

SECURITY AND EMERGENCY MANAGEMENT PROCEDURES



Document Details

Document Title:	Security and Emergency Management Procedures (SEMP)
Requirements & Intent	<p>These procedures are the Department for Education, Children and Young People's (DECYPs) over-arching emergency plan, addressing s43 of the Work Health & Safety Regulations 2022 and are consistent with the current version of the Tasmanian Emergency Management Arrangements (TEMA).</p> <p>These procedures provide guidance for DECYP personnel to manage any emergency regardless of their cause. They should be adapted for the circumstances to maximise safety, limit damage to facilities and resume service delivery.</p>
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Authorised by:	Kane Salter, Deputy Secretary Business Operations & Support Services; and Chair, Emergency Operations Group (EOG)
Date Authorised:	3 July 2024
Next Due for Review:	These procedures are due for review two years from 'Date Authorised' and are reviewed as needed. Version details are shown on each procedure.
Publishing Notes:	<p>Note that the SEMP applies fully to DECYP schools, libraries, archives, Child and Family Learning Centres and corporate business units; and partially to Services for Children & Families (SCF) and Youth Justice (YJ) sites (including AYDC)</p> <p>'Partially' means the agency emergency coordination arrangements described in the Emergency Arrangements apply to SCF-YJ teams, but they continue to use their site level emergency plans, until the next full review of the procedures. The exception is the High-Risk Referrals procedure which is a procedure that can be used by all parts of the Department, including SCF-YJ as needed.</p> <p>The controlled issue of this document is managed through the intranet and the DoE Emergency App. Once documents are printed, they are uncontrolled, and users are responsible for maintaining them.</p> <p>App users are responsible for refreshing it to keep content up to date.</p> <p>Changes are advertised in Infostream and Principal Matters, and supported by a summary called: 'SEMP – What's Changed & Why'.</p>
This document replaces:	Security and Emergency Management Procedures (Version 2.0, May 2023)
Document History:	A register of changes to the Security & Emergency Management Procedures and App are maintained by the Senior Programs Coordinator, Security & Emergency Management

Emergency Contacts

For up to date contacts, [access 'Emergency Contacts' on the staff intranet](#)



Reporting to Emergency Services on 000 MUST occur if:

- The safety of workers (including volunteers, and students), families/carers or clients is at risk
- There is criminal activity
- There is a significant threat to, or impact on, DECYP sites or property



After phoning Emergency Services, phone:

SCHOOLS	BUSINESS HOURS	AFTER HOURS
Northern Region:	03 6777 2440 All incidents-emergencies	For Emergencies: call Director, Operations 0417 353 386 or 0455 203 208
		For Critical Incidents, call Student Support Leaders Northwest 0437 898 825 or North 0427 816 596
Southern Region:	03 6165 6466 All incident-emergencies	For Emergencies: call Director, Operations 0436 856 859 or refer to Emergency Contacts
		For Critical Incidents, call Student Support Leaders 0407 762 495 or 0459 188 901
Safeguarding Lead – Schools and Early Years	0409 914 336	0409 914 336
CRICOS registered schools only, also advise	03 6165 5727	03 6108 0679

Other Departmental Teams

Child & Family Learning Centres (CFLCS)	Director Early Years Partnerships OR	0418 0471 771
	Director Operations-see 'Schools-Colleges'	03 6165 6120
Libraries	Director Library Network	Forwards to mobiles 03 6165 5566
Archives	Director Collections & State Archivist	0427 109 364 03 6165 5579
Libraries Tasmania – all sites	Executive Director, Libraries Tasmania	Forwards to mobiles 03 6165 5556

Other Business Units – inc. Education Regulation Inform your Director (they inform the Dep Secretary)

Executive Group members

Deputy Secretary	Business Operations & Support	0427 335 698
Deputy Secretary	Schools and Early Years	0409 584 652
Deputy Secretary	Continuous Improvement & Evaluation	0437 561 119
Deputy Secretary	Development & Support	0400 886 547
Deputy Secretary	Keeping Children Safe	0404 456 749
Executive Director	Children & Families	0419 389 991 or 0437 318 552
Executive Director	Youth Justice	0429 058 667
Secretary		0400 908 989
Associate Secretary		0417 049 528

Internal DECYP Contacts	Phone, Email, Web
'Alerts' web page <i>For site closures, and other emergency information</i>	www.decyp.tas.gov.au/about-us/alerts/
ARL - Advice & Referral Line (Strong Families, Safe Kids) <i>for Mandatory Reporting</i>	1800 000 123 (preferred method) Online Reporting Form
COVID-19 - Support/advice	COVID-19 (sharepoint.com) Resources selected for DECYP use
Cybersecurity Unit	03 6232 7799 All Hours: Service and Help Centre
ECU – Education and Care Unit	03 6165 5425
Facility Services	
<ul style="list-style-type: none"> On-Call Officer 	0419 005 823
<ul style="list-style-type: none"> Vehicle Incident Report Form 	Vehicle Incident Report Form
ITS - Information & Technology Services	All Hours: Service Centre Business Hours: 03 6232 7799 A/Hours: 0409 236 726
Legal Services	03 6165 6187 legal.services@decyp.tas.gov.au
Communications	Comms: 0400 869 188 or 03 6165 5724 communications@decyp.tas.gov.au Libraries: 0458 976 342 communications@libraries.tas.gov.au
Ministerial Services (Bus. Hrs only)	03 6165 6981
Office of Safeguarding Children & Young People	03 6165 5710
Safeguarding Children and Young People	03 6165 6480 Safeguarding@decyp.tas.gov.au
Security and Emergency Management	03 6185 5000 or 0439 208 618 All Hours: Service and Help Centre
Teachers Registration Board	03 6165 5977 trb.admin@trb.tas.gov.au
Wellbeing support <i>Intranet landing page</i>	Support and wellbeing (sharepoint.com)
Work Health and Safety (WHS)	
<ul style="list-style-type: none"> Enquiries 	All Hours: Service and Help Centre
<ul style="list-style-type: none"> Incident & Hazard Reporting 	Safety Reporting System for Incidents and Hazards
Workplace Relations	03 6165 6249 or 6165 6250 Workplace.Relations@decyp.tas.gov.au

<i>EXTERNAL DECYP Contacts</i>	<i>Phone, Email, Web</i>
Ambulance Tasmania Assistance <i>For non-emergency incidents</i>	1800 008 008
Bureau of Meteorology <i>Webpage only for weather forecasts</i>	MetEye (bom.gov.au)
Department of Health (DoH)	
• Office of the Psychiatrist <i>Mental health support for large scale incidents. See also 'Mental Health Helpline' for immediate support</i>	03 6166 0778 chief.psychiatrist@health.tas.gov.au
• Public Health Hotline (DoH)	1800 671 738
Employee Assistance Program (EAP)	1800 650 204
eSafety Commissioner <i>Reporting of OCSAM if hosted on-line</i>	On-line Report Forms
Gas emergencies	1802 111
JLT (Jardine Lloyd Thompson) Risk Solutions <i>DECYP Insurer</i>	Business Hours: 6220 7400 A/Hours: 0476 558 271
Kids Helpline <i>Support-counselling service</i>	1800 55 1800
Lifeline	13 11 14
Mental Health Helpline	1800 332 388
National Security Hotline	1800 123 400
Poison Information Centre	131 126
Rural Alive and Well (RAW)	1800 729 827
State Emergency Service <i>Storm and flood response</i>	132 500
TasALERT <i>Webpage only – Tasmanian emergency information</i>	TasALERT
TasNetworks <i>Power emergencies - fallen lines/outage</i>	132 004 Power outages - TasNetworks
TasWater	136 992
• Water service faults e.g. sewerage	Report a fault TasWater for failures/faults including sewerage
• Water supply interruptions	Service interruptions TasWater : summarises current and planned interruptions
Tasmania Fire Service Assistance Line <i>For general queries/non-emergencies; and when moving to an off-site assembly point during bushfires</i>	1800 000 699
Tasmania Police	
• Police Assistance Line <i>For non-emergency incidents</i>	131 444
• Specialist Police unit for High-Risk Referrals	Business Hours: 6173 2500 or TFTAC.CVE@police.tas.gov.au A/Hours: Call Police Assistance Line
• Road Closures <i>Webpage only – text only, no map</i>	Community Alerts - Tasmania Police
Working with Vulnerable People Registration - RWVP (Department of Justice)	1300 654 499 Registration to work with vulnerable people (cbos.tas.gov.au)
WorkSafe Tasmania <i>For reporting 'notifiable incidents' - Check with WHS or your Director if unsure</i>	1300 366 322 Notify WorkSafe Tasmania

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About the Emergency App

These procedures are available in a free, secured app for any Apple or Android phone for DECYP workers.

Benefits of the Emergency App

- The App content is the same as these procedures, but it fits in your pocket.
- The App uses minimal data.
- All updates are 'pushed out' – so you'll always have the current version.
- You can always access the procedures, whether you have network connectivity, or not.
- You can direct dial any of the phone numbers in the Emergency Contacts section from the App (with network connectivity).

Download Instructions (4 Steps):

Step 1

- Go to your App Store:
- For Android devices, use 'Google Play Store'
- For iOS devices, see 'App Store'
- Search for 'DECYP Emergency App' - Choose the App that has this symbol:

Step 2

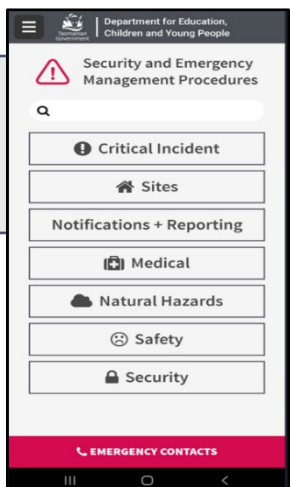
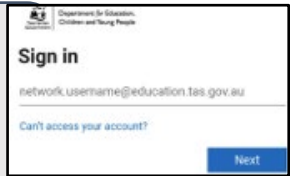
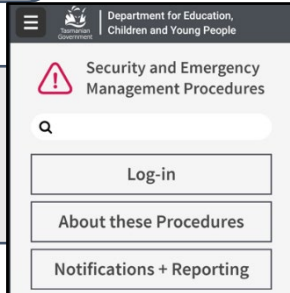

- Download the App
- Open it
- When you get to this screen, press 'Log-In'

Step 3

- Enter your current DECYP account username and password
- Authenticate your DECYP identity using the Microsoft Authenticator App***

Step 4

- The home screen of the App should change to look like this



***If you are having Log on issues, please log a job with ITS helpdesk. For information on the Authenticator app, refer to the [Service and Help Centre portal \(Service-Now\)](#)

Emergency Arrangements

Introduction & Purpose of the Arrangements

These arrangements summarise how we respond to any emergency that occurs at our sites and/or affects our service delivery. They can be adapted for the circumstances for safety and wellbeing of our people, and rapid resumption of services.

The main intended audience for these arrangements and the procedures are our Site Managers and Emergency Teams, with related guidance for their Directors, and Emergency Operations Group (EOG) participants.

Together these arrangements and the supporting procedures are the Department's emergency plan, addressing the requirements listed next.

Requirements

These arrangements and procedures are developed to demonstrate how we address legal and/or state policy requirements for security and emergency management including:

- *WHS Regulations 2022* and related Codes of Practice
- *General Fire Regulations 2021*
- *Emergency Management Act 2006*, and the Tasmanian Emergency Management Arrangements and the Tasmanian Government Protective Security Policy Framework (TAS-PSPF).
- DECYP Security & Emergency Management Policy (policy statement is shown next).

SEM Policy Statement

The Department is committed to providing the safest possible environment for wellbeing and learning, and strives to maintain agency-wide security and emergency management arrangements that are/demonstrate:

- **COMPLIANT & COORDINATED:** Meaning legislative requirements are met, and decisions are consistent with Whole of Government security and emergency management arrangements
- **GOOD PRACTICE:** Meaning relevant Australian security and emergency management principles and practices are applied proactively e.g. the comprehensive approach ('PPRR') for All-Hazards; 'Deter, Detect, Delay'; and related expertise is considered e.g. wellbeing, trauma-informed practice
- **COOPERATIVE NETWORKS & COMMUNICATIONS:** Meaning that decisions are informed through cooperative working relationships with internal and external stakeholders, and they are communicated to affected stakeholders
- **PROPORTIONATE:** Meaning arrangements are flexible, scalable, practical and proportionate for our context i.e. 'fit for purpose'
- **GROWTH:** Meaning continuous improvement is evident in DECYP security and emergency management

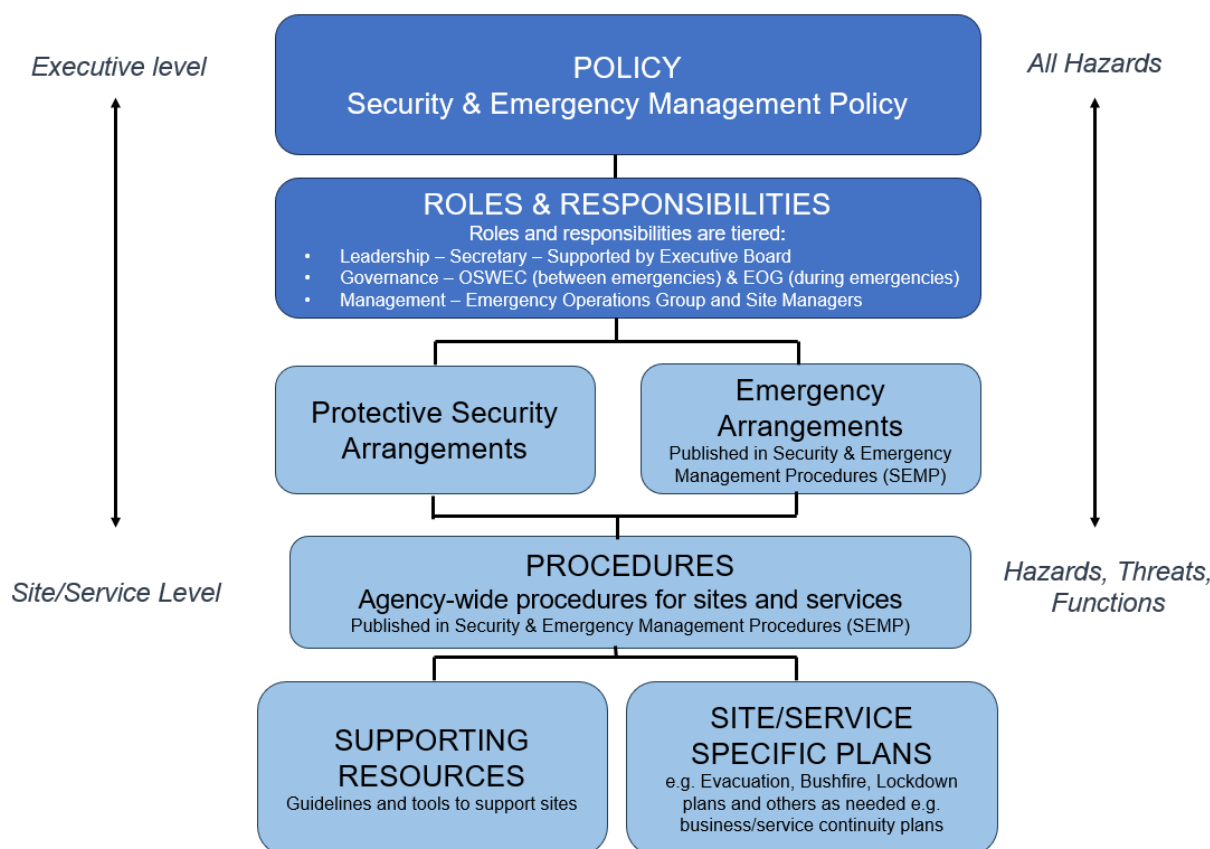
Emergency Arrangements

This policy is maintained by the Security & Emergency Management (SEM) team in Organisational Safety, Business Operations and Support, on behalf of the Organisational Safety and Wellbeing Executive Committee (OSWEC).

The policy applies to all Departmental workers making security and emergency management decisions, but it is primarily used by the Emergency Operations Group (EOG), and OSWEC. Site Managers are applying this policy when they use the Department's emergency procedures, and/or their site-specific emergency plans.

Our SEM System

Our management system is tiered, to support the different roles and responsibilities for safety across our Department and is structured as shown:



Summary of System Roles in DECYP

- **LEADERSHIP:** Maintain an environment so security and emergency management risks are managed for safety (Secretary)
- **GOVERNANCE:** Oversee and guide agency-wide decisions and resource allocation so security and emergency management incidents are prevented/mitigated and appropriately managed. This includes coordinating assurance reporting and analysis (mainly undertaken by OSWEC between emergencies, and EOG during emergencies)
- **MANAGEMENT:** Design and/or implement the security and emergency management arrangements, during and between emergencies (mainly undertaken by EOG members, Directors, Site-Service Managers, and Emergency Teams).

Emergency Arrangements

Emergency Planning Arrangements (Internal)

‘Plan on a Page’

How we coordinate

We have a tiered approach to manage emergencies, quickly and safely:

- Level 3 incidents involve all management levels – Site Managers & Chief Wardens, Directors and Emergency Operations Group (EOG)
- Level 2 incidents are managed by Site Managers-Chief Wardens with support from Directors
- Level 1 incidents are managed by Site Managers-Chief Wardens.

Communications

This is how we let our stakeholders know what we are planning do, and what we need them to do:

- Workers: Monitor emails, texts/SMS, phone calls, MS Teams
- Service users: texts/SMS, social media, webpage updates, ‘Alerts’ webpage
- Community members: ‘Alerts’ web page, social media, TasALERT
- Emergency partners: Open sources and/or through trusted networks/systems
- Incident notification, reporting and debriefing: Notifying stakeholders of incidents, submitting required reports, and emergency team debriefing.

Between Emergencies

- For all-hazards, we:
 - Plan, prepare, practice and identify lessons through debriefs
 - Maintain systems and processes to account for our people; call for help (incident notification) and report incidents (incident reporting)
 - Develop guidance to apply lessons and new ideas for safety
- We apply good practice for specific incident types e.g.
 - Security incidents: We work to deter, detect and delay threats
 - Critical incidents: professional staff guide trauma-informed approaches for therapeutic supports.

General Response Plan – Assess-Plan-Act

Our Department-wide response priority focuses on self-support and our people’s safety so we can minimise the load on emergency partners, and resume our services quickly, in support of the broader Tasmanian community.

Our general response plan has three steps and is used at every level (sites, Directors, agency):

- Assess the situation
- Plan - identify immediate actions for safety, and communications)
- Act - coordinate the actions then re-assess/adjust if needed

This includes sharing information with Non-Government Schools/colleges and contributing to Government response and recovery operations.

