



Policy & Procedure

EMERGENCY POLICY & PROCEDURE

Policy number:	5	Version:	6
Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / Risk	Review Date:	22/4/2025
Approved and adopted by:	Board of Governance	Next Review Date:	April 2028

Scope

The purpose of this policy is to ensure all Staff, Volunteers, Board members, Contractors and Room Hirers are aware of their obligations should an emergency arise at the North Ringwood Community House Inc.

Objective

North Ringwood Community House Inc. aims to:

- Ensure that an effective plan is in place to safeguard all people in the House during an emergency.
- Ensure that any emergency is dealt with in a planned and orderly manner

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Broad Guidelines:

An emergency includes the following:

- Fatality
- Serious injury/illness/sexual assault
- Siege/hostage
- Firearms/bomb threats
- Collapse & damage of building or equipment
- Fire inside or outside the building
- Fire on the grounds of Parkwood
- Fumes/spill/leak/contamination by hazardous material
- Storm/flood damage
- Discovery of foreign items/substances

Incidents which are likely to affect the safety and wellbeing of any person in the Community House are to be reported to Staff immediately. Depending on availability of staff, either Management or Front Office staff (and identified First Aider if necessary) will respond immediately.

This policy should be read in conjunction with the Emergency Management Plan. The CEO will review the Emergency Management Plan at regular intervals (a copy is available on the NRCHI noticeboard located at Reception). Annual site inspections and fire drills will be implemented. In the event of an emergency the Board of Governance will review the plan as soon as possible after the emergency to determine if the procedures put in place were followed and if they were adequate.



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Implementation Process:

If an emergency occurs:

Patrons should report the incident to the Trainer/Facilitator who will then inform the CEO or Front Office staff (and the identified First Aider if necessary).

1. The CEO/Front Office staff will phone Emergency Services immediately (if required)
2. NRCHI Emergency Management Plan to be activated
3. Phone numbers for all relevant emergency services are posted by the telephones and on the Emergency/First Aid noticeboards and in every classroom
4. The Fire Warden will alert participants by sounding the alarm. The Fire Warden will check rooms and shut doors after each room has been checked.
5. **If time permits**, Parkwood Hub will also be phoned.

Evacuation Process:

1. **If time permits** Staff will turn off all appliances including heaters, lights, stoves & air conditioners.
2. In the event of a small fire, fire extinguishers are fitted as shown on the House Plan, posted in all rooms. Fire blankets are also available. Instructions on the use of fire extinguishers are on the wall next to the extinguishers.
3. Staff, volunteers, patrons and all people in the building will proceed via the closest clear exit to the evacuation point and assemble there until instructed to leave by Chief Fire Warden or emergency services personnel.
4. The grass area outside the front door is the evacuation point.
5. Trainers/facilitators are responsible for bringing the attendance book.
6. The CEO/Front Office Staff will be responsible for bringing the Staff Sign On Sheets with them. (When the CEO is not in attendance the Admin Officer will take over the CEO's duties).
7. A roll call will be taken to ensure everyone is accounted for.
8. The Fire Warden will liaise with Emergency Personnel (Fire, Police and Ambulance).
9. All instructions given by Emergency Personnel are to be followed.
10. If urgent medical attention is required, the nearest Medical Clinic is situated on the corner of Oban and Warrandyte Roads.
11. All staff involved in an incident are to fill in a NRCHI Incident Report available from reception and in every classroom in sign on folders. Forward a copy to the CEO immediately.
12. Refer to NRCHI Safety of Students Policy

After Hours Classes and Activities:

