

For emergency help in flood, storm and tsunami



**IN LIFE-THREATENING EMERGENCIES
CALL TRIPLE ZERO (000)**

The **NSW SES** experiences many calls
during floods and storms.




























Assisting people in our communities who
are overwhelmed by damage and impacts
of natural disasters as quickly as possible
is important to all **NSW SES** volunteers.

What to do after logging a call with us:







- Make sure you keep your phone close by so we can easily contact you about your request for assistance.
- Stay away from any fallen trees and/or power lines that may have been brought down in the storm.
- Follow any safety recommendations you are given by the **NSW SES**.
- **NSW SES** attends to request for assistance in a priority based order. A life threatening emergency will always be given immediate priority.
- If you no longer require emergency assistance, call us on **132 500** quoting your reference number to cancel the request. This helps free up our emergency crews if you no longer need us.

**For great tips on how you can Get Ready
this Storm Season, or to find out more
information about the NSW SES, head to
our website at www.ses.nsw.gov.au**

NSW Emergency Contact Numbers

Services	Disaster	Service Name	Telephone Number	Details	Social Media	App	Website
	All Emergencies	Emergency	TRIPLE ZERO (000) 	All life threatening emergencies	 		www.triplezero.gov.au
	All Emergencies	NSW Police Force	TRIPLE ZERO (000) 	Police Assistance Line - 131 444, Crime Stoppers - 1800 333 000 Report crimes that are not in progress	 	–	www.police.nsw.gov.au
		NSW Fire & Rescue	TRIPLE ZERO (000) 	Helps the community during building fires, car accidents, rescues & accidents involving hazardous material	 		www.fire.nsw.gov.au
		NSW Rural Fire Service - RFS	TRIPLE ZERO (000) 	Info Line - 1800 679 737 Help the community during bush, grass & building fires, as well as car accidents	 		www.rfs.nsw.gov.au
		NSW Emergency Service - SES	132 500	For general help in a flood or storm	 		www.ses.nsw.gov.au
	–	Translating Interpreting Service - TIS	13 14 50	If you do not speak English well, you can call TIS (not an emergency service)	–	–	www.tisnational.gov.au

Updates During and After an Emergency

	All Emergencies	Emergency NSW	–	Alerts and Updates	–	–	www.emergency.nsw.gov.au
	All Emergencies	ABC Local Radio ABC Emergency	–	Emergency Broadcasts Updates	 		www.abc.net.au/news/emergency/
	All Disasters	State Disaster Welfare Services	1800 018 444	Disaster Relief Grants	–	–	www.emergency.nsw.gov.au



1.10 Attachment D: DoE Emergency Response Exercise Observer Checklist Template

Emergency response exercise – observer checklist template

Disclaimer:

This resource is for reference and should be used as an aid to develop and supplement your education and care service's existing emergency and evacuation procedures. It is the responsibility of the Approved Provider of an education and care service to ensure their service has emergency and evacuation policies and procedures relevant to their service premises.

Emergency Response Exercise – Observer Checklist template

Observer name	Date of exercise:	The exercise was initiated:	Alert tone sounded at:	Evacuation tone sounded at:	The exercise concluded at:	The debrief started at:
<Insert full name>	Click or tap to enter a date.	HH:MM	HH:MM	HH:MM	HH:MM	HH:MM

During the exercise: If there are unsafe conditions, alert a warden or staff member to the situation for their immediate attention and action. If no action is taken, intervene to direct people away from the potential harm.

After the exercise: Return the completed checklist to the exercise leader at the conclusion of the debrief.

Basic Scenario

What is the cause of the emergency?	<Insert emergency scenario>
Which response procedures are expected to be used in the exercise?	Evacuation <input type="checkbox"/> Shelter-in-place <input type="checkbox"/> Lockdown <input type="checkbox"/> Medical emergency <input type="checkbox"/>
Are you located in a mixed occupancy building or on/in close proximity to a school site?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If so, did any other occupants besides your service take part in the exercise?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

Overall

Evacuation: Did all occupants reach the evacuation assembly area?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A If no, what occurred? Click or tap here to enter text.
Shelter in place: Did occupants shelter according to plan?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A If no, what occurred? Click or tap here to enter text.
Lockdown: Did the service lockdown their facility?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A If no, what occurred? Click or tap here to enter text.
Safety: Was the exercise completed safely and without incident/injury to staff, children and visitors	<input type="checkbox"/> Yes <input type="checkbox"/> No If no, what occurred? Click or tap here to enter text.