Response Actions at Sites

We have five emergency actions– they can be used in any combination for safety

- Hold, Lockout (secure), Lockdown (Hide, or leave is safer), Shelter, Evacuate
- We summarise the important actions in [staff guides](#); Site Manager/Chief Warden actions are described in the agency emergency Plan e.g. [SEMP ‘Security & Emergency Management Procedures’](#), along with prompts for Directors and EOG members
- Progressively we develop arrangements for specific incidents, threats or functions to be used by the Emergency Operations Group (EOG).

Recovery Priorities

Our main recovery priorities are:

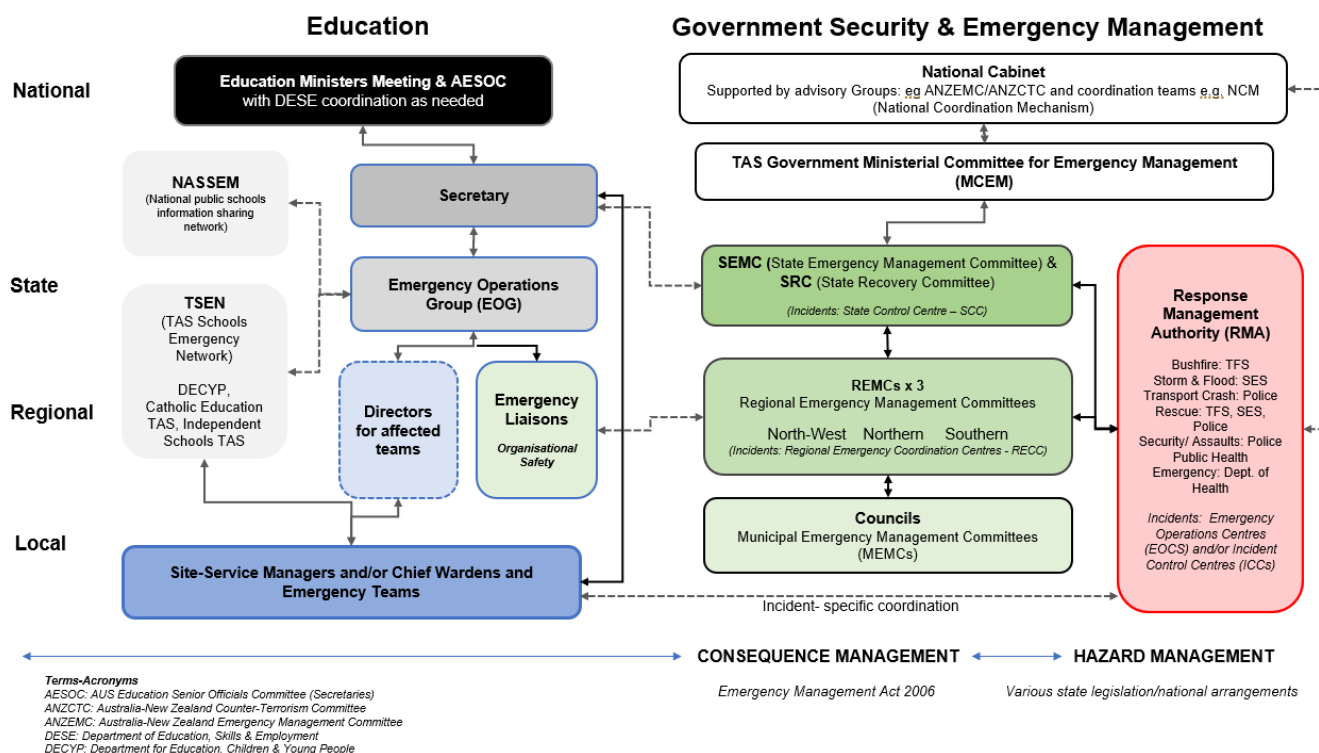
- Safety: Physical safety & wellbeing (workers, children and young people in our care
- Facilities: Building, IT infrastructure, equipment/ supplies
- Services: Service resumption.

Emergency Arrangements

Emergency Coordination – Roles and Responsibilities

Our Emergency Partners & State Governance

The very nature of emergencies usually requires organisations with relevant powers and authorities to work together; at departmental, jurisdictional, sectoral and national levels. This combined approach is core to the principle of ‘cooperative networks’.



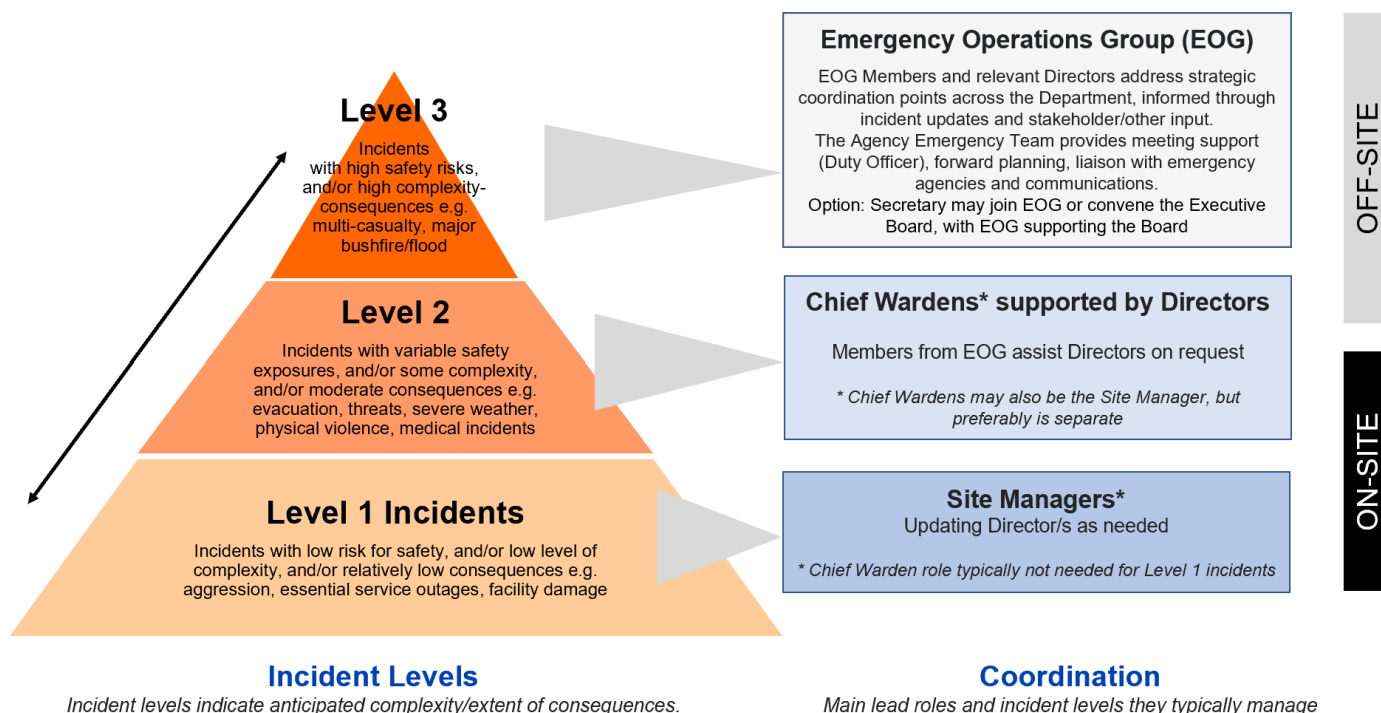
Internal Groups and Arrangements

Managing emergencies relies on a broad range of expertise which is enabled through a collaborative approach:

- Internally this is reflected in the Emergency Teams and the Emergency Operations Group membership, and ways of working between and during emergencies
- Externally it is reflected in our participation in the emergency committees, and other working groups and informal networks

Emergency Arrangements

Departmental Coordination for Incident Levels 1-2-3



The next section outlines how Emergency Teams are coordinated for emergencies at DECYP:

Emergency Teams

Emergency Teams are responsible for managing the emergency planning responsibilities and responding to emergencies, on behalf of the Site Manager who has overall responsibility for safety at the site

For DECYP owned sites, they are led by a Chief Warden, with a Deputy Chief Warden, Area Wardens, First Aid Officers and others with relevant skills/knowledge. Ideally there are multiple people with Chief Warden training for response duties, avoiding single person dependency for incidents.

Different team members can be involved in different emergency planning activities or responses. See the following diagrams for typical emergency team structures at DECYP owned sites for single/multi-campus sites.

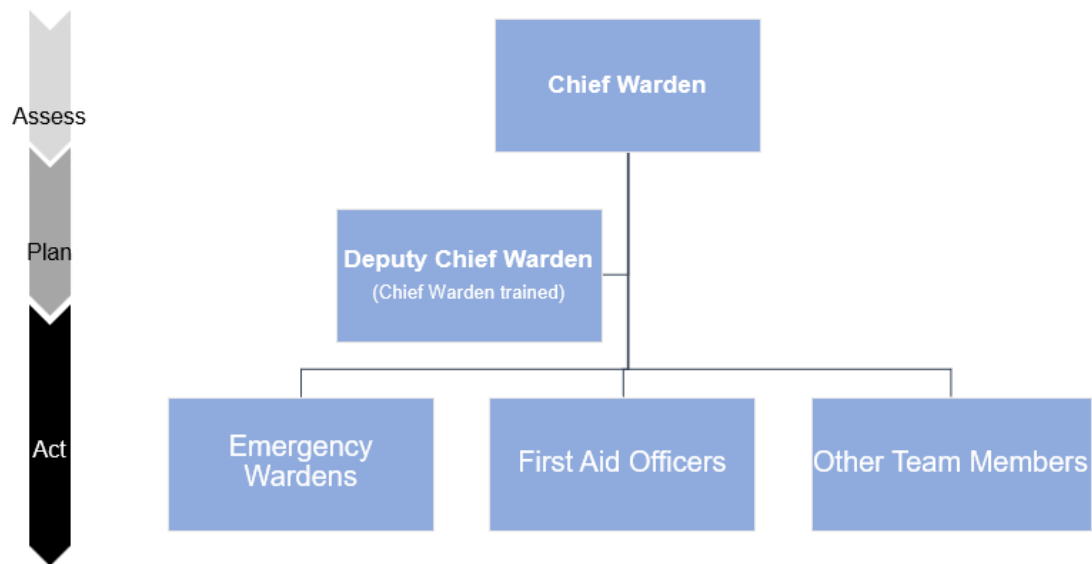
For leased and/ co-located sites, Emergency Teams can vary in structure/membership and may be organised by a property manager in consultation with DECYP Site Managers.

Emergency Teams at DECYP owned sites address the responsibilities of both the Emergency Planning Committee (EPC) and the Emergency Control Organisation (ECO), described in the Australian Standard 3745 Emergency planning for facilities, which is the underpinning guidance document for our emergency planning responsibilities, set out in the *WHS Regulations 2022* (s43).

Emergency Arrangements

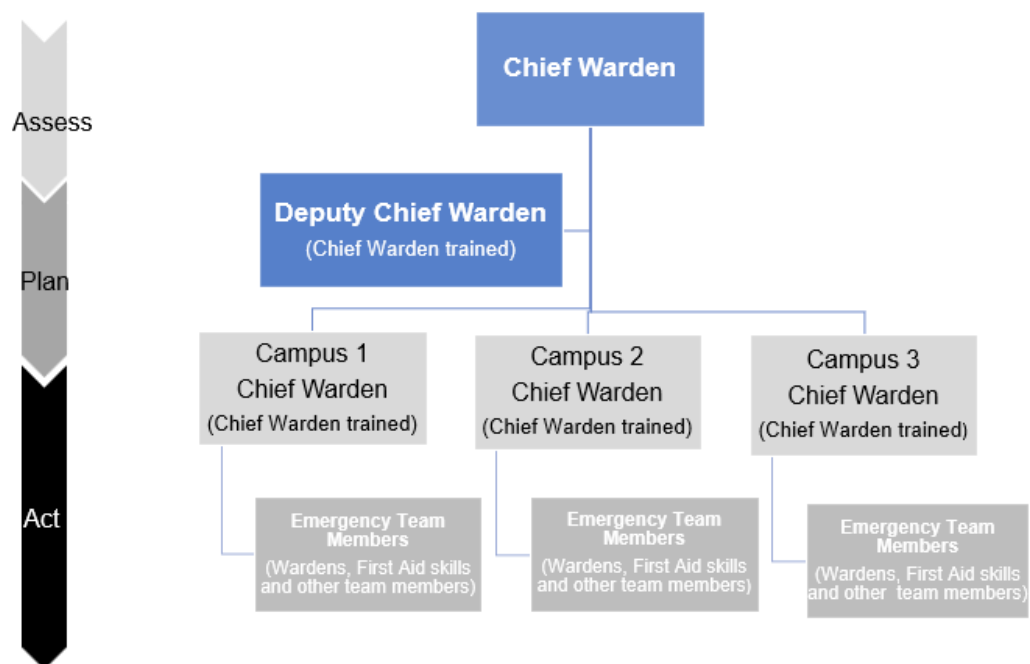
Structure – Single Sites

The next diagram shows an emergency team structure for a single site that DECYP owns.



Structure – Multi-Campus Sites

The diagram shows how the emergency team structure can be applied for a multi-campus site that DECYP owns e.g. a school with a farm/other operation at other locations, by scaling the single site structure:

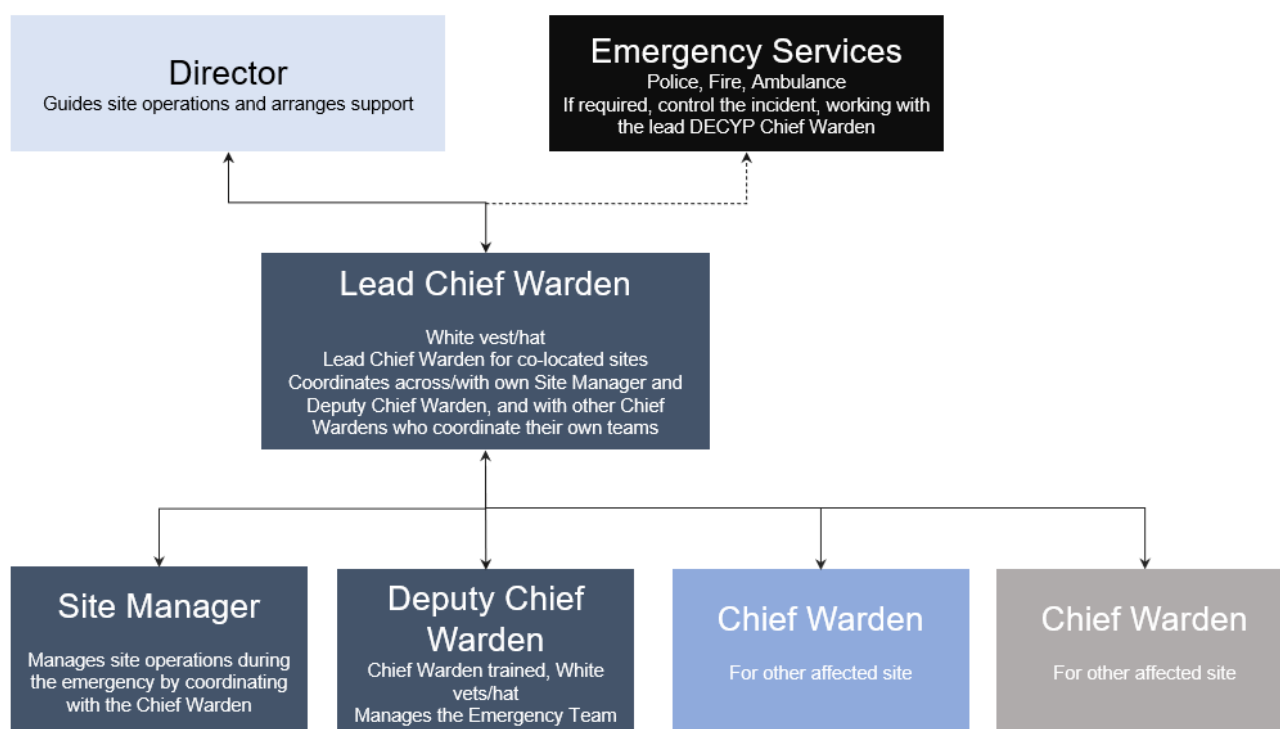


Emergency Arrangements

Structure – Co-located Sites (All/multiple operators affected simultaneously)

The diagram shows how the DECYP emergency team structure operates at a co-located site when all/multiple operators are affected simultaneously.

For emergencies at co-located sites, Police/emergency services require a single/lead Chief Warden, so the Chief Wardens for each operator at the site need to coordinate during the response, and possibly transition as the response evolves.



The lead Chief Warden's role is to coordinate across emergency teams, as well as within their own structure

Initially it is likely to be the Chief Warden for the most affected site

As soon as possible and by agreement with Police/emergency services, the lead Chief Warden role transitions to the Emergency Team for the largest operator of the site (i.e. the operators with the most workers, using the majority of the site for the majority of the time).

This team should have the greatest capacity to coordinate across all Chief Wardens at the site, and this change supports the most affected Chief Warden to refocus their attention on their service and workers.

The transition must be communicated to the other Chief Wardens and the emergency services.

In most cases this will be a DECYP operator, unless it is leased site with an alternative emergency structure in place (typically established/maintained by a property manager or similar).

Emergency Arrangements

Emergency Management Responsibilities (External)

DECYP Responsibilities

DECYP has assigned state emergency management responsibilities, including:

- emergency committees
- emergency liaison with Non-Government schools (TSEN)
- care for children in emergencies (evacuation centre context).

Other Agency Roles

This table summarises our main emergency partners:

Agency	Incident Type or Function
Tasmania Police (TAS POL) (including State & Regional Emergency Management Controllers)	<ul style="list-style-type: none">• Bomb threats• Crowded Places• High Risk Referrals (CVE – Targeted violence prevention)• Deaths/Fatalities• Flooding (coordination lead for riverine and dam failures), earthquake, landslip, tsunami• Family or workplace violence, unlawful acts e.g. theft, vandalism, drugs, assault• Search e.g. missing students• Structural collapse incident coordination• Siege/Hostage• Traffic control (road closures)• Transport crash
Tasmania Fire Service (TFS)	<ul style="list-style-type: none">• Fires – buildings and bushfire• Technical rescue – Structural collapse, building, equipment, vehicles (urban areas)• Hazardous materials (fumes, spill/leaks)
Ambulance Tasmania (AT)	<ul style="list-style-type: none">• Serious injury/medical condition• Needle stick injury and /or body fluid exposure
State Emergency Service (SES)	<ul style="list-style-type: none">• Storm and flood response• Road Crash Rescue (rural areas)• Emergency management committee coordination
Department of Premier & Cabinet (DPAC)	<ul style="list-style-type: none">• Recovery coordination• Financial assistance packages, emergency grant administration• TasALERT• Protective security framework coordination• State Government cyber security breach incidents
Department of Health (DoH)	<ul style="list-style-type: none">• Communicable/infectious diseases• Public health emergency• Mental health emergencies – major critical incident support

Emergency Arrangements

Agency	Incident Type or Function
Natural Resources & Environment (NRE)	<ul style="list-style-type: none"> • Biosecurity TAS: Plant/animal disease response, border control • Water & Marine: dam safety plans and dam failure response • ES-GIS team in Land TAS: Emergency services GIS and spatial data for LISTMap • PWS: firefighting and searches in parks and reserves
National Security Hotline	<ul style="list-style-type: none"> • Any suspicious activity, especially counter-terrorism
State Growth	<ul style="list-style-type: none"> • Student Transport operator contracts • Business Tasmania support • State road networks

External Groups

- REGIONAL EMERGENCY COMMITTEES:
 - The Department maintains a small network of representatives for the three regional emergency committees, [from the Organisational Safety team](#)
 - Between emergencies they attend some of the regional meetings, and during emergencies they act as an authorised contact/liaison, usually working remotely from the regional coordination/operations centre
- STATE GROUPS
 - SEMC: The Secretary is the member for the State Emergency Management Committee (SEMC), coordinated by the State Emergency Service (SES)
 - [TSEN](#): Manager, Security & Emergency Management coordinates the Tasmanian Schools Emergency Network with Catholic Education Tasmania and Independent Schools Tasmania
 - [OTHER STATE GROUPS](#): a list shows DECYPs current representatives on various state security and emergency groups
- NATIONAL GROUPS: DECYP participates in the following national groups:
 - NASSEM (National Association of School Security & Emergency Managers) – this is an information sharing network of public school security & emergency managers in Australia and New Zealand
 - YAMHAG - Youth & Mental Health Advisory Group this group is coordinated by Dept. of Home Affairs and collaborates on youth and mental health issues related to targeted violence

Emergency Arrangements

Emergency Planning

‘Emergency planning’ means:

- maintaining the required site-specific plans and uploading updated plans to the EPAS (and ‘deactivating’ superseded plans)
- conducting drills for the plans and arranging training for warden and first aid officers
- maintaining readiness for emergencies, including communications systems/processes for emergencies
- using the plan for emergencies; and
- submitting reports as required

The Chief Warden for each Emergency Team guides and oversees these responsibilities to be met, with the Emergency Team

Emergency Plans

- **PLAN HIERARCHY:** The hierarchy of our plans is:
 - our agency arrangements
 - the [Security & Emergency Management Procedures \(SEMP\)](#), as the agency-wide emergency plan under the *Work, Health and Safety Regulations 2022* (s43) and other requirements; and
 - site level emergency plans show site-specific arrangements. The Department specifies the site plans required to be maintained, including their update and drill frequency and any related training
- **PLANS SUPPORT SAFETY THROUGH COORDINATION:** Emergency plans are required on a risk-basis, and they support coordination with/for response and recovery:
 - emergency services - when they come to help us
 - other DECYP agency-wide plans - so senior managers can support multiple affected sites, simultaneously
 - regional and state-wide plans - so other agencies and teams can assist if needed
- **ON-LINE CENTRALISED REPOSITORY:** The Department maintains a centralised, electronic repository for emergency plans to support assurance/compliance reporting called the EPAS (Emergency Planning Administration System)
- **SITE OCCUPANCY VARIATIONS:** Our sites vary e.g. some are leased in/out, some are co-located etc., but regardless of those details, DECYP Chief Wardens should work with other operators on the same site to address the following key points for coordination and safety, especially in the context of multiple/all operators responding simultaneously, including:
 - how communications about emergencies (imminent or actual) will occur between the operators
 - how missing people will be reported and who to (if in a combined evacuation)
 - which assembly areas are intended to be used (to make sure they have capacity for the people that may be directed there)

Emergency Arrangements

- **PLANNING FOR AFTER HOURS USERS:** Plans should include how groups who use the site, when a Chief Warden is not present, will manage emergencies
- **PLANNING OPTIONS:** Teams can develop any plans or procedures they feel are necessary to support them to manage emergencies, but they must be consistent with (i.e. must not contradict) these arrangement or procedures
- **UPDATE FREQUENCY & CONSULTATION:**
 - Plans should be updated annually* and changes should be consulted with the Emergency Team or similar, and at least a sample of workers that the changes affect
 - Local emergency service personnel should be invited to participate in the review

**Evacuation plans also have a five-year approval requirement, which the Security & Emergency Management team coordinate between the TFS (Tasmania Fire Service) and Site Managers*

Awareness, Drills, Exercises & Training

- **AWARENESS & DISTRIBUTION:**
 - Once plan/s are updated, they should be uploaded in the Department's [on-line, central repository \(EPAS\)](#) and changes should be initially communicated to/confirmed with senior workers and the Emergency Team
 - Updated plans can be shared with local emergency services personnel
 - Plans should be available to all workers and key stakeholders as needed, but not made publicly available
 - Relief/casual workers (see Glossary definition of workers)/or service users should be provided with relevant emergency information from the plan e.g. [Emergency Actions Guides](#)
 - How this is done will vary between sites and groups and it needs to be context and cohort appropriate, so people can be safe
- **DRILLS:**
 - A drill should be held annually for each site-specific plan
 - Drills do not need scenario or role playing – they are an opportunity to practice the arrangements described in the plan
 - Before a drill is conducted the Chief Warden should make sure that people participating in the drill know the approximate timing of the drill and what they need to do
 - Drills should be announced in a similar way to the incident announcement/alert, and it should be clear that the announcement is for a drill
 - Drills should be observed, and evidence recorded to indicate how effectively the procedure and/or site plan was used. Observations should be discussed in the drill debrief and if needed, changes to the plan should be discussed with the Chief Warden and arranged promptly
 - When drills do not run smoothly or effectively, consideration should be given to repeating the drill after workers and others are re-familiarised with the required actions, because poor quality practice will result in poor performance

Emergency Arrangements

- EXERCISES

- The Emergency Operations Group (EOG) undertakes an exercise each year which is facilitated, evaluated and debriefed, in accordance with the Tasmanian exercise guidelines
- EOG participants and our regional emergency committee representatives participate in exercises conducted by state and regional committees
- Internally, discussion exercises/workshops are conducted with relevant teams and groups for severe weather and bushfire emergencies

- TRAINING

- Chief Wardens and Deputy Chief Wardens and Area Wardens* should arrange and attend formal training* at least every three years, in addition to participating in drills. This can vary at sites where property managers manage emergency planning responsibilities

**see the Glossary*
- While one Chief Warden is nominated by the Site Manager to oversee the emergency planning responsibilities, multiple people in the Emergency Team should be trained for the Chief Warden role
- First Aid Officers should attend formal training in line with the Department's first aid procedure e.g. resuscitation (CPR) training – annual, other first training – every three years

Emergency Readiness

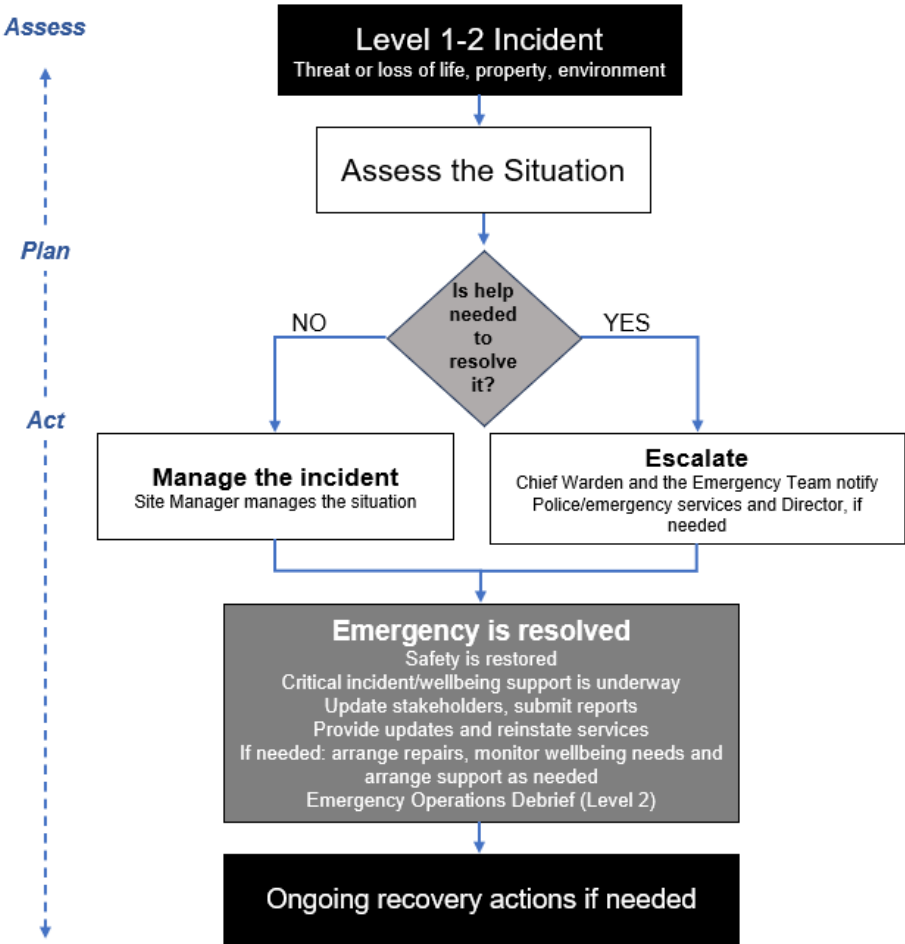
- Emergency readiness includes other activities that are site-specific and:
 - prevent/mitigate emergencies e.g. bushfire mitigation works, site inspections and repairs and/or
 - mean emergency procedures can be used more easily/effectively e.g. updating contact lists maintain emergency kits, servicing CCTV/duress alarms, announcement systems; reviewing emergency vehicle access points, traffic flow for assembly points, identifying workers who can be emergency service liaisons in incidents, updating scripts/templates
 - minimise additional harm/support recovery: e.g. supporting reunification, managing service delivery while critical incident/wellbeing support is provided, identifying areas for spontaneous memorials, updating scripts/templates
- The main emergency readiness activities should be recorded in site-specific plans and reviewed annually as part of the plan review.

Emergency Arrangements

Response Processes

Level 1-2 Incidents

This diagram shows the response process for level one and two incidents:

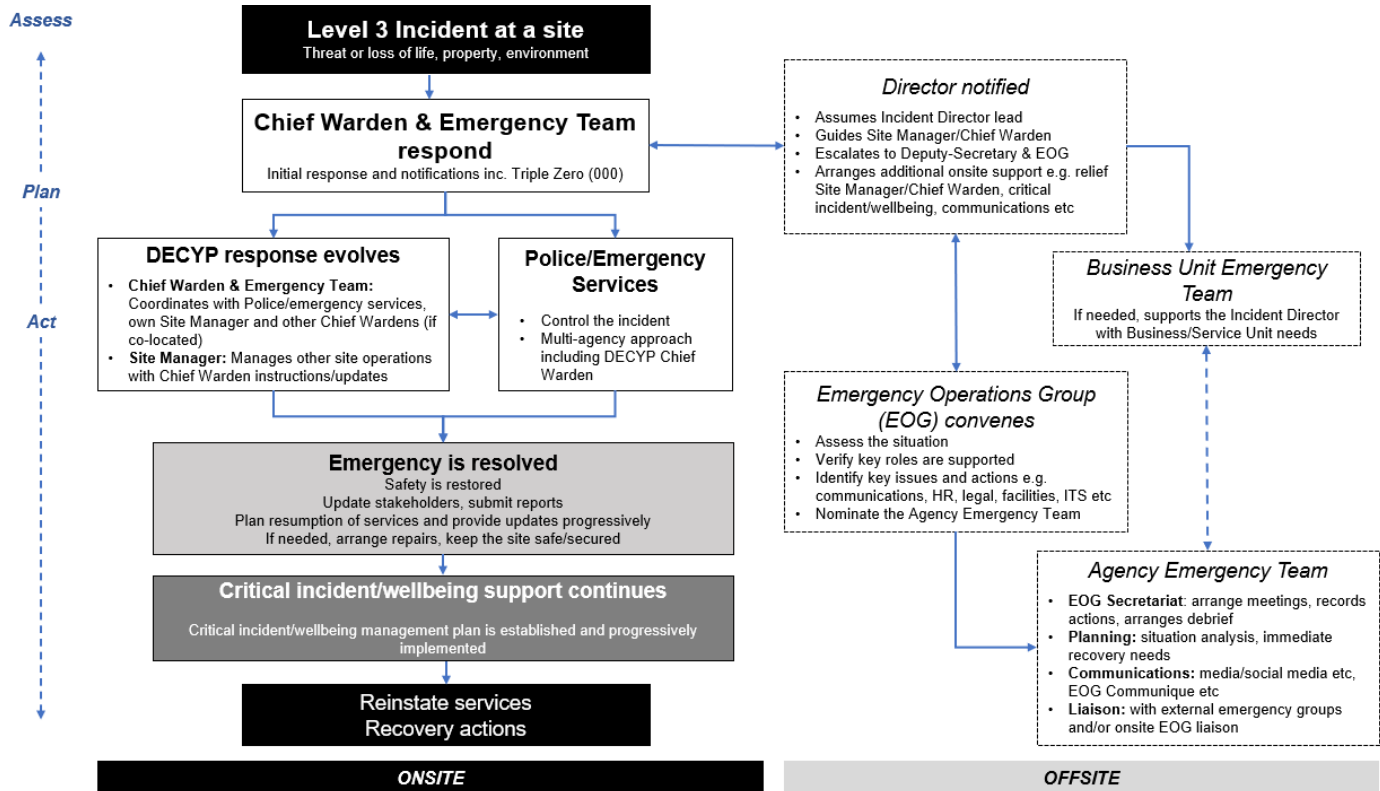


Emergency Arrangements

Level 3 Incidents

This diagram outlines a simplified response process for major incidents at departmental sites.

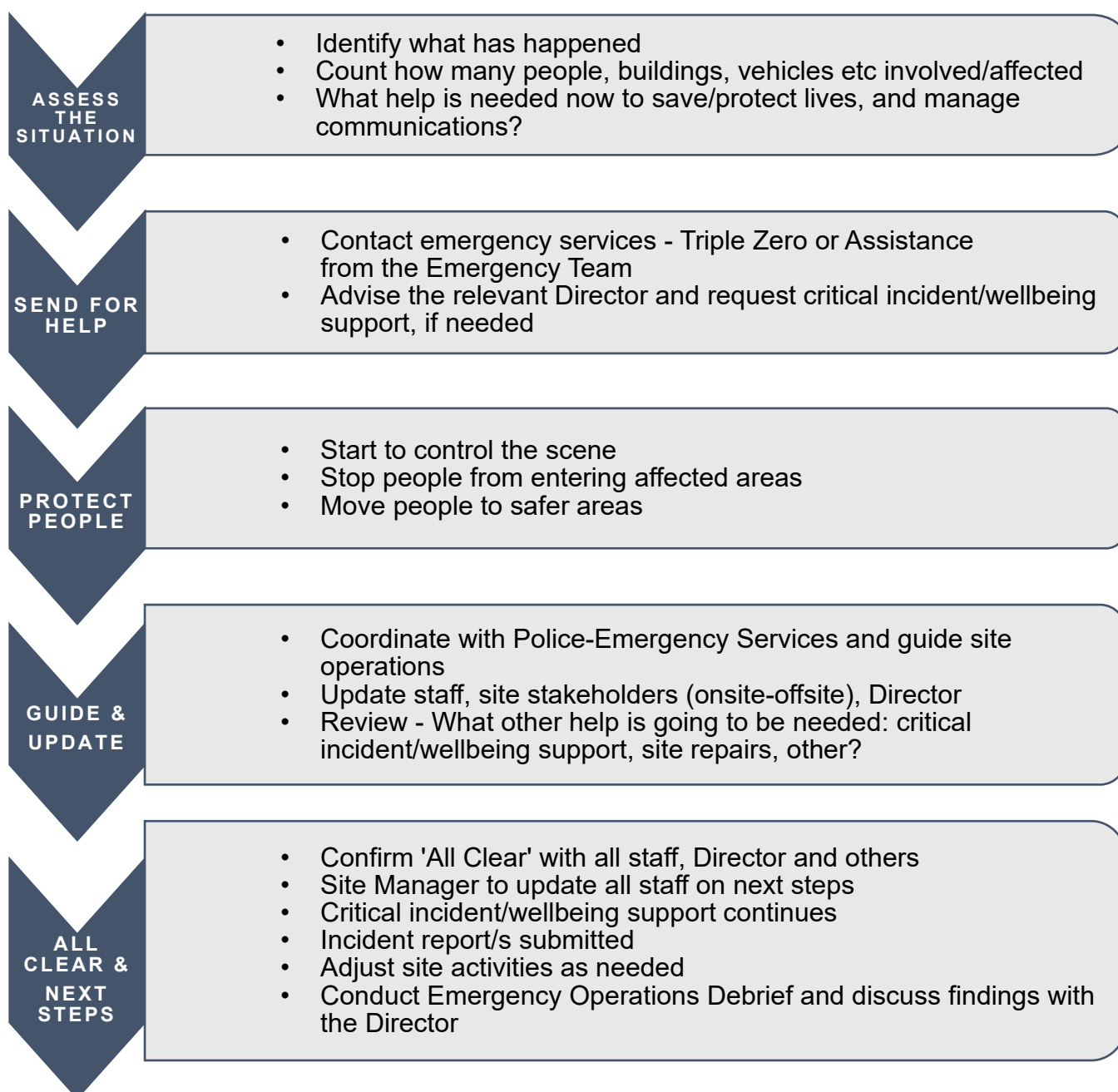
These actions are adjusted for off-site emergencies, and/or emergencies that spread across geographic areas e.g. major fire, complex/flooding, public health emergency



Emergency Arrangements

Response Action Priorities at Sites

The following actions are mostly for the Chief Warden, but may be started by the Site Manager, depending on circumstances, with some that can be carried out simultaneously:



Media Requests and Social Media

Emergencies (including security and critical incidents) usually attract media attention and can be rapidly communicated through social media. Providing accurate and timely information is important for safety, and our agency arrangements are:

- **SOCIAL MEDIA:** Site Managers and other workers should avoid posting to social media. Refer any posts to your Department's communications team for action to be taken (see 'Emergency Contacts' for details).

Emergency Arrangements

- **MEDIA:** Site Managers and other workers should politely refer any media enquiries to Communications Services (see 'Emergency Contacts' for details)
- **SUPPORT:**
 - For Site Managers: Agency communications teams will assist Site Managers with messaging for emergencies e.g. email messages for workers or service users, coordinating media statements with emergency services, updating social media and/or web pages etc. Site Manager can request their assistance directly from the team, or their Directors can arrange it.
 - Emergency Operations Group (EOG): Communications Services is a member of the EOG and supports members by providing EOG Communiques after meetings, and /or managing additional communications tasks for the Chair/Secretary e.g. updates to all workers, Ministerial updates etc.

Incident Notification

The details for initial advice of incidents are shown in the emergency procedures and are summarised in the 'Incident Notifications & Reporting Summary' procedure.

- **EXTERNAL:**
 - Triple Zero (000) for Police-emergency services for imminent/immediate threats to safety
 - Police-emergency services 'Assistance' number for unlawful occurrences/other request for non-emergency assistance
 - Parents/Carers: Advising parents/carers after incidents have been resolved is recommended (Noting that other communication may be needed depending on the circumstances) and the Department's communication teams will assist the Site manager with this.
- **INTERNAL:** Reporting up to supervisors:
 - for Site Managers, notify their Director (or similar)
 - for Directors, notify their Deputy-Secretary (or similar)
 - for Deputy-Secretaries, Executive Directors and the EOG Chair: notify Secretary for Head of State Service/Minister or similar, as needed.

Incident Reporting

The details for written reports about incidents are shown in the emergency procedures and are summarised in the 'Incident Notifications & Reporting Summary' procedure. There can be multiple written reports required, depending on the circumstances e.g.:

- WHS requirements
- Child safety reporting
- Other reports including major facility damage, cybersecurity breaches, fraud.

Emergency Arrangements

- **WHS REPORTING REQUIREMENTS:** WorkSafe Tasmania must be notified as soon as possible after becoming aware that any of the following types of incidents have occurred in the workplace as part of service delivery:
 - a fatality
 - a serious injury or illness
 - a dangerous incident - any workplace incident that exposes a worker (or any other person) to a serious risk to their health or safety from an immediate or imminent exposure to a serious hazard e.g. a spillage or leakage of a substance; collapse of plant/equipment/excavation works, electric shock, fall from height etc.

Reports can be made verbally and must be confirmed in writing within 48hrs of the verbal advice

Site Managers can discuss reporting to WorkSafe Tasmania with their Director or a Organisational Safety (WHS) Consultant, but this should not overly delay submitting the report.

The incident must also be reported in the [Safety Reporting System](#).

- **CHILD SAFETY REPORTING:** All forms of child abuse (known or potential) is reported to the Strong Families, Safe Kids Advice and Referral line
- **OTHER REPORTING:**
 - Major facility damage is reported to the Department's insurer
 - Cybersecurity breaches are reported through the on-line ITS Service Centre
 - Fraud is reported to either Director Finance, Workplace Relations or your Deputy-Secretary.

Preserving Incident Scenes

If Police are in attendance, they may cordon off the incident scene and declare it a crime scene. If that occurs, the area is under Police control and Site Managers need to cooperate fully with Police to avoid disturbances

If the incident is required to be reported to WorkSafe Tasmania and Police are not in attendance or need to cordon the scene, the Site Manager/Chief Warden should do what they can to cordon off the incident site, so it is not disturbed, until the WorkSafe Tasmania Inspector carries out their investigation or determines the cordon is not needed. See the procedure 'Preserve and Incident Scene' if needed

Exceptions to these arrangements are:

- to assist an injured person
- when it is essential to reducing the risk of a further notifiable incident occurring
- when Police or the Regulator gives permission

Emergency Operations Debriefs

Emergency Operations Debriefs should be held for Level 2 and 3 incidents, by the Emergency Team to reflect on how effective the procedure, plan and training was, and if improvements are needed

Emergency Arrangements

Debriefs should:

- be held in accordance with Departmental values especially Growth, Courage and Respect
- share observations and opportunities for improvement, considering:
 - what went well
 - what didn't (compare actions taken with the current procedure/site plan – what was different and why?)
 - If appropriate, identification of actions that will improve future response/recovery
- have a written record - debrief details, lessons identified, and actions agreed

See the procedure for details on conducting an Emergency Operations Debrief and discuss key safety issues and/or other issues that can't be resolved by the Emergency Team with the Director or similar.

Recovery

Priorities

Our recovery priorities are mainly focused on three areas:

- Safety: Physical safety & wellbeing for workers, children and young people in our care, and other service users' stakeholders where relevant
- Facilities: Building, IT infrastructure, equipment/ supplies
- Services: Resume child safety and learning services as priority, and all other services as soon as practically possible

These priorities and our emergency committee membership can also result in additional activities, for broader Government recovery activities

Strategies

While every situation differs, the following strategies are good practice to support the Department's recovery for any incident/any level

- Locally led: Good practice requires longer term actions are planned and implemented in consultation with the directly affected community, and demonstrates there is confidence that the affected community can and will help themselves i.e. that they can recover, there is hope
- Provide information: A critical part of recovery is gaining a clearer understanding of what happened and/or having the opportunity to contribute to decision-making. Therefore, information provided should be from credible sources, consistent with departmental messages, well-timed and as concise as possible
- Resume routine activities as soon as possible: 'Normal' routines can provide reassurance and a sense of safety
- Consider mental health/wellbeing needs: Usually those closest to the incident will need more assistance than others and it is important that this type of support is coordinated by workers with the appropriate expertise
- Promote connectedness: Consult on, and support/facilitate opportunities for differently affected groups to connect, and promote hope through messages and actions

Emergency Arrangements

Immediate Actions for Recovery

- Establish supervised support rooms if needed for families/carers
 - Oversee calm departures
 - Make sure children and young people are leaving with authorised caregivers (use the 'Evacuation-Reunification' procedure if needed)
- Make sure that physical safety is restored i.e. the emergency is resolved/the 'All Clear' has been given
 - Arrange temporary repairs if needed
 - Consider a contracted service provider for cleaning if a traumatic event occurred. Discuss with the Director if needed
 - Consider additional signage and additional workers to promote a sense of safety
- Plan to reinstate services as soon as possible, in consultation with your Director
 - Special arrangements may be needed before services resume for workers /affected families to collect items
- Set up for recovery:
 - A number of actions are usually undertaken, so a Support Team may be needed, with a coordinator/leader and a deputy/alternate (if possible)
 - Consider workers who can assist with the recovery priority areas and discuss with your Director
- Identify those most directly affected, and others. For schools, Professional Support workers will undertake this, and for other sites, the Wellbeing team may be able to arrange assistance if needed
- If a traumatic event, nominate someone to register all offers of assistance and/or an area identify a secure area for gifts, donations and tributes
- Plan/arrange initial communications with stakeholders (individuals and groups):
 - explain 'next step/s' and next anticipated update times
 - include self-care reminders/tips
 - personal check-ins with workers and directly affected families (may need to be coordinated with Police if a death has occurred).

Glossary

AFDRS

Australian Fire Danger Rating System is an Australian rating system, mostly used as a forecast, to indicate expected bushfire behaviour. See 'FDR' for more information.

All Hazards

Describes the principle of dealing with any type of emergency or disaster using the same set of management arrangements (from the Australian Disaster Resilience Glossary).

Area Wardens – see 'Wardens'

ARL

The Advice and Referral Line (ARL) is the point of contact for child wellbeing and safety for mandatory reporting, concerned relatives, friends or neighbours, and parents and children who need help.

Arson

The criminal act of deliberately setting fire to property.

Assembly points

The designated place/places where people from the DECYP site to move to (or 'assemble'), because they are safer during emergencies e.g. where to go after evacuating.

All DECYP sites should aim to identify up to four assembly points to provide options if needed (onsite and offsite, indoors and outdoors). Chief Wardens have the responsibility and authority to select and communicate an alternative assembly point, depending on the circumstances, for safety. Onsite, outdoors assembly points are the most commonly used and should be at least 100m away from the closest DECYP building.

AT

Ambulance Tasmania (AT)

Attempted suicide

Self-inflicted harm where death does not occur, but where the intention of the person was to cause a fatal outcome. In some cases, it can be difficult to determine if individual acts of self-injury were intended to result in death. The person themselves may be unsure exactly why they undertook the act.

AWS (Australian Warning System)

See 'Warnings'.

BoM

Bureau of Meteorology (Australian Government).

Category 1 Site

A TFS assessment that means buildings are expected to be safe to shelter in during the passage of the main fire front.

Category 2 Site

A TFS assessment that means buildings may not be safe to shelter in during the passage of the main fire front.

Glossary

Category 3 Site

A TFS assessment that means buildings are considered inherently unsafe to shelter in during the passage of the main fire front due to separation distance from nearest bushfire hazard, or other safety factors.

Chief Warden

The Chief Warden role has two meanings:

1. a Chief Warden is nominated by the DECYP Site Manager to lead the Emergency Team and make sure that emergency planning responsibilities are met. They may be the Site Manager or another senior worker with safety leadership responsibilities across activities/operations and workers.

Chief Wardens should attend formal training for the role at least every three years, and more than one person should be trained to undertake Chief Warden duties in emergencies to limit single person dependencies in emergencies.

2. In emergencies, a Chief Warden trained team member is the Chief Warden for the incident. They direct the Emergency Team (ideally through the Deputy Chief Warden), coordinate with the Police/emergency services (if present), and keep the Site Manager (if a separate person) & Director updated (to support management of site/service operations).

See 'Emergency Team' for additional information.

Child sexual abuse

Any act (including grooming) that exposes a child to, or involves a child in, sexual processes that are beyond their understanding, are contrary to accepted community standards, or are outside what is permitted by law.

CRICOS

Means 'Commonwealth Register of Institutions and Courses for Overseas Students' which is an instrument of the Education Services for Overseas Students Act 2000 (ESOS).

Critical incident

A critical incident means any event, or series of events, from which there is a high likelihood of traumatic effects. A critical incident evokes unusual or unexpectedly strong emotional reactions, which have the potential to overwhelm the ability of the individual, group, system or community to function either at the time, or later.

Examples of critical incidents include:

- an on-site accident or attack causing death, near death or serious injury
- a sudden, unexpected death of a student, client or worker
- suicide of a student, client or worker
- sexual assault at school
- students lost or injured on an excursion
- major natural hazard events – bushfire, flood
- a transport crash involving students, clients or workers
- any grief and/or trauma resulting from a communicable disease scare (e.g. meningococcal).

Critical incident support is mostly managed by Professional Support Staff for Schools & Early Years and/or guided by Wellbeing teams, with assistance as required from People Services and Support Staff Wellbeing team.

Glossary

Dangerous incident

A dangerous incident is defined in work health & safety laws as an incident in a place of work that exposes a worker, or any other person, to a serious risk to their health or safety. For instance, an uncontrolled explosion or fire at a site, or leakage of a dangerous substance that has the potential to cause serious injury or death.

Deputy Chief Warden

Like the Chief Warden, the Deputy Chief Warden role has two meanings:

1. a Deputy Chief Warden is nominated by the DECYP Site Manager to support the Chief Warden with leading the Emergency Team, so that emergency planning responsibilities are met. They may be the Site Manager or another senior worker with safety leadership responsibilities at the site and for workers.

Deputy Chief Wardens should attend formal training for the Chief Warden role least every three years.
2. In emergencies, a Chief Warden trained team member is the Deputy Chief Warden for the incident. They support the Chief Warden as needed for the incident, so the Chief Warden can maintain oversight of and direction for DECYPs actions e.g.
 - coordinating the Area Wardens and/or First Aid Officers
 - coordinating workers nominated to assist the emergency services (as liaisons)
 - making sure key messages are passed on/clarified
 - arranging a scribe or 'Duty/Staff Officer' for the Chief Warden if needed; making sure incident reports are submitted etc

See 'Emergency Team' for additional information.

Detainees

Youth in custody at a youth detention centre

Deter, Detect, Delay

'Deter, Detect, Delay' is an Australian phrase to describe recommended security outcomes.

- Deter – means discouraging would-be attackers/ threats e.g., by signage, positive security culture.
- Detect – means detecting their presence e.g., CCTV, patrols
- Delay – means slowing down, or preventing their access to potential victims e.g., fencing, door locks (from ANZCTCs Active Armed Offender Guidelines for Crowded Places).

Drug

A substance which produces a psychoactive effect. Within the context of the National Drug Strategic Framework, the term 'drug' is used generically to include tobacco, alcohol, pharmaceutical drugs and illicit drugs. Our Department's definition includes any smoking product, with 'tobacco'.

Drug-related incident

Any occasion involving drug use and/or the possession, distribution or supply of a drug or drug-related equipment at our sites or during scheduled Department activities.

Emergency/ies

An emergency means any event, actual or imminent, that endangers, destroys, or threatens human life, property, or the environment; and requires an urgent and coordinated response (typically involving other agencies) to resolve the situation. Emergencies often also have a high likelihood for leading to traumatic effects for individuals and may also be called an 'incident'.

Glossary

Emergency kits

A collection of items for use in emergencies. They can contain different items depending on who they are intended to be used by, or the hazard they are used for, e.g., a bushfire kit used by workers versus a lockdown kit for Police.

Emergency lockdown

Means using a combination of 'hide' and 'escape' to avoid being attacked.

- **'Hide'** means securing in a location and being out of sight.
- **'Escape'** means moving to another location to avoid the threat – this can be onsite or offsite.

'Escaping' is usually a choice made by individuals if they believe they can safely leave the area because they know where the intruder is; or if direct contact is made with the intruder or direct contact is imminent, e.g. gun shots are heard which are close by.

Emergency management

The planning, organisation, coordination, and implementation of measures to prevent, mitigate, respond to, resist, adapt to, overcome and recover from an emergency.

Emergency Operations Debrief

A meeting with response participants to collaboratively review the emergency actions taken compared with the relevant plan or procedure, with the goal of improving and informing future planning, preparation and execution of similar actions in future events. These debriefs are best completed soon after the response action has concluded, or at agreed points (for extended points responses). May also be referred to as an 'After Action Review' or AAR.

Emergency Services Liaison

A senior worker at a DECYP site who provides information and advice to the relevant emergency service during an emergency. This is to assist emergency services to understand the incident, layout, operations, security features, emergency equipment and / or known hazards at the site.

Emergency site closure

The temporary closure of a Departmental site/s for up to two scheduled workdays, to reduce or counteract, the consequences of imminent or impacting emergencies; or safety risks that will foreseeably lead to an emergency (i.e. risks that need to be, but cannot be, mitigated rapidly).

Emergency site closures have no relation to *s97 Education Act 2006* provisions related to permanent closure of schools.

Emergency team

'Emergency Team' is the collective term used to describe the workers with responsibilities for managing emergencies/incidents. The Emergency Team includes those that have specific roles or responsibilities under an emergency plan; for example, chief wardens, area wardens and first aid officers. Emergency Teams are also responsible for managing the emergency planning responsibilities. Emergency Teams manage these duties on behalf of/with the Site Manager who has overall responsibility for safety at the site.

Emergency Teams address the responsibilities of both the Emergency Planning Committee (EPC) and the Emergency Control Organisation (ECO), described in the Australian Standard 3745 Emergency planning for facilities, which is the underpinning guidance document for our emergency planning responsibilities, set out in the *WHS Regulations 2022* (s43). At leased/co-located sites, emergency teams can vary in structure/membership and may be organised by a property manager in consultation with DECYP Site Managers.

Glossary

Emerging, extreme threat

Means children and young people who demonstrate behaviours that indicate they may be starting to plan an attack/extreme violence. In this phase they are not making specific and/or credible threats of violence, and there is opportunity to intervene and divert their focus, supporting them to re-engage with their community in a more positive way. In a violent extremism context, these behaviours can be the result of radicalisation; but they can also develop from other factors e.g. grievance fuelled, fixated threat, evolving ideologies, community tensions etc.

Environmental Protection Authority (EPA)

A Tasmanian Government agency responsible for regulating developments and activities that may impact on environmental quality and to promote best practice, sustainable environmental management.

Evacuation

The coordinated and rapid movement of people away from an emergency affected area, to a safer assembly point. It is typically coordinated by the site's emergency team (emergency wardens and may be assisted by emergency services).

Extreme violence

Use of extensive, unlawful violence causing serious injury, long term disability and/or psychological impact, death.

Fire Danger Rating (FDR)

FDRs are the four descriptors of the AFDRS to indicate expected bushfire behaviour and are linked to recommended bushfire safety actions.

- **Moderate** - Plan and prepare (lowest level)
- **High** - Be ready to act
- **Extreme** – Take action now to protect life and property
- **Catastrophic** – For your survival, leave bushfire risk areas (highest level).

Formal training

Means an instructional course/activity delivered by a suitably credentialled training provider.

Gas cloud

A mass of gaseous material that may resemble a cloud in a feathered shape that will follow the wind direction and extend the hazard downwind of the substance or point of release.

GETI

The Government Education and Training International (GETI) is responsible for education programs for international students aged 6 to 18 years at DECYP schools and at TasTAFE.

Harmful sexual behaviour

Developmentally inappropriate sexual behaviour displayed by children and young people that may be harmful or abusive, encompassing a range of behaviours, from problematic to abusive, that are directed towards other children, young people or adults, and that may be harmful to those displaying the behaviour as well as those to whom it is directed.

Hazard

'Hazard' in these procedures means an unintentional source of harm i.e. anything that can cause an incident, critical incident or emergency, unintentionally e.g. a fire, flood, road crash.

Glossary

Head count

A process used by workers to establish who is in attendance/missing during an incident including workers and children and young people; as well as others including visitors, other onsite stakeholders.

High-Risk Referral

A title of the DECYP emergency procedure that describes processes to guide actions related to threats (emerging or imminent) of extreme violence.

HOT item

Acronym used for an item that is suspicious of being a bomb. Anything that is Hidden, Obviously suspicious, and not Typical (HOT) should be deemed suspicious.

Imminent, extreme threat:

Imminent, extreme threat means a threat of extreme violence that is about to be carried out. Can be made by any person, including a child/young person known to the Department, through its workers.

Improvised Explosive Device (IED)

A device made with destructive chemicals and placed to destroy, incapacitate, harass, or distract.

Incident

“Incident” is a general term to mean any event that may cause, or causes an interruption to, or effect on life, property or the environment. At DECYP, incident categories indicate the severity and complexity of a situation and are aligned with the Australian Inter-Service Incident Management System (AIIIMS), starting at level 1 (simplest, least complex, lowest safety impact) to Level 3 (highest level used in DECYP). Incident levels indicate the resourcing and recovery load involved to support decision-making and forward planning.

Incident levels (DECYP)

- **Level 3 incidents** (most complex, highest severity e.g. fatality, multi-casualty, widespread natural hazard event) are led by Emergency Operations Group, in support of the Secretary and Minister, and Directors with Site Managers
- **Level 2 incidents** are managed by Site Managers with support from Directors
- **Level 1 incidents** (least complex, lowest severity e.g. aggression, facility damage) are managed by Site Managers.

LISTMap

A whole-of-government online system that helps find and use information about land and property in Tasmania. Authorised emergency management workers can view and create maps from hundreds of authoritative spatial datasets and find out more about the information shown on those maps.

Lockdown

Means to stay in a secured location, out of sight of the threat (i.e. ‘hide’); if possible, conduct headcounts and stay in situ until an ‘All Clear’ message is received from senior workers or Police. Police should be asked to assist for lockdowns.

Locks, Lights, Out of Sight

These are the action words for lockdown. They act as a reminder for a wide range of actions: to lock the areas people are in, turn lights out, and stay out of sight to make it look/sound like no one is there.

Glossary

Lockout

Means people move inside and secure external doors due to a range of situations, for their protection. Lockout means scheduled activities can continue, so far as possible, with workers actively monitoring the situation, until an 'All Clear' message is received.

Major damage

Damage that makes one or more whole learning spaces unusable; for non-school sites, it means core services can't be delivered from the site.

Minor damage

Damage that can be managed locally (e.g. storm water blockage, vandalism) with local contractors.

Multi-casualty emergency

Two or more casualties with complex/extensive injuries due to an incident at a DECYP site or directly affecting a DECYP-led group. A multi-casualty emergency involves emergency services response, critical incident/wellbeing response, and will typically require a range of recovery activities and ongoing support.

Nearby Safer Place (NSP)

Places identified by TFS in their bushfire Community Protection Plans, as 'last resort' assembly points. They are considered likely to provide some protection during the bushfire front, when it has become too late to leave. Some Departmental sites are NSPs and can be used at any time, whether the site is open or closed. TFS will announce their use through the media (Site Manager approval is not needed).

Notifiable incident

Under Work Health & Safety (WHS) legislation, a 'notifiable incident' is:

- the death of a person
- a serious injury or illness, or
- a dangerous incident

arising out of the conduct of a business or undertaking at a workplace. These relate to any person, whether an employee, contractor or member of the public.

Notifiable diseases

Means a disease that is specified by the Director of Public Health in a public notice, and as such incurs specific reporting obligations and guidance for actions.

Partial evacuation

Partial or zoned evacuation is a strategy that provides for evacuation of specific areas of a building or area, at most risk/nearest the incident.

PPE

Personal Protective Equipment.

PPRR (The Comprehensive Approach)

A comprehensive approach to emergency management that considers prevention and mitigation, preparedness, response and recovery aspects of emergencies and their consequences.

Glossary

Reunification

The process where children and young people are reunited with their authorised parent/caregiver after an incident.

Reunification is normally needed when children and young people have left the site during an emergency; but the same process can be used at the site if needed. Reunification, when managed well, minimises trauma by efficiently and sensitively reuniting children with families.

The same principles apply for making sure workers (see definition for workers) get home safely after incidents.

Safety Data Sheet (SDS)

SDS have important safety information about hazardous chemicals e.g. how to store and label them, first aid treatment if exposed. Almost every hazardous chemical will have a safety data sheet.

Scheduled Workday

A day that a Departmental site would typically be open, offering services.

Security (Protective Security)

Protective Security means a combination of measures designed to protect people, information, and assets from threats, and has a defined prevention and mitigation theme.

Self-Harm

Deliberate and direct harm of one's own body tissue, causing injury, without suicidal intent.

Service users

Any member of the public accessing Departmental services e.g. students, library clients, families at CFLCs, children and young people supported by CFS, detainees.

Site Manager

Site Managers are the people in positions responsible for the activities/operations at DECYP sites, including the overall safety responsibilities. The most common Site Manager positions at DECYP are:

- Principals
- Managers for libraries, Child & Family Learning Centres (CFLCs)
- Managers for service centres e.g. Services for Children & Families and Community Youth Justice teams
- Senior managers at their usual corporate site.

Notes: Site Managers may be responsible for multiple sites e.g. library catchment managers; and Ashley Youth Detention Centre has a Site Manager and use the DECYP agency coordination arrangements, but not the procedures in the Security & Emergency Management Procedures.

In terms of security and emergency management, Site Managers have responsibility for assuring themselves that:

- Security: security measures are being used so far as practicable and proportionate at their site/s to deter, detect and delay threats
- Emergency Planning: their Emergency Team for the site (or sites if multi-campus) is in place, emergency planning responsibilities are being managed by the nominated Chief Warden and Deputy Chief Warden; and the Emergency Team and workers use the procedures and/or site-specific plans for incidents.

Glossary

Smoking Product

Any product containing one or both tobacco product or vaporiser product. It includes cigarettes, cigars, shisha containing tobacco, products for use with tobacco, packets containing tobacco, products for use with tobacco, packets containing tobacco products, vaping equipment (including spare and second-hand parts), E-cigarettes, e-juices and personal vaporisers.

Spill zone

The direct area where a chemical or product has spilled including the area downwind and directly surrounding this zone.

Staging areas

A staging area is a location that is used by emergency responders, their vehicles, resources and equipment for their work at an incident site.

Suicide

The act or an instance of taking one's own life voluntarily and intentionally.

TasALERT

Is an emergency warning and information system that brings together emergency information from across government.

TasNetworks

Tasmania's electrical energy provider. Provides emergency assistance during electrical emergencies.

TFS

Tasmania Fire Service

TAS POL

Tasmania Police

TEMA

The Tasmanian Emergency Management Arrangements (TEMA) issued under the authority of the Minister for Police, Fire and Emergency Management in accordance with the requirements of Section 32 of the *Emergency Management Act 2006*.

TEMS

The Tasmanian Emergency Management System (TEMS) is an online information sharing platform used by Tasmanian government agencies in emergencies especially for cross-agency tasking. Previously known as WebEOC.

TFS

The Tasmania Fire Service (TFS).

Threat

- As a verb: a statement (verbal or written) of intention to harm others, or
- As a noun: a source of harm that is deliberate or intentional e.g. cybersecurity threat, active armed offender.

TSEN (previously TESEN)

The Tasmanian Schools Emergency Network (TSEN).

Glossary

Violent Extremism

A willingness to use extensive, unlawful violence to promote a political, ideological, or religious goal.

Warnings – any emergency (national warning system)

Advice (Yellow) – An incident has started. There is no immediate danger. Stay up to date in case the situation changes (May also be used to advised that a threat has reduced).

Watch & Act (Orange) – There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.

Emergency (Red) – An emergency warning is the highest level of warning. You may be in danger and **need** to take action immediately. Any delay now puts your life at risk.

Workers

As defined in Section 4 of [the Act](#), workers include a person carrying out work for the Department, including work as an employee, contractor, subcontractor, employee of a contractor or subcontractor, employee of a labour hire company, outworker, apprentice, trainee, work experience students, volunteer or a person of a prescribed class.

WorkSafe Tasmania

WorkSafe Tasmania is the workplace safety regulator in Tasmania.

Wardens (aka Emergency Warden or Area Wardens)

*Area Wardens mean individuals in the Emergency Team who have formal training in evacuation and other emergencies. Their main evacuation responsibility is to clear and secure specific areas, in accordance with instructions from the Chief/Deputy Chief Warden and emergency services (when they are present). Area Wardens may coordinate/direct other workers/wardens to assist them.

Incident Notification & Reporting Summary

This summary shows the incident notification requirements (i.e. who to tell) and the agency-wide, regulatory reporting requirements, that relate to each procedure. Team or Business Unit specific reporting requirements may be additional.

Emergency Services

Reporting to Emergency Services on **000** must occur if:

- The safety of workers (see Glossary definition of ‘workers’), students, families/carers or clients is at risk
- There is criminal activity
- There is a significant threat to, or impact on, DECYP sites or property.

Table: This table summarises the incident notification and reporting requirements for each procedure.

Procedure	Notification of the incident (Tell your Director AND...	Written Report Requirements ‘See Emergency Contacts’
Aggression and Verbal Abuse	As needed For workers: Senior workers or Director; EAP/Staff Wellbeing team For students: Student Support workers (school-regional) For either: Legal Services, Tasmania Police Assistance	For workers: Safety Reporting System For children/young people: Advice & Referral Line (ARL) as needed – tel:1800 000 123
Arson, Building Explosions, & Fires	Tasmania Fire Service	Safety Reporting System WorkSafe Tasmania Online Incident Form
Asbestos Exposure	Facility Services WHS	Safety Reporting System WorkSafe Tasmania Online Incident Form
Bomb Threats	Police	Safety Reporting System
Bushfire	TFS Assistance If moving to an off-site assembly point	Safety Reporting System (If moved to on or off-site assembly point)
Drug Related Incidents	Police Ambulance if needed SCHOOLS: Student Support workers, GETI (if needed) As needed, Legal Services, Workplace Relations	ALL SITES: Safety Reporting System SCHOOLS: Student Support System (SSS) FOR ANY CHILD/YOUNG PERSON Strong Families, Safe Kids Advice and Referral Line (ARL) - tel:1800 000 123

Incident Notification & Reporting Summary

Procedure	Notification of the incident (Tell your Director AND...	Written Report Requirements 'See Emergency Contacts'
Earthquake	Police or Ambulance	Safety Reporting System (If moved to on or off-site) assembly point
Electric Shock & Related Incidents	Ambulance TasNetworks	Safety Reporting System WorkSafe Tasmania Online Incident Form
Emergency Operations Debriefs	Director	Record debrief details in your site's Emergency Register
Emergency Site Closures	Director Site Stakeholders Minister – by Office of the Secretary, not by Site Managers	Safety Reporting System
Essential Services Disruptions	Service Provider	Safety Reporting System
Evacuation & Reunification	Police – Fire (use Assistance numbers for evacuation/reunification)	Safety Reporting System (If moved to an on or off-site assembly point)
Facility Damage (Minor & Major)	Minor damage: local contractor, or building manager/property owner if the site is leased Major damage: Facility Services on-Call Officer or, or building manager/property owner if the site is leased	Minor damage: Safety Reporting System and JLT if an insurable event Major damage: Safety Reporting System (If building collapse/partial collapse)
Fatality Response	Ambulance If Student: Student Support Leader If workers/other adult: Director and Staff Wellbeing team	Safety Reporting System WorkSafe Tasmania Online Incident Form
Flooding - Dams, Flash or Riverine	SES or Police	Safety Reporting System (If moved to on /off-site assembly point)
Hazardous Materials/Chemicals Exposure	Fire and/or Ambulance	Safety Reporting System WorkSafe Tasmania Online Incident Form

Incident Notification & Reporting Summary

Procedure	Notification of the incident (Tell your Director AND...	Written Report Requirements 'See Emergency Contacts'
High Risk Referrals for Children & Young People (Inc CVE)	<p>IMMINENT, EXTREME THREATS (or 'Threats of Extreme Violence'):</p> <p>Police</p> <p>Other onsite operators</p> <p>EMERGING, EXTREME THREATS:</p> <p>Internal advisors with relevant knowledge/expertise e.g., social workers, Psychologists, case workers (Schools – Regional Student Support Leaders)</p> <p>Specialist Tasmania Police unit (B/Hrs) or Police assistance (A/Hrs)</p>	<p>IMMINENT, EXTREME THREATS (or 'Threats of Extreme Violence'):</p> <p>Safety Reporting System</p> <p>EMERGING, EXTREME THREATS:</p> <p>Secure Departmental data base e.g. SSS (Student Support System) or similar</p>
Infectious Diseases - Managing Symptoms	Ambulance - especially if breathing difficulties	<p>Non-COVID incidents: Safety Reporting System</p> <p>And as needed</p> <p>WorkSafe Tasmania Online Incident Form if fits WorkSafe's criteria for certain COVID-19 or certain infections or occupational zoonoses</p>
Lockout & Lockdown	<p>Police and Ambulance</p> <p>Student Support Leaders (Schools)</p>	<p>Safety Reporting System</p> <p>(all incidents)</p>
Medical Incidents inc Needlestick	<p>Ambulance; and</p> <p>For student incidents at schools:</p> <p>Student Support Leaders</p> <p>GETI (if needed)</p>	<p>Safety Reporting System</p> <p>(all incidents)</p> <p>AND as needed:</p> <p>For children/young people: Advice & Referral Line (ARL) as needed– tel:1800 000 123</p> <p>WorkSafe Tasmania Online Incident Form if casualties were taken to hospital</p> <p>Sexual Abuse reporting requirements</p> <p>If needlestick, and there were two or more people exposed to blood/bodily fluids from the same needlestick, report to the Public Health Hotline</p>

Incident Notification & Reporting Summary

Procedure	Notification of the incident (Tell your Director AND...	Written Report Requirements 'See Emergency Contacts'
Multi-Casualty Emergency	Ambulance AND For student incidents at schools: Student Support Leaders GETI (if needed) For other sites: Director and Staff Wellbeing team	Safety Reporting System WorkSafe Tasmania Online Incident Form
Physical Violence	Ambulance and/or Police As needed: Student Support Leaders (Schools) Legal Services	Safety Reporting System (all incidents) AND as needed: For students: secure Departmental data base e.g. SSS (Student Support System) For children/young people: Advice & Referral Line (ARL) as needed– tel:1800 000 123 WorkSafe Tasmania Online Incident Form if casualties were taken to hospital Sexual Abuse reporting requirements, if needed If criminal activity suspected, notify Police Assistance
Preserving Incident Scenes	Nil	Nil
Self-Harm & Attempted Suicide	Ambulance If Student: Student Support Leader If workers/other adult: Director	Safety Reporting System WorkSafe Tasmania Online Incident Form AND as needed: For students: secure Departmental data base e.g. SSS (Student Support System) For children/young people: Advice & Referral Line (ARL) as needed– tel:1800 000 123 If casualties were taken to hospital, notify WorkSafe Tasmania Sexual Abuse reporting requirements If criminal activity suspected, notify Police Assistance
Severe Weather: Rain, Snow, High Winds & Storms	SES or Police	Safety Reporting System (If moved to on or off-site assembly point)

Incident Notification & Reporting Summary

Procedure	Notification of the incident (Tell your Director AND...	Written Report Requirements 'See Emergency Contacts'
Sexual Abuse Reporting	<p>Various – depending on circumstances (details in the procedure):</p> <p>DECYP: Staff supervisor, Principal or Director; Student Support workers; Workplace Relations; Legal Services; Safeguarding Children & Young People; Advice & Referral Line (ARL) – verbal report preferred; TRB; GETI</p> <p>EXTERNAL: Tasmania Police, RWVP (DoJ), Integrity Commission</p>	<p>Various - depending on circumstances (details in the procedure):</p> <p>Non School Sites: Safety Reporting System or other secured/agreed location e.g. case file</p> <p>Schools: secure Departmental data base e.g. SSS (Student Support System)</p>
Student Bus Crash	Police	<p>Safety Reporting System</p> <p>Vehicle Incident Report Form (Facility Services)</p> <p>WorkSafe Tasmania Online Incident Form</p>
Tsunami	Police	<p>Safety Reporting System</p> <p>(If moved to on or off-site assembly point)</p>

3

LEVEL 3 INCIDENTS

Call Triple Zero - 000

Use 'Actions' - ASSESS, PLAN, ACT

Report the incident

Reset operations

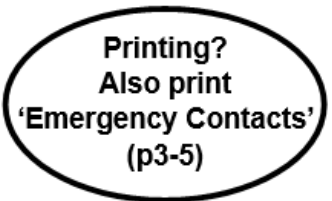
Debrief, Monitor fatigue & wellbeing

Arson, Building Explosions & Fires

- INCIDENT LEVEL: Level 3
- INDICATORS: Visible flames; dark smoke (seen or smelled); smell of gas; explosive sounds; sound of building collapse on a Department property
- KEY CONCEPT: Assume that all fires are arson until confirmed otherwise by Tasmania Police. This means securing/cordoning off the affected area is an important action, after safety considerations

Summary

- SAFETY: Use the evacuation plan to move people out of the affected area
- TELL (Use 'Emergency Contacts' for details):
 - Tasmania Fire Service: Triple Zero
 - your Director
 - on-site operators and other stakeholders
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)



Site Manager Actions

- 1 WORKER ACTIONS (including volunteers – see Glossary definition of 'worker')
 - if caught in an explosion, try to take cover from falling/flying debris e.g. behind walls, under tables, and or if trapped by debris, make noise to assist rescuers to locate you
 - if near the fire and if trained, use correct extinguisher on the fire
 - follow direction from wardens and emergency services
 - assist others, where possible
 - if uninjured and able, complete attendance checks and report people known to be missing or additional to the warden or similar
- 2 SITE MANAGER to assess, plan and act
 - Assess the situation quickly – identify what has happened
 - How many people are injured?
 - What injuries are obvious?
 - What other hazards or damage are visible?
 - Remove/isolate these with minimal handling before other actions are taken in the vicinity

Arson, Building Explosions & Fires

- 3 Activate fire alarm if installed, and call Triple Zero (000) - request 'Fire' and tell them:
 - What has happened, number of casualties, injuries if known
 - Best street address for emergency vehicles (arrange someone to meet and show them where to go)
 - Contact details at the site
 - If the building/s have an asbestos register
- 4 Request urgent assistance from senior workers, wardens and first aid officers; make sure any other on-site stakeholders are aware of the situation; and start to get some control of the scene:
 - Stay away from the fire and aim to stay upwind and out of the smoke
 - Coordinate efforts with emergency services as they arrive on scene
 - Ask the Officers in Charge if it would assist to have a worker to act as a dedicated point of contact for them, to assist with information about the situation, the site and/or the usual evacuation arrangements etc.
- 5 First Aid Officers:
 - if safe, apply first aid to casualties (seriously injured people are not to be moved)
 - if possible, record which medical facility people are being taken too (ask Ambulance staff), and who is taken away from the scene by ambulance – update the Site Manager
- 6 Wardens:
 - arrange for gates to be opened for emergency vehicle access and/or meet emergency services and update/assist them
 - coordinate evacuation to the on-site outdoor assembly point – see 'Evacuation & Reunification' procedure
 - cordon off the area to stop people from coming near or seeing the casualties (use 'Preserve Incident Scenes' procedure)
 - arrange head count and inform the Site Manager of anyone missing
- 7 Inform:
 - your Director
 - request support for media and from Staff Wellbeing team
 - start to consider impacts on staffing-services and options for the coming days
 - Security service: arrange for the site or buildings to be secured and monitored (if needed)
 - liaise with Police as they may need to keep part of the site closed for investigation
 - Facility Services: Inform them of the damage, especially if the building has an asbestos register
 - Update other off-site stakeholders – see 'Other Responsibilities'

Arson, Building Explosions & Fires

8 When the 'all-clear' is given by Police-emergency services:

- make sure the affected area is cordoned off and secured
- finalise attendance checks and update emergency wardens so evacuated people can collect items, move off/be picked up
- Update stakeholders on and off-site:
 - Workers (including volunteers) and other site operators about next steps and/or timing of next update
 - the Department Communications team (for webpage, social media and any media requests)
- If the site has CCTV, arrange for footage to be downloaded (in case requested for investigation by Police/Tasmania Fire Service)

9 When safe, return to the site, check the site for damage and arrange clean-up/repairs:

- see 'Facility Damage' procedure if needed

10 Work with your Director and establish a plan to reinstate services:

- keep workers and site stakeholders updated (at least one day before action is needed)
 - submit written reports ([Safety Reporting System](#), and report to WorkSafe Tasmania) – see 'Incident Notification & Reporting' procedure
- arrange an emergency operations debrief with senior workers and the emergency team – see 'Emergency Operations Debrief' procedure
- monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

Arson, Building Explosions & Fires

SCHOOLS:

- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals
- For student wellbeing: If students show signs of trauma, use the Student Support team's critical incident resources

CHILD & FAMILY LEARNING CENTRES: Nil additional

LIBRARIES & ARCHIVES: Arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and keep own workers updated

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations, and staffing (this may be proactive or at their request)
 - If needed arrange for a supporting Site Manager to attend the site and assist
- Request support from relevant Business Units e.g. Facility Services, communications teams and/or the agency emergency operations group
 - coordinate support between them and the Site Manager
- Advise the agency-level emergency operations stakeholders of site closures: use 'Emergency – Emergency Site Closures' email group
- Arrange alternate work sites with Site Managers and/or coordinate longer term staffing support
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Support Directors as needed and arrange 'briefing up' as needed e.g. Deputy-Secretary
 - Communications teams: assist the Director and Site Manager/s with messaging and communications as needed
 - Manage own teams during the emergency e.g. support their safety, share information
 - Discuss issues identified through emergency operations debriefs and identify options or improvements
- SEM (if needed)
 - Assist the affected Directors if needed
 - Arrange meetings of the agency emergency operations group
 - Coordinate with corporate communication teams to publish site closure advice
 - Coordinate general updates to regional emergency committee representatives and state-level emergency partners as needed e.g. Police, SES, State Growth

Arson, Building Explosions & Fires

- Communications Teams: assist the Director and Site Manager/s with messaging and communications as needed
- Facility Services: Advise and assist with property management, insurance information, arrange with insurers to have safety of the site assessed and the associated rehabilitation requirements identified
- Office of the Secretary: Update the Secretary and Minister on emergency site closures

Supporting Guidance

Before & After Actions

PREVENTION

- Read and understand the requirements of the Departments fire safety guidelines
- Maintain asbestos registers etc. in line with requirements
- Maintain fire exit pathways, exit lighting and emergency lighting
- Keep areas clean and free from rubbish
- Dumpster bins should be locked and secured outside of operating hours
- Ensure flammable liquids are stored away from main buildings in an approved and locked storage area
- Ensure plant rooms, switchboards, stairs and spaces under floors are free from rubbish and not used as storage areas

PREPAREDNESS

- Maintain fire safety equipment and ensure regular inspections are completed
- Maintain (and test) emergency communications systems e.g. PA system
- Review the site emergency evacuation plan annually
 - undertake annual practice evacuation (be familiar with on-site and off-site assembly points)
 - make sure wardens have awareness of the current individual safety plans e.g. PEEPS - Personal Emergency Evacuation Plans
- Maintain adequate wardens and first aid officers for the site, and arrange training as needed
- Provide evacuation plan information at induction, including for volunteers and casual/relief workers

RECOVERY

- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team
 - SCHOOLS: Arrange critical incident support for students as needed
- Coordinate repairs and site rehabilitation as needed

Arson, Building Explosions & Fires

Related Resources

- [Asbestos Management Procedure](#) (DECYP Facility Services)
- [Critical Incident Resources](#) (DECYP Student Support)
- [Fire Safety Guidelines](#) (DECYP Facility Services)
- [Fire Services Contract Guideline](#) (DECYP Facility Services)
- [Site Emergency Planning](#) (DECYP SEM)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Asbestos Exposure
- Bomb Threats
- Emergency Site Closures
- Evacuation & Reunification
- Facility Damage procedure
- Emergency Operations Debriefs
- Incident Notification & Reporting
- Preserving an Incident Scene

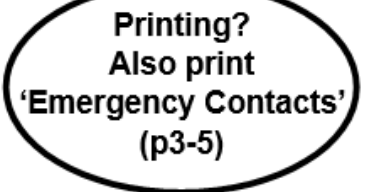
**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Bomb Threats

- INCIDENT LEVEL: Level 3
- INDICATORS: Threats can be written or spoken, and received in many ways including emails, phone calls, written messages or directly in person – see the Information Sheet in 'Related Resources' for different types of threats
- KEY CONCEPT: Most bomb threats are hoaxes (not real) however all threats are to be treated as genuine until proven otherwise

Summary

- SAFETY: Stay calm, isolate the area, assess the threat, report to Police and decide next actions. If in doubt – evacuate
- TELL (Use 'Emergency Contacts' for details):
 - Police – use Triple Zero or Assistance
 - Your Director
 - Keep on-site operators and other stakeholders updated if the threat is considered credible
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')



Site Manager Actions

- 1 Assess the situation – stay calm, move people out of the affected area, and review the threat
- 2 Assess the threat – what information is known, and how specific and credible is the threat?
 - Specific threats are detailed e.g. they state the type of device, its location, the reason it was placed, detonation timing, and the details are logical/credible for the site
 - Non-specific threats are usually:
 - simple, short and/or sweeping statements, with little detail
 - more common, but should not be discounted without investigation
 - Credibility of the threat is harder to assess without clear knowledge of the person/group making the threat:
 - Assess their ability to carry out the threat. Consider this objectively – e.g. could the person create a bomb as described? Could they deliver it?
 - Does the threat seem legitimate and/or genuine? Is it likely and/or plausible the threat could be carried out, as described?
 - Use the Bomb Threat Checklist to support the assessment (see Related Resources)

Bomb Threats

- 3 Notify Police – use the Assistance line or Triple Zero depending on outcomes of the initial assessment. Tell them:
 - What has happened – the type of threat and how specific/credible you think it is
 - Street address for emergency vehicles – direct them away from the identified threat area
 - Your details
- 4 With Police advice/guidance, if possible, the Site Manager determines the next action:
 - If a threat is assessed as specific and/or credible, evacuate using the site's emergency evacuation plan (described in #6)
 - If a threat is non-specific and/or there is doubt to its credibility: arrange an initial site inspection without evacuation – may be a partial or full and is carried by site workers (described in #7-8)
 - Evacuation is not typically recommended when threats are not considered specific nor credible, until a suspicious object is found as part of the inspection
 - If there is any doubt about what action to take, commence evacuation
- 5 Inform:
 - Senior workers and request their assistance
 - Your Director (consider requesting communications support)
 - Other on-site operators, and other stakeholders (only as needed and/or if they are coming to the site)
- 6 EVACUATION: Request wardens to coordinate evacuation (use the site evacuation plan):
 - Before people are moved toward the assembly point/s that is at least 100 m from the closest building, check it for anything unusual/unexplained (other devices)
 - Guide people to the assembly point/s:
 - Ask people to take their belongings to reduce the number of suspicious items
 - Leave doors and windows open (reduce blast damage)
 - Mobile phones are not to be used – if taking photos switch to 'Flight Mode' and use fixed lines if possible. Radios are also not to be used
 - Lifts are not to be used
- 7 VISUAL SWEEP: Wardens conduct a visual check of areas as they evacuate, looking for any unusual/unexplained objects (take photos with phones in 'Flight Mode') and report back
 - Wardens stop other people from coming into the affected area
 - Take first aid supplies with the evacuation
 - Workers to conduct a head count and report anyone missing to the Site Manager

Bomb Threats

8 INITIAL SITE INSPECTION (no evacuation):

- Check CCTV if installed. Download in readiness to hand over to Police
- Arrange for wardens and/or senior workers to inspect assigned areas discretely to identify anything Hidden, Obviously suspicious, not Typical - aka HOT (basic visual check only – do not move objects):
 - Hidden – Is the item intentionally hidden?
 - Obviously suspicious – e.g. fake labelling, leaking chemicals, pieces of metal or glass, unusual smell, bulges and/or protruding wires, has a power source e.g. batteries, LED lights
 - not Typical – the item is out of place – no one is claiming the item or knows who left it there
- Organise the inspection as follows, and record the time each area was checked:
 - Check areas indicated by the threat starting on the lowest level, and moving upwards if needed
 - Then check outside those areas
 - Then check other accessible areas of buildings nearby e.g. foyers
 - Then check the inside of the remaining buildings/areas (starting at ground level and working upwards as needed), and then search outside of those buildings/areas
- Wardens report back after they check each assigned area
 - Mobiles should be switched to Flight Mode and fixed line phones used (radios are also not to be used)
- If a HOT item is seen, it should not be touched or moved
 - If there are people in the vicinity, ask if they know who it belongs to
 - Report its location and description to the Site Manager (use a fixed line); and/or take a photo (mobile phone on 'Flight Mode'); move at least 25m away from it before sending it to Site Manager
 - Evacuate the area (min. 100 m radius) and restrict access
 - Continue to search around the restricted area, unless instructed otherwise
- If the device detonates, see 'Arson, Building Fires & Explosions' procedure

9 'ALL CLEAR' or decide next steps in consultation with Police, and then update:

- Senior workers and the emergency team
 - If 'Next Steps' ask them to follow up on anyone missing from attendance checks and report back – check all workers (including volunteers) and students (schools only)
 - If 'All Clear' advise all workers and give instructions for initial next actions
 - Arrange to cordon off areas requested by Police – use 'Preserve the Incident Scene' procedure
- Your Director

Bomb Threats

- Other on-site operators, and other stakeholders (update communications as needed – schools may include parents/carers)

10 Work with your Director and establish a plan to reinstate services:

- submit written reports ([Safety Reporting System](#)) – see ‘Incident Notification & Reporting’ procedure
- arrange an emergency operations debrief with senior workers and the emergency team – see ‘Emergency Operations Debrief’ procedure
- monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Departmental sites

SCHOOLS:

- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals
- For student wellbeing: If students show signs of trauma, use the Student Support team’s critical incident resources

CHILD & FAMILY LEARNING CENTRES: Nil additional

LIBRARIES & ARCHIVES: Arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and keep own workers updated

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations and staffing; if needed, arrange for a supporting Site Manager to attend the site and assist
- Inform the Deputy-Secretary and keep them updated
- If needed, use ‘Emergency – Emergency Site Closures’ email group
- Assist with media management, with the Communications team

Bomb Threats

- Coordinate support from other parts of the Department as needed, with the Site Manager
- Monitor/support worker wellbeing and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Support Directors as needed
- Monitor/support worker wellbeing and follow up on debrief findings
- Communications Teams: assist the Director and Site Manager/s with messaging and communications as needed

Supporting Guidance

Before & After Actions

PREVENTION

- Conduct routine inspections of the site – know what is ‘normal’
 - Inspections should include communal areas such as public walkways, foyers, cloakrooms, stairwells and corridors
 - Pay particular attention to evacuation routes and assembly areas
 - Maintain accurate records of assets and equipment that should be in the workplace
- Maintain good ‘housekeeping’ at the site – areas should be free from rubbish, especially evacuation routes and assembly points
 - Encourage a ‘clean desk’ policy
 - Encourage workers to immediately report lost or missing items
 - Request workers to not deliver personal purchases to the workplace
 - Request administrative workers to open all items delivered and alert workers to collect items ASAP
- Securing areas - what can be kept locked without seriously impacting operational needs?
 - Keep plant rooms etc. secured when not in use – this includes special storage areas for chemicals or equipment
 - Lock cupboards and drawers
 - Review external doors locking practices
- Require all workers to support and apply the visitor procedures for the site
 - Inform them of works being carried out
- SCHOOLS: Promote respectful relationships and messages of anti-bullying/violence

Bomb Threats

PREPAREDNESS

- Maintain warden and first aid nominations, training and supplies/equipment
- Update the evacuation plan annually (and replace copies of the bomb threat checklist forms at the same time) and conduct at least one drill each year
 - Mark the 100 m points at the assembly area/s
- Share/discuss the plan with:
 - other on-site operators or tenants and make sure that any group using the facility outside of scheduled work hours are aware of the plan, assembly points etc.
 - emergency services e.g. Police-Fire service
- Include emergency procedures in inductions for all workers, and short version about evacuation for casual workers/contractors and volunteers

RECOVERY

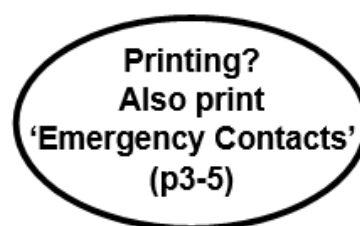
- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident support for students as needed
- Coordinate repairs and site rehabilitation as needed

Related Resources

- [Bomb Threat](#) Checklist
- [Bomb Threats](#) Info sheet
- [Critical Incident](#) Resources (DECYP Student Support)
- [Improvised Explosive Device \(IED\) Guidelines for Crowded Places](#) – Australia-New Zealand Counter-Terrorism Committee
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Arson, Explosion and Fire
- Emergency Operations Debrief
- Evacuation & Reunification
- Facility Damage
- Preserving Incident Scenes



Bushfire

- INCIDENT LEVEL: Level 1, 2 and 3
- INDICATORS:
 - Fire weather forecasts at 'Extreme'; active bushfires with 'Advice', 'Watch & Act' or 'Emergency' warnings; and/or advice/direction by emergency services
 - If there is smoke/ash, monitor conditions but this procedure may not need to be used
- KEY CONCEPT:
 - This procedure is for use by any site that does not have a site-specific bushfire plan, but it can also be used by any site with a bushfire plan
 - Site Managers for Department-owned sites can direct tenants/others to follow their instructions for safety

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Summary

- SAFETY:
 - Bushfires near our sites are high priority for action – the bushfire warning indicates urgency for action – see TasALERT
 - Unless under direct threat from an approaching bushfire, sheltering indoors at the site is usually the safest option, especially for schools
- TELL (Use 'Emergency Contacts' for details):
 - Tasmania Fire Service (TFS) – use Triple Zero for Assistance
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS: See requirements in the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')

Site Manager Actions

1. Check fire weather forecasts and monitor bushfires in the area
 - Bushfires within 20 km of the site mean you should use your bushfire plan and/or this procedure to prepare to act
2. Share forecasts of 'Extreme' and any bushfires in the area with workers, on-site operators and other site stakeholders
3. If there are bushfires in the area, monitor conditions:
 - fire location and direction of spread– use [TasALERT](#) (know how far away the fire is and if it's coming closer)
 - wind direction and speed, and check forecast wind changes: use [MetEye \(bom.gov.au\)](#)

Bushfire

4. Plan ahead in case conditions get worse and update senior workers, the emergency team and other site stakeholders on the planned actions. Consider:
 - Workers: their location if off-site, personal circumstances/responsibilities (where known) e.g. property protection, dependents; 'skeleton' staffing options
 - Bushfire impacts: Be ready to check for embers, clear walkways; delay/defer travel to or from the site; protect/move specific assets e.g. collections, animals, equipment etc.
 - Moving to assembly points: lists for head counts (workers, volunteers, visitors, others e.g. students etc.); first aid/emergency kits, drinking water etc.
 - *NOTES: Assembly points should be chosen because they offer protection or separation from radiant heat. If off-site, they should be in walking distance i.e. 1-2 km, unless transport can be arranged*
 - *TFS may have identified off-site assembly points if there is a Community Protection Plan for your area (look for 'Nearby Safer Places' or NSPs, see [Tasmania Fire Service](#))*
 - Arrange assistance for individuals with specific safety needs and/or mobility issues
 - People should only take what they can easily carry (keys, mobile phones)
 - Road closure impacts and/or power outages: off-campus activities, opening hours, worker travel, student transport (schools only), telling others to stay away from the site
 - Bushfire smoke: Identify actions to minimise exposure e.g. close windows/vents, change air conditioning to 're-circulate'; schools take lunch breaks indoors
 - Update stakeholders: Keep workers, volunteers, site stakeholders/operators and service users informed. See 'Other Responsibilities' for groups to consider
 - Other considerations specific to your site or service
5. The following indicators (triggers) are designed to guide actions for bushfires. Actions can be taken sooner than these triggers, however they must be taken at the latest, when the triggers occur.
 - **5.1 30-20-10 - 5 km Overview – Indicators and Actions (adapt for your circumstances)**
 - BUSHFIRES WITHIN 5KM OF OUR SITES:
 - Site Managers continue to implement their action plan adjusting as needed. This should be based on the warning level and the site category (1,2,3) and/or advice from TFS. They should also inform their site stakeholders
 - Directors/SEM will contact Site Managers as needed, to check on what actions are being taken
 - BUSHFIRES WITHIN 10KM OF OUR SITES:
 - This distance is the trigger for Site Managers to start implementing their plan of action, especially if their site is in the same direction as the wind. They should also inform their site stakeholders
 - SEM seeks advice from TFS and updates Directors for sites that are in the same direction as the wind
 - See additional indicators and actions for sites with bushfires within 10km according to TFS category and TasALERT warning level at 5.2

Bushfire

- BUSHFIRES WITHIN 20KM OF OUR SITES:
 - This distance is the trigger for Site Managers to plan options/ action in case they are needed, including updates to other site stakeholders
 - Site Managers should monitor fire activity, especially if their site is in the same direction as the wind
 - In some bushfire conditions, SEM monitors bushfires and provides updates to affected Directors, especially for sites that are in the same direction as the wind
 - Optional: Directors may contact Site Managers and consult on the action plan, and may seek more information (TFS and/or SEM)
- BUSHFIRES WITHIN 30KM OF OUR SITES:
 - Bushfire advisories are sent to Site Managers for bushfires in certain conditions (see the current [Weather Advisory thresholds](#))
 - Site Managers should monitor fire activity, especially if their site is in the same direction as the wind
 - In some bushfire conditions, SEM monitors bushfires and provides updates to affected Directors
- FORECAST 'EXTREME', BUT NO ACTIVE BUSHFIRES:
 - Fire weather advisories are sent to Site Managers in the affected weather districts
 - SEM (Security & Emergency Management) seeks advice from TFS about Category 2 & 3 sites (if any) in the affected district and discusses with the affected Directors
- **5.2 10 km Bushfire Guidelines – Additional Indicators and Actions according to the site's TFS category and TasALERT warning level**

The following summary shows generic actions for sites within 10km of a bushfire, based on their TFS category and the TasALERT warning level

- Actions should be adjusted for the circumstances, or on advice from TFS. These actions can be undertaken at any time, but they are recommended when:
 - the bushfire is within 10 km of your site, and
 - wind direction is toward your site, and
 - wind speed is 20 km/hr or higher.

FOR CATEGORY 3 Sites ('inherently unsafe' in a bushfire context)

- 'EMERGENCY' TasALERT Fire Warning
 - Move immediately to off-site assembly point (ideally indoors), head count, update Director & TFS
 - Update site stakeholders
- 'WATCH & ACT' TasALERT Fire Warning
 - Move immediately to off-site assembly point (ideally indoors), head count, updated Director & TFS
 - Update site stakeholders

Bushfire

- 'ADVICE' TasAlert Fire Warning
 - Update site stakeholders
 - Move to on-site, indoors assembly point, head count, update Director
 - Prepare to move off-site

FOR CATEGORY 2 Sites ('may not be safe')

- 'EMERGENCY' TasALERT Fire Warning
 - Update site stakeholders
 - Move immediately to off-site assembly point (ideally indoors), head count, update Director & TFS
- 'WATCH & ACT' TasALERT Fire Warning
 - Move to on-site indoors assembly point, head count, update Director
 - Update site stakeholders
- 'ADVICE' TasAlert Fire Warning
 - Optional:
 - Move to on-site indoors assembly point, head count, update Director
 - Update site stakeholders

FOR CATEGORY 1 Sites ('safe to shelter in')

- 'EMERGENCY' TasALERT Fire Warning
 - Only move elsewhere if:
 - Directed by Director or TFS, or the assembly point is under direct threat from bushfire
 - Update site stakeholders
- 'WATCH & ACT' TasALERT Fire Warning
 - Optional:
 - Move to on-site indoors assembly point, head count, update Director
 - Update site stakeholder
- 'ADVICE' TasAlert Fire Warning
 - Stay on site, monitor conditions

FOR SITES WITH 'LOW' OR NO CATEGORY ('safe to shelter in')

- 'EMERGENCY' TasALERT Fire Warning
 - Optional:
 - Move to on-site indoors assembly point (e.g. gym or 1-2 larger rooms) head count, update Director
 - Update site stakeholders

Bushfire

- 'WATCH & ACT' TasALERT Fire Warning
 - Stay on site, monitor conditions
- 'ADVICE' TasAlert Fire Warning
 - Stay on site, monitor conditions
- At the assembly point:
 - emergency teams periodically monitor the area for embers, keep main walkways clear, and coordinate movement of people to other assembly points when directed by the Site Manager
 - arrange first aid as needed and reassure people
 - complete a head count and update the Director – inform them of your location, and if anyone is missing or additional (Director to update Police)
 - check on/obtain updates from other site stakeholders including any off-campus groups
- Continue to monitor the conditions:
 - check bushfire location (TasALERT), wind conditions - MetEye (bom.gov.au)
 - check road closures (use Tasmania Police Community Alerts; and /or TasALERT)
 - plan next steps with senior workers/the emergency team for next steps e.g. move to another assembly point; or coordinating departures from the current assembly point
- Stay in place until the fire front moves through, the bushfire warning is downgraded, or other 'All Clear' advice is received e.g. from the Director and/or TFS, then coordinate departures from the assembly point
- Confirm all people have left with your Director and/or emergency services
 - SCHOOLS: assist students to be reunited with families
 - ALL: follow up with workers that they are safe/home
- When safe, return to the site, check the site for damage and arrange clean-up/repairs:
 - see 'Facility Damage' procedure if needed
- Work with your Director and establish a plan to reinstate services:
 - keep workers and site stakeholders updated (ideally at least one day before action is needed)
 - submit written report/s if people from the site moved to an assembly point – see 'Incident Notification & Reporting' procedure
 - arrange an emergency operations debrief with senior workers and the emergency team – see the procedure
 - monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed
- As needed, share the recovery activities from the 'Supporting Guidance' section.

Bushfire

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Departmental sites

SCHOOLS:

- Schools that are listed as 'Nearby Safer Places' (NSP) in community bushfire plans can be used as the NSP even if the site is temporarily closed
- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals

For student wellbeing: If students show signs of trauma generated by the bushfire, use the Student Support team's [Critical Incident and Emergency Management site](#), arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and keep own workers updated

Directors for Affected Workers and Sites

- As needed, form an internal support team to coordinate/support Site Managers and keep information flowing
- Monitor and support safety at the site:
 - Regular contact with the Site Manager – guide decision-making for safety, operations and staffing
 - Liaise with Police if people are missing
 - Arrange additional workers to go to site to assist, if safe. Important support roles for major incidents include police liaison, media liaison, site operations support, reunification coordinator
- Request support as needed e.g. SEM, Facility Services, communications teams etc. and/or the agency emergency operations group
 - coordinate support between them and the Site Manager
- Advise agency-level emergency operations stakeholders of site closures: use 'Emergency – Emergency Site Closures' email group
- Arrange alternate work sites with Site Managers and/or coordinate longer term staffing support
- Monitor/support worker wellbeing and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Arrange emergency services liaison as a priority – nominate team member/s to be embedded in their operations centres
 - Maintain situational awareness and provide updates for the Secretary and senior leaders, as well as for the Minister
 - Resource and direct Departmental response actions e.g. establish agency emergency team
 - Support affected Directors through collaborative decision-making as needed e.g. site operations, worker support, emergency operations debriefs
 - Manage own teams during emergencies e.g. support their safety, share information
- SEM:
 - Monitor fire weather forecasts and send alerts for bushfires with warning levels that are within 30km of DECYP sites
 - Provide situation updates and support incident planning – may include liaison with TFS and specific advice to Directors/the affected Site Managers
 - Arrange meetings of the agency emergency operations group
 - Coordinate with corporate communication teams to publish site closure advice
 - Coordinate other updates to regional emergency committee representatives and state-level emergency partners as needed e.g. Police, SES, State Growth
 - Arrange agency emergency operations group debriefs as needed
- Communications Teams:
 - Assist the Director and Site Manager/s with messaging and communications as needed
 - Where possible, coordinate messaging with lead agencies for consistency/timeliness
- Facility Services: Collate damage assessments; advise and assist with property management and insurance information; arrange with insurers to have safety of sites assessed if needed, and the associated rehabilitation requirements identified; identify options for alternative sites
- Office of the Secretary: Update the Secretary and Minister on emergency site closures

Bushfire

Supporting Guidance

Before & After Actions

PREVENTION

- Clean up outdoor areas, increasing the defensible space around the buildings/structures
- Clean gutters and implement other ember proofing strategies
- If used, service evaporative coolers so they are in good working order and workers know how to turn them off
- Keep lawns short and gardens well maintained (check contracts include this)
- Assembly points on-site and off-site have been identified, communicated and workers and others (including new and casual/relief workers and volunteers) are familiar with them
- Maintain communications systems and equipment in good working order, with battery back-up as needed

PREPAREDNESS (annually before Summer)

- Arrange servicing of portable and fire-fighting equipment as needed (6 or 12 months)
- Keep water storages as full/ready as possible
- Maintain worker contact lists including after-hours contacts (ideally also include residential suburb, main roads travelled on; and family/carer responsibilities)
- Maintain your bushfire plan (for sites assessed by TFS), ideally with multiple assembly points
 - Annually practice moving to each assembly point and collating head counts so the Site Manager can be updated quickly on anyone missing
 - Restock emergency kits periodically (recommended for Category 2 and 3 sites) – see Evacuation Planning Resources link in the Related Resources section for what should be in an emergency kit.
- Share/discuss the plan with:
 - other on-site operators or tenants and make sure that any group using the facility outside of scheduled work hours are aware of the plan, assembly points etc.
 - emergency services e.g. Fire service
- Maintain training for emergency team members e.g. wardens and first aid officers

RECOVERY

- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident support for students as needed
- Consider participating in Government community recovery programs if the incident has traumatised the community – seek advice from your Director and/or the relevant communications team
- Coordinate repairs and site rehabilitation as needed
- Consider other assistance and other bushfire resilience and recovery resources available (see 'Related Resources')

Bushfire

Related Resources

- [ABC Radio Frequencies](#) (TFS)
- [Bushfire Fire Danger Rating Forecasts](#) (TFS)
- [Bushfire Incidents](#) (TasALERT)
- [Bushfire Planning Resources](#) (DECYP SEM)
- Bushfire resilience and recovery learning activities:
 - [Bushfire resilience activities for Years 5-8](#) (TFS) – use before bushfires
 - [National bushfire resilience resources for K-10](#) (AIDR) – use before bushfires
 - [Selected bushfire recovery activities and resources for Departmental areas](#) (DECYP SEM) – use after bushfires
- [Bushfire response information](#) (DECYP SEM)
- [Community Protection Plans](#) (Tasmania Fire Service)
- [Critical Incident Resources](#) (DECYP Student Support)
- [Departmental Bushfire Emergency Plans](#) (DECYP Facility Services)
- [Fire Safety Guidelines](#) (DECYP Facility Services)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Site Closures
- Emergency Operations Debriefs
- Evacuation & Reunification
- Facility Damage
- Incident Notification & Reporting

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Earthquake

- INCIDENT LEVEL: Level 3
- INDICATORS:
 - Before an earthquake: strange sky lights, 'booming' sounds, erratic animal behaviour
 - During an earthquake: shaking ground/earth tremors, building damage or collapse; damage to bridges, roads, and pipelines etc.; related landslides and/or tsunamis
- KEY CONCEPT: Earthquakes occur with very little warning and vary a lot in severity. They can cause significant damage to the land and infrastructure – open spaces are safest

Summary

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

- SAFETY:
 - Follow advice for your area in media broadcasts or direct from emergency services
 - Use 'Drop, Cover & Hold', account for people at your site/in your care (see #3 below)
 - Turn off power and water sources if infrastructure is damaged (after tremors)
- TELL (Use 'Emergency Contacts' for details):
 - Police or Ambulance as needed – use Triple Zero
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary to submit the required report/s
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')

Site Manager Actions

- 1 Earthquakes usually have short lead times so when the indicators are noticed or there are media warnings for your area – take immediate action
- 2 Share the alerts with all workers and site stakeholders (think about on-site and/or off-site)
 - if the earthquake occurs after-hours, contact your Director and plan a course of action – go to #8
 - update senior workers, the emergency team and other site stakeholders on planned actions

Earthquake

- 3 During the earthquake, all people should try to stay together and use 'Drop, Cover & Hold':
 - Drop (onto hands and knees) or lock wheelchairs and get as low as possible
 - Cover (your head), and
 - Hold (onto your shelter – if your shelter moves, keep holding on)'
- 4 For different locations:
 - If indoors, stay there until the shaking stops
 - Stay clear of windows, chimneys, overhead fittings - tall shelving
 - Shelter under/hold onto door frames, strong tables, or a sturdy bench if available; in multi-storey buildings go to the centre of the building/lift well; do not use elevators (get out once tremors stop)
 - If outdoors, move to open spaces, clear of buildings, anything overhead/powerlines/trees OR shelter under strong archways or doorways (but not bridges)
- 5 After the tremors have subsided:
 - turn off utilities i.e. electricity, gas and water (do not light matches)
 - if possible, instruct wardens to identify the least damaged indoors assembly point, and coordinate people to move into it
 - take emergency kits/first aid kits
 - arrange assistance for individuals with specific safety needs and/or mobility issues
 - people should only take what they can easily carry (keys, mobile phones)
 - expect after-shocks and if coastal, consider tsunami risk (see 'Tsunami' procedure)
- 6 At the assembly point:
 - arrange first aid as needed and reassure people
 - complete a head count and update the Director – inform them of your location, and if anyone is missing or additional (Director to update Police)
 - check on/obtain updates from other site stakeholders including any off-campus groups
 - check road closures (use Tasmania Police Community Alerts; and /or TasALERT) and coordinate departures from the site and/or assembly point, when safe
 - SCHOOLS contact your student transport operators to adjust arrangements, and update parents/carers
 - ALL SITE MANAGERS: Consider impacts on workers being able to travel safely to/from the site
- 7 Confirm all people have left the site/assembly point with your Director and/or emergency services
 - SCHOOLS: assist students to be reunited with families
 - ALL: follow up with workers that they are safe/home

Earthquake

8 Inspect the site (when safe) and report on damage:

- cordon off areas that have major damage – take photos if possible, without going inside
- infrastructure - check for broken water, sewerage or electrical mains; fencing damage etc.
- buildings - check for building damage (do not go inside), broken windows/doors
- do not use water damaged equipment until it has been checked by a qualified person e.g. licensed electrician or gas-fitter)

9 Use the 'Facility Damage' and/or 'Essential Services Disruptions' procedures to arrange clean up and repairs (they include reporting requirements)

10 Work with your Director and establish a plan to reinstate services:

- keep workers and site stakeholders updated (ideally at least one day before action is needed)
- submit written report/s if people on site moved to an assembly point – see 'Incident Notification & Reporting' procedure
- arrange an incident debrief with senior workers and the emergency team – see 'Incident Debrief' procedure
- monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-Site service providers e.g. cleaning, security, others
- Off-Site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Departmental sites

SCHOOLS:

- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals
- For student wellbeing: If students show signs of trauma generated by the earthquake, use the Student Support team's critical incident resources

CHILD & FAMILY LEARNING CENTRES: Nil additional

Earthquake

LIBRARIES & ARCHIVES: Arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and keep own workers updated

Directors for Affected Workers and Sites

- Form an internal support team to coordinate across Site Managers and keep information flowing
- Monitor and support safety at the site:
- Regular contact with Site Manager –guide decision-making for safety, operations and staffing
- Liaise with Police if people are missing
- Arrange additional workers to go to site to assist, if safe. Important support roles for major incidents include: police liaison, media liaison, site operations support, reunification coordinator
- Request support as needed e.g. SEM, Facility Services, communications teams etc. and/or the agency emergency operations group
- coordinate support between them and the Site Manager
- Advise agency-level emergency operations stakeholders of site closures: use 'Emergency – Emergency Site Closures' email group
- Arrange alternate work sites with Site Managers as needed, and coordinate longer term staffing support
- Seek advice from SEM regarding broader community recovery activities being arranged through regional emergency committees/arrangements
- Monitor/support worker wellbeing and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Arrange emergency services liaison as a priority – nominate team member/s to be embedded in their operations centres
 - Maintain situational awareness and provide updates for the Secretary and senior leaders, as well as for the Minister
 - Resource and direct Departmental response actions e.g. establish agency emergency team
 - Support affected Directors through collaborative decision-making as needed e.g. site operations, support for workers, addressing emergency operations debrief findings
 - Manage own teams during emergencies e.g. support their safety, share information

Earthquake

- SEM:
 - Provide situation updates and support incident planning internally and externally e.g. regional emergency committee representatives and state-level emergency partners as needed e.g. Police, SES, State Growth
 - Arrange meetings of the agency emergency operations group
 - As needed, attend emergency services operations centres as agency liaisons and support specific advice to Directors/the affected Site Managers
 - Coordinate with corporate communication teams to publish site closure advice
 - Arrange agency emergency operations group debriefs as needed
- Communications Teams:
 - Assist the Director and Site Manager/s with messaging and communications as needed
 - Where possible, coordinate messaging with lead agencies for consistency/timeliness
- Facility Services: Collate damage assessments; advise and assist with property management and insurance information; arrange with insurers to have safety of sites assessed if needed, and the associated rehabilitation requirements identified; identify options for alternative sites
- Office of the Secretary: Update the Secretary and Minister on emergency site closures

Supporting Guidance

Before & After Actions

PREVENTION: Learn about the earthquake and landslide risk in your area (quakes can trigger landslides)

PREPAREDNESS

- Know how to turn off power, gas and water at your site
- Maintain building evacuation plans, ideally with multiple assembly points; and practice at least annually e.g.
 - Include practicing 'Drop, Cover & Hold' before moving to the assembly point
 - Moving to the on-site and off-site outdoors assembly points and collating head counts so the Site Manager can be updated quickly on anyone missing
- Maintain worker contact lists including after-hours contacts (Ideally also include residential suburb, main roads travelled on; and family/carer responsibilities)
- Discuss the plan with other on-site operators or tenants and make sure that any group using the facility outside of scheduled work hours are aware of the plan, assembly points etc.

RECOVERY: Consider wellbeing support, facility repairs, and other assistance and recovery resources made available (see 'Related Resources')

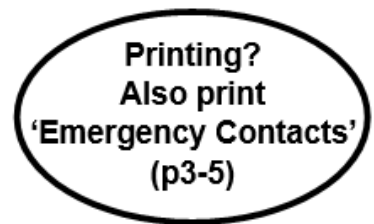
Earthquake

Related Resources

- [Community Safety in Earthquakes](#) (Geoscience Australia)
- [Get Ready NZ - 'Drop, Cover & Hold'](#) (NZ)
- [Landslide Preparation](#) (SES)
- [Wellbeing Programs](#) (DECYP)

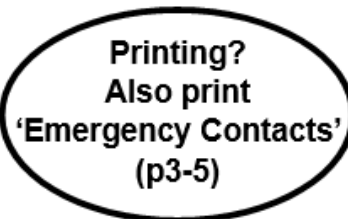
Related Procedures

- Critical Incident Support for Students
- Emergency Site Closures
- Essential Services Disruptions
- Evacuation & Reunification
- Facility Damage
- Emergency Operations Debrief
- Incident Notification & Reporting



Fatality Response

- INCIDENT LEVEL: Level 3
- INDICATORS: A single casualty that appears deceased, and may have complex/extensive injuries; highly distressed or shocked onlookers
- KEY CONCEPT:
 - If the Site Manager is unable to perform their duties, another member of senior workers should assume responsibility and communicate the change until other senior leaders arrive on-site
 - SCHOOLS: Student Support team arrange critical incident support for students - they do not usually assume the Site Manager-Chief Warden role for incidents



Summary

- SAFETY:
 - The safety of attending workers, and then providing first aid are the highest priorities; along with keeping other people away from the incident scene (to limit exposure to traumatic scenes)
 - Coordinate efforts with emergency services when they arrive on scene
 - Move all on-lookers away from the area, and screen the body if possible
- TELL (Use 'Emergency Contacts' for details):
 - Ambulance and Police; call Triple Zero
 - your regional Student Support Leader
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)

Site Manager Actions

1 Assess the situation

- Are there any visible hazards?
 - Remove/isolate these (if possible) with minimal handling before other actions are taken
- Does the casualty have any obvious signs of life?
- What injuries can you see?
- Are there on-lookers?
- Who is nearby that can assist?
- Is there anything to suggest an escape route is needed?

Fatality Response

- 2 Call Triple Zero (000) – request ‘Ambulance’ and tell them
 - What has happened – casualty information, type of injuries/other signs
 - Best street address for emergency vehicles (have someone meet them/take them to the casualty)
 - Contact details at the site
- 3 Call for senior workers, wardens and first aid officers
 - Inform them that the situation is very serious (a possible fatality)
- 4 Immediately arrange for:
 - the casualty to be screened/covered
 - any on-lookers to be moved away to an area they can wait in, if they choose
 - assign 1-2 workers to assist people in this area
 - noting that it is a Police role to provide updates to families
 - if safe to do so, first aid workers to check for breathing, pulse etc. and apply any first aid techniques if life possibly still exists
- 5 Arrange for a head count and update Police and your Director with details of anyone missing, as soon as possible
 - collate their Next of Kin/emergency contacts
- 6 Get initial control of the scene (until relieved by Police or the senior manager)
 - Wardens cordon off the area to stop people from coming near or seeing the casualties (use ‘Preserve Incident Scenes’ procedure)
 - Arrange for gates to be opened for emergency vehicle access
 - Identify a worker to meet them, show them in and provide information to:
 - Police
 - Police media if on-site
 - Ambulance
 - Advise all workers and other on-site operators to stay away from the affected area
 - draw any blinds to limit vision to the scene
 - instruct all people to stay off social media
 - SCHOOLS: change class or play locations if needed, contact any off-campus groups who are due to return in the next hour and ask them to divert, or return using another access point
 - Task a worker to record date/time of key actions, decisions and conversations for you
- 7 Inform off-site stakeholders and communicate the seriousness of the situation
 - Your Director: request support for media/social media and worker wellbeing

Fatality Response

- SCHOOLS:

- Inform your Student Support Leader – request critical incident support for students due to the seriousness of the situation
- Be mindful to identify students who are unable to be supported in classrooms
- Inform GETI, if the affected student is enrolled in their programs
- Inform the student transport operator as needed

8 Once the scene is under Police control:

- reduce the involvement of workers as much as possible
- if possible, record details of how the casualty is transported from the site – who took them, where were they going, date/time
- arrange small teams of workers (two workers per team if possible, to support each other)
 - to respond to queries at the site (develop some holding lines/talking points) until phones can be diverted to another site or a regional team
 - to register and manage donations (especially if schools/CFLCs) – this may need to be managed at regional/similar level
 - to manage and maintain a spontaneous memorial (especially if schools/CFLCs)
- discuss messages and coordination for updates with Police and your Director
 - assist the Department spokesperson to liaise with Police on-scene/Police media
 - remember that only Police can provide advice of fatalities to next of kin
 - Police may need to keep a part of the site closed for investigation over the coming days
- If the site has CCTV, arrange for data to be checked/downloaded, ready for Police

9 Next considerations

- SCHOOLS: Work with Student Support team – this will be ongoing, and require coordinated communications to workers, parents/carers and other site stakeholders so appropriate critical incident support is put in place
- ALL SITES: Establish a plan of action for the rest of the day and an initial plan for the next day, with Staff Wellbeing input:
 - Be mindful to identify workers who are unable to continue with their duties
 - Consider holding a meeting for workers – seek Staff Wellbeing input
 - Identify other directly and indirectly affected groups and relevant interventions and support for the first days e.g. for grief reactions
 - Consider the need and options for additional support e.g. DoH under the recovery arrangements for emergency mental health support – check with your Director
 - Consider related actions and communications e.g. handling enquiries, stakeholder communication including a social media strategy; establishing a space people can have ‘time-out’ as needed

Fatality Response

- Arrange to sensitively remove name/details of the deceased from everyday records as soon as possible e.g. attendance list, email management; and collect personal belongings for the family
- Home/family visit after the death notification (if the family agrees) to discuss facts and start to identify their needs/wishes e.g. what information is/isn't to be shared)
- Nominating an initial team member to liaise with the bereaved family (note: Department of Health may arrange dedicated liaison officers - discuss this aspect with the Director so efforts are coordinated)
- update the Director and discuss if the site needs to be/remain closed – see 'Emergency Site Closures' procedure
- monitor wellbeing of workers and students; and assess your own wellbeing
- submit written reports ([Safety Reporting System](#), and report to WorkSafe Tasmania)

10 Work with your Director and the wellbeing support teams e.g. Professional Support Staff or the Staff Wellbeing team to reinstate services:

- Keep stakeholders updated (ideally at least one day before action is needed)
 - make sure site-based and off-site stakeholders are updated, being mindful of privacy obligations
- Monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed
- Consider the need for a longer-term support plan
- As needed/agreed, participant in vigils, collections of spontaneous memorials – this may include working with other Government agencies as part of a community-wide response
- Discuss appropriate timing and participants to conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

Fatality Response

Directors for Affected Workers and Sites

SCHOOLS: Directors support information flow as follows:

- Student Support Director briefs Deputy-Secretary, Executive and the Minister as needed; and DoH Office of the Chief Psychiatrist as needed
- Director Operations informs the Community Liaison Manager (CLM liaises with other schools and SMCM as needed)
- Director School Improvement informs the School Improvement Leader

ALL SITES: Directors to:

- arrange additional workers to attend the site and support the Site Manager e.g. police liaison, media liaison, site operations support; donations register (on behalf of the site); spontaneous memorial management (if needed); reunification coordinators, run a meeting for workers
- form an internal support team to coordinate/support Site Managers and keep information flowing e.g. centralised enquiries line; a budget centre and records folio; updates
- arrange updates to the Deputy Secretary and others as needed (this includes advice of emergency site closures - use 'Emergency – Emergency Site Closures' email group
- assess staffing needs and make arrangements for additional staffing as needed
- coordinate requests/support from relevant Business Units e.g. SEM - Facility Services, communications teams for the Site Manager
- arrange alternate work sites with Site Managers and/or coordinate longer term staffing support
- monitor wellbeing of workers assisting and request support from the Staff Wellbeing team as needed
- follow up on debrief findings

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Support the affected Director with additional senior workers to assist at the site and/or
 - the off-site support team – discuss this so it can be coordinated
 - Check emergency services liaisons are in place or are needed
 - Maintain situational awareness and provide updates for the Secretary and senior leaders, as well as for the Minister
 - Resource and direct Department response actions e.g. establish agency emergency team
 - Manage own teams during emergencies e.g. support their safety, share information

Fatality Response

- SEM:
 - Assist the agency emergency operations group and Directors as needed (take care with providing updates if not embedded in the site or off-site team)
 - Confirm emergency partners are aware of the incident and/or current actions including: Regional Controller and Department REMC representatives, DoH and DPAC (Recovery)
 - Coordinate updates to regional emergency committee representatives and state-level emergency partners as needed
 - Arrange agency emergency operations group debrief
- Communications Teams:
 - Assist the Director and Site Manager/s with messaging and communications as needed (an on-site team member is likely to be required)
 - Where possible, coordinate messaging with lead agencies for consistency/timeliness
- Staff Wellbeing team: support critical incident support on-site and in the longer term
- Facility Services: Advise and assist with property management, insurance information, arrange with insurers to have safety of the site assessed if needed; and the associated rehabilitation requirements identified
- Office of the Secretary: Update the Secretary and Minister

Supporting Guidance

Before & After Actions

PREVENTION

- Promote wellbeing of workers and students, and personal responsibility for it – this may include supporting workers to undertake mental health first aid training
- Undertake and document risk assessments for activities as needed by considering:
 - what must go right, and use Department guides
 - what can go wrong (consider people, process, equipment and environmental factors)
- Maintain CCTV cameras and system in good working order
 - SCHOOLS maintain yard duty/supervision rosters that includes some more isolated areas at the site
- STUDENT SUPPORT UNIT: Maintain active and collegial information sharing through the Critical Incident Response Reference Group or similar

PREPAREDNESS

- Maintain your emergency plan – make sure it is consistent with this procedure and
- includes recommended staging areas for police, ambulance and media; and areas where parents/carers can wait

Fatality Response

- Maintain emergency capability including:
 - warden and first aid officer nominations, training and equipment/supplies
 - notification and communication systems and distribution lists to communicate quickly to all workers (or groups of workers) and test them periodically
 - arrange drills each year for the site-specific plans, and any agency level emergency procedure as needed
- Support workers to attend/undertake related training:
 - Mandatory Reporting training as needed
 - High Risk Referrals (when available; in the interim, schools can discuss with the Student Support Team)
 - Identifying/responding to occupational violence
- Periodically discuss
 - critical incident scenarios and intervention supports and resources with school-based support workers
 - liaison roles with senior workers/emergency team e.g. Police, Ambulance

RECOVERY

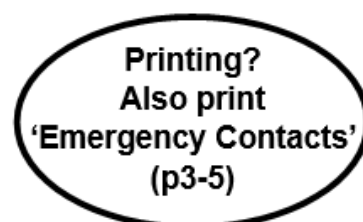
- Arrange to coordinate longer term critical incident support as needed e.g. support spaces/rooms and services
- Consider site-led community engagement if the incident has traumatized the community – seek advice from your Director and the relevant communications team
- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to the Staff Wellbeing team as needed
- Practice self-care

Related Resources

- [Critical Incident Resources](#) (DECYP Student Support)
- [Principal Recovery Network Guide to Recovery](#) (Principal Recovery Network, USA)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Site Closures
- Emergency Operations Debriefs
- Evacuation & Reunification
- Incident Notification & Reporting
- Preserving Incident Scenes



Flooding – Dams, Flash or Riverine

- INCIDENT LEVEL: Level 3
- INDICATORS: Major flooding caused by damage to dam infrastructure at/near the site; a major rain event e.g. 'flash flooding', riverine flooding – 'Emergency' warning on TasALERT with BoM 'Major Flood Warning'
- KEY CONCEPT: Where possible, use lead times for flood warnings and discuss major changes for your site with your Director before changes are implemented.

Summary

- SAFETY: Monitor the situation, assess timings and form an action plan
- TELL (Use 'Emergency Contacts' for details):
 - State Emergency Service (132 500) or Police/Fire (Triple Zero or Assistance)
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary to submit required report/s
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Site Manager Actions

1. Review warnings, note timings of expected flooding and identify likely impacts e.g. road closures (ability for workers to safely travel/from site), power outages, facility damage
2. Share the alerts with all workers and site stakeholders (think about on-site and/or off-site) and include instructions to stay out of flood waters (wading/driving, swimming etc.).
3. Form an action plan before the flooding impacts and discuss with your Director if needed
 - if flooding is expected to impact after-hours, arrange for someone to inspect the site when safe
 - update senior workers, the emergency team and other site stakeholders on planned actions
4. If time allows, prepare your site for flooding e.g.
 - secure outdoor equipment/supplies (if it could be washed away)
 - stack important items on benches/tables and place unplugged electrical items at the top
 - relocate waste containers, chemicals and poisons well above floor level
 - tape or sandbag the bottom section of doors/low windows
 - consider turning off power at mains

Flooding – Dams, Flash or Riverine

5. If flooding is affecting the site:
 - turn power off at mains and evacuate to higher ground (on-site or off-site)
 - take emergency kits/first aid kits
 - arrange assistance for individuals with specific safety needs and/or mobility issues
 - people should only take what they can easily carry (keys, mobile phones)
 - arrange first aid as needed and reassure people
 - complete a head count and update the Director – inform them of your location, and if anyone is missing or additional (Director to update Police)
 - check on/obtain updates from other site stakeholders including any off-campus groups
 - SCHOOLS contact your student transport operators to adjust arrangements and update parents/carers
6. Check road closures (use Tasmania Police Community Alerts; and /or TasALERT) and coordinate departures from the site and/or assembly point, when safe
7. Confirm all people have left the site/assembly point with your Director and/or emergency services
 - SCHOOLS: assist students to be reunited with families
 - ALL: follow up with workers that they are safe/home
8. Monitor flooding until it has peaked, then inspect the site (when safe) and report on damage:
 - cordon off areas that have major damage – take photos if possible, without going inside
 - infrastructure - check for broken water, sewerage or electrical mains
 - buildings - check for building damage (no one is to enter damaged buildings)
 - do not use water damaged equipment until it has been checked by a qualified person e.g. licensed electrician or gas-fitter)
9. Use the 'Facility Damage' and/or 'Essential Services Disruptions' procedures to arrange clean up and repairs (they include reporting requirements)
10. Work with your Director and establish a plan to reinstate services:
 - keep workers and site stakeholders updated (ideally at least one day before action is needed)
 - submit written report/s if people from the site moved to an assembly point – see 'Incident Notification & Reporting' procedure
 - arrange an emergency operations debrief with senior workers and the emergency team – see the procedure
 - monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

Flooding – Dams, Flash or Riverine

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Departmental sites

SCHOOLS:

- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals
- For student wellbeing: If students show signs of trauma generated by flooding, use the Student Support team's critical incident resources

CHILD & FAMILY LEARNING CENTRES: Nil additional

LIBRARIES & ARCHIVES: Arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and update workers

Directors for Affected Workers and Sites

- Form an internal support team to coordinate/support Site Managers and keep information flowing
- Monitor and support safety at the site:
 - Regular contact with the Site Manager – guide decision-making for safety, operations and staffing
 - Liaise with Police if people are missing
 - Arrange additional workers to go to site to assist, if safe. Important support roles for major incidents include: police liaison, media liaison, site operations support, reunification coordinator
- Request support as needed e.g. SEM, Facility Services, communications teams etc. and/or the agency emergency operations group
 - coordinate support between them and the Site Manager
- Advise agency-level emergency operations stakeholders of site closures: use 'Emergency – Emergency Site Closures' email group

Flooding – Dams, Flash or Riverine

- Arrange alternate work sites with Site Managers and/or coordinate longer term staffing support
- Monitor/support workers wellbeing and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Maintain situational awareness and provide updates for the Secretary and senior leaders, as well as for the Minister
 - Resource and direct Departmental response actions e.g. establish agency emergency team
 - Support affected Directors through collaborative decision-making as needed e.g. site operations, support for workers, addressing emergency operations debrief findings
 - Manage own teams during emergencies e.g. support their safety, share information
- SEM:
 - Send weather alerts to Site Managers
 - Provide situation updates and support incident planning internally and externally e.g. regional emergency committee representatives and state-level emergency partners as needed e.g. Police, SES, State Growth
 - Arrange meetings of the agency emergency operations group
 - As needed, attend emergency services operations centres as agency liaisons and support specific advice to Directors/the affected Site Managers
 - Coordinate with corporate communication teams to publish site closure advice
 - Arrange agency emergency operations group debriefs as needed
- Communications Teams:
 - Assist the Director and Site Manager/s with messaging and communications as needed
 - Where possible, coordinate messaging with lead agencies for consistency/timeliness
- Facility Services:
 - Collate damage assessments; advise and assist with property management and insurance information; arrange with insurers to have safety of sites assessed if needed, and the associated rehabilitation requirements identified; identify options for alternative sites
- Office of the Secretary:
 - Update the Secretary and Minister on emergency site closures

Flooding – Dams, Flash or Riverine

Supporting Guidance

Before & After Actions

PREVENTION-MITIGATION

- Know the flood risk for your site or local area – when did it last flood, why and where?
- Tree management e.g. regular inspections to identify dangerous trees, regular trimming of limbs (especially if near power lines), long term planting of shrubs/small trees
- Keep gutters and drains clear

PREPAREDNESS

- Be prepared in case of power outages (which often also affects water supplies) - emergency kits
- Know how to turn off power, gas and water at your site
- Maintain worker contact lists including after-hours contacts (ideally also include residential suburb, main roads travelled on; and family/carer responsibilities
 - Maintain your building evacuation plan, ideally with multiple assembly points
 - Practice it at least annually including moving to the on-site and off-site assembly points and collating head counts so the Site Manager can be updated quickly on anyone missing
- restock emergency kits periodically
- Share/discuss the plan with:
 - other on-site operators or tenants and make sure that any group using the facility outside of scheduled work hours are aware of the plan, assembly points etc.
 - emergency services e.g. Police and SES
- Maintain training for emergency team e.g. wardens and first aid officers
- DECYP sites that are responsible for dams must maintain a current Dam Safety Emergency Plan, in accordance with NRE Tasmania's dam safety requirements, and must manage the inspection schedule. Important parts of this plan are contacts for a dam emergency, and related evacuation procedures and processes (see 'Dam Safety' in 'Related Resources').

RECOVERY

- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident support for students as needed
- Consider participating in Government community recovery programs if the incident has traumatised the community – seek advice from your Director and/or the relevant communications team
- Coordinate repairs and site rehabilitation as needed
- Consider other assistance and recovery resources (see 'Related Resources')

Flooding – Dams, Flash or Riverine

Related Resources

- [Community Protection Flood Guides](#) (SES)
- [Critical Incident Resources](#) (DECYP Student Support)
- [Dam Safety Emergency Plan Guidelines](#) (NRE Tas)
- [Dam Safety Emergency Plan Proforma](#) (NRE Tas)
- [Dam Safety Incidents & Emergencies](#) (NRE Tas)
- [Floods Fact Sheet](#) (DoH)
- [Flood Warnings](#) (TasALERT)
- [Weather Advisory Arrangements](#) (DECYP SEM)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debriefs
- Emergency Site Closures
- Essential Services Disruptions
- Evacuation & Reunification
- Facility Damage
- Incident Notification & Reporting

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Lockout-Lockdown

- INCIDENT LEVEL: Level 2-3
- INDICATORS:
 - Lockout: Deregulated behaviours of students/service users; aggressive/threatening people, intoxicated/influenced by other drugs; armed people; dangerous animals
 - Lockdown: for threats on site or directly impacting groups of our people (if off-site) e.g. active armed offenders (armed people), imminent extreme threats e.g. people threatening to come to a site or attack our people with weapons; siege/hostage situation; hostile vehicle incident etc.
- KEY CONCEPT:
 - Threat situations can be varied and escalate quickly, so effective response relies on quickly assessing the situation and choosing an option e.g. lockout (for lower-level threats) or 'lockdown/ emergency lockdown' (higher levels of threat); and switching to the other option if needed – see 'Glossary'