1. If the emergency is of a serious nature the appropriate emergency services should be called i.e. Police, ambulance, fire services, (numbers are listed at reception and in all training rooms)
2. Trainers and facilitators are encouraged to carry a mobile phone
3. NRCHI staff can be contacted via Direct Message from NRCHI's Facebook page after hours
4. Messages during normal office hours (9am – 3.45pm, Monday to Friday) can be left with the office on 9876 3421, or on message bank which is checked regularly throughout the day
5. Outside these hours, non urgent messages can be left on the main number. Examples of emergencies would be:
 - An incident at the venue after hours when office staff are not in attendance and sessional Trainers require assistance
 - A student who is expecting their Trainer to assess them in the workplace early in the morning becomes sick during the evening before and needs to let the Trainer know not to attend the next day. In this instance the student should ring the Accredited Training Coordinator

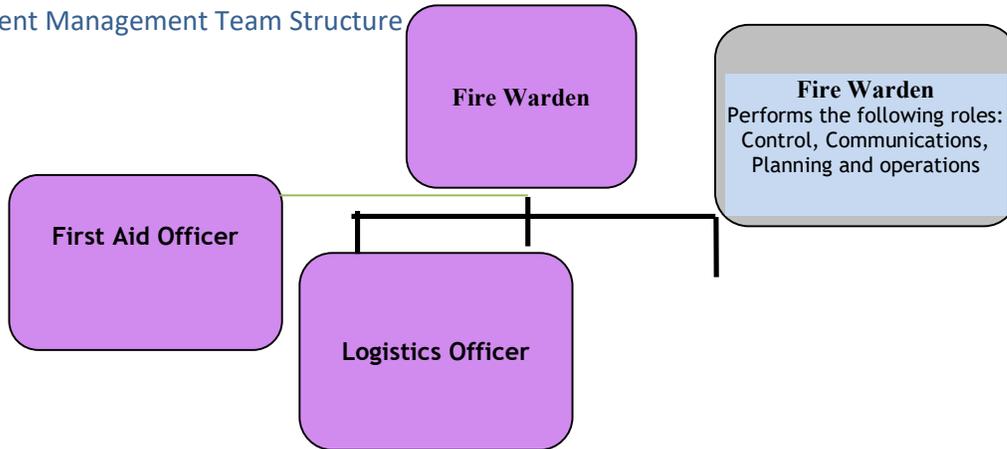


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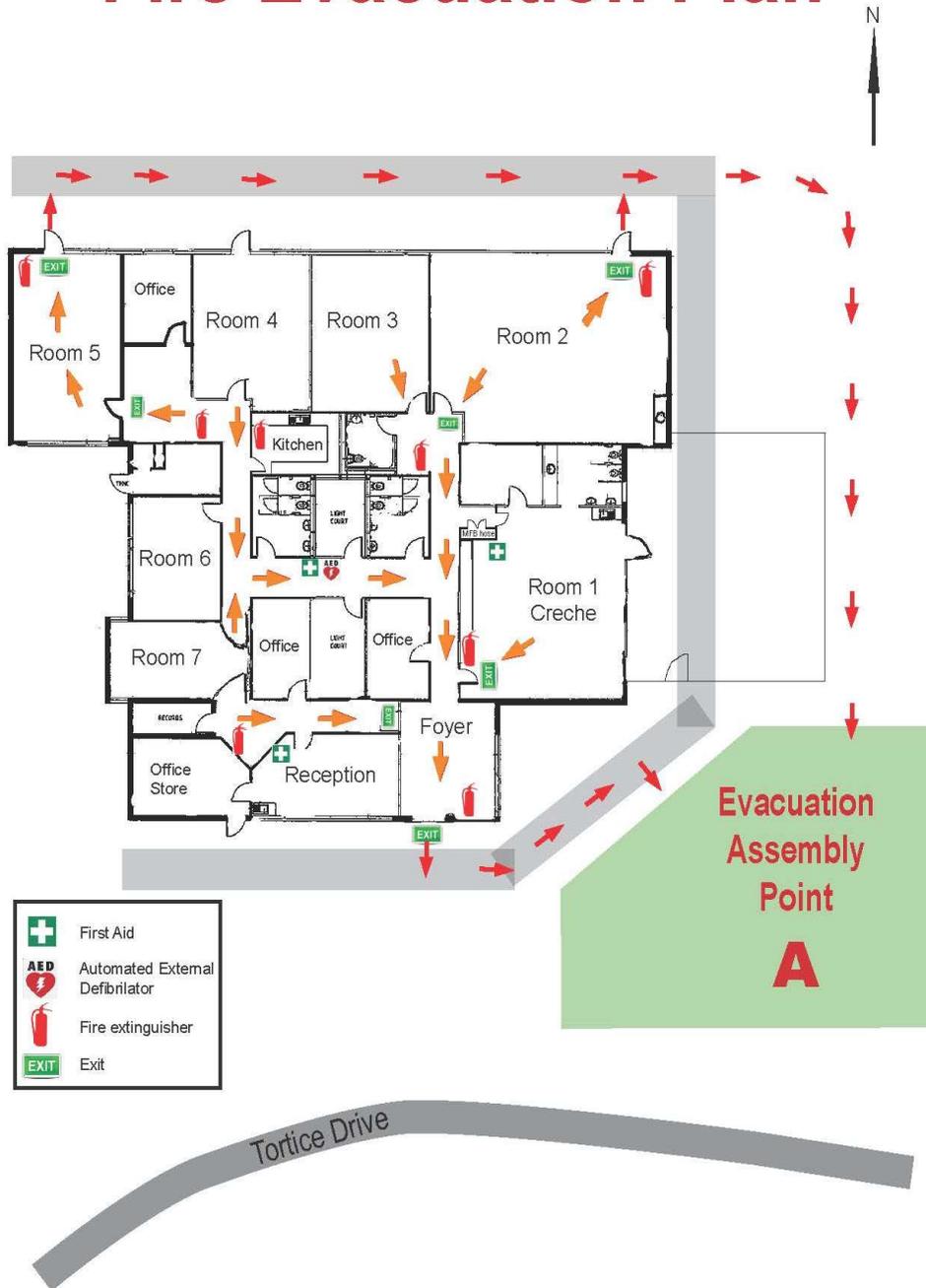
6. All staff involved in an incident are to fill in a NRCHI Incident Report available from reception and in every classroom in sign on folders. Forward a copy to the CEO immediately.
7. Refer to NRCHI Safety of Students Policy

OH&S Chart

1 Incident Management Team Structure



North Ringwood Community House Fire Evacuation Plan



- URN OFF HAZARDOUS EQUIPMENT