Information

The on-site evacuation assembly area is:	<Insert location>
The external evacuation assembly area is:	<Insert location and route>
The refuge area (shelter in place) is:	<Insert location>

Emergency Control Organisation (staff responsible for responding to emergencies affecting your service)

Check for:	Observed?	Notes
The situation was identified and assessed	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
Staff understood their emergency response role	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
One person leads the overall response (response leader)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
The response leader briefed responders on the situation and directed the required response	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
Staff gather children and visitors and describe the required actions	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
Staff reassure children and visitors	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
Staff ensure that children and visitors move safely	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
On evacuation, staff gather evacuation kits	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
Staff communicate with the response leader to advise: <ul style="list-style-type: none"> Area/floor has been cleared Number and location of any refusals or people left behind 	<input type="checkbox"/> Yes <input type="checkbox"/> No	Note: How did warden communicate with chief warden? How many mobility impaired? How many refusals?
Staff account for children and visitors upon reaching: evacuation assembly area (for evacuations)/refuge (for shelter in place and lockdown)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
Staff report details of missing people to the staff member leading the exercise (response leader) as soon as practicable and safe to do so	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
Staff report details of injured people to the response leader as soon as practicable and safe to do so	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.

Staff report details of injured people to the response leader as soon as practicable and safe to do so	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.
Response leader briefs emergency services upon their arrival on site	<input type="checkbox"/> Yes <input type="checkbox"/> No	Click or tap here to enter text.

Emergency Equipment

Check for	Circle observed outcome	Notes
Evacuation diagrams are located beside each emergency exit	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
Alert tone (<i>beep beep</i>) is loud	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	If not fitted, what was used to alert
Evacuation tone (<i>whoop-whoop</i>) is loud	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	If not fitted, what was used to initiate evacuation
Public address (PA) messages are loud and clear	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	If not fitted, how did chief warden communicate
Warden intercommunication point phones (if present at your service)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
Path to emergency exits is clear	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
Path to emergency exits is marked with illuminated green 'running person' or 'exit' signs	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
Emergency exits are operable	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
Emergency exit stairs and pathway are clear	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
Emergency exit stairs are fitted with handrails	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
Moveable cots are operated correctly	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
Evacuation kits contain all items	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
Contact lists are available, used and up to date (less than 3 months old)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
<Insert service specific equipment>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.
<Insert service specific equipment>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Click or tap here to enter text.

Safety and reassurance

Check for	Observed outcome	Notes
All responses: staff keep evacuees together	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not observed	Click or tap here to enter text.
Evacuation: staff ensure evacuees crossroads safely and at designated crossings	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not observed <input type="checkbox"/> N/A	Click or tap here to enter text.
All responses: staff direct evacuees to avoid hazards	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not observed	Click or tap here to enter text.
All responses: staff gather evacuees in assembly area and contain them in the smallest area as reasonably practicable	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not observed	Click or tap here to enter text.
All responses: staff establish contact with the response leader and await further instructions	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not observed	Click or tap here to enter text.
Evacuation: on return to the building, staff maintain the same controls as on the way to the evacuation assembly area	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not observed <input type="checkbox"/> N/A	Click or tap here to enter text.

Notes

Record any other observations not included in this checklist
Click or tap here to enter text.



1.11 Attachment E: DoE Emergency Response Exercise Debrief and Report Template

Emergency response exercise debrief and report template

Disclaimer:

This resource is for reference and should be used as an aid to develop and supplement your education and care service's existing Emergency and Evacuation Procedures. It is the responsibility of the Approved Provider of an education and care service to ensure their service has emergency and evacuation policies and procedures relevant to their service premises.

Emergency response exercise debrief and report template

Exercise Date	Click or tap to enter a date.
Exercise Leader	<Insert full name>
Observer/s	<Insert name(s) of observers>
Emergency scenario	<Insert relevant emergency scenario>
Response examined	Choose an item.
Debrief commenced	HH:MM
Debrief concluded	HH:MM
Debrief location	<Insert location>

Debrief Participants

Name	Normal role	Role during Exercise
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Debrief discussion:

Recommend that the staff who took part in the exercise and observer/s debrief after the exercise by:

- Considering each question and avoiding crossing between questions.
- Stating observations and facts.
- Permitting staff to respond first, followed by the response leader and finally the observer/s.
- Agreeing on the required corrective actions, an owner for each action and a time required for completion.

- Consulting any other parties involved in the exercise that are not staff, educators or children at your service (e.g. If you are located on school grounds, consulting with the Principal on the questions below).

What went well?	What might be done differently? (Note: sometimes things done well can also be improved/done differently.)
Click or tap here to enter text.	Click or tap here to enter text.

Corrective actions:

Action	By whom	By when
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap to enter a date.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap to enter a date.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap to enter a date.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap to enter a date.