- FIRE EXTINGUISHERS AVAILABLE AT DESIGNATED POINTS
- MAKE A FINAL CHECK OF THE ROOM
- SHUT DOOR
- RAISE THE ALARM - INFORM STAFF – RING 000
- EVACUATE THE BUILDING BY THE NEAREST EXIT
- ASSEMBLE AT THE EVACUATION ASSEMBLY POINT UNTIL ADVISED OTHERWISE BY EMERGENCY PERSONNEL

Phone numbers for Emergency Services are listed at the entrance door and in all classrooms. In the event of a small fire, extinguishers are fitted as shown on the House Plan posted on the wall in all the training rooms. A fire blanket is available in the kitchen. Instructions on the use of extinguishers are on the wall next to the extinguishers.



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Related Documents

- Gender Related Violence including Sexual Harassment Policy
- Work Related Violence Policy
- Bullying Policy
- Occupational Health and Safety Policy
- Critical Incident Policy
- Safety of Students Policy
- Incident Report Form
- Emergency Management Plan
- Child Safe Policy
- Risk Management Policy

❖ *Statement to be signed by Staff, Volunteers, Contractors and Room Hirers declaring they have read, understood and will abide by this policy*

Emergency Policy Statement

NAME

Statement

I have read and understand my obligations under the North Ringwood Community House Emergency Policy, and will abide by it.

Signed

Date

Document Locations

Electronic file folders accessible by NRCH Administration staff
Policy & Procedure Manual
Website

Date reviewed	Version	Details of changes (if any)	Date of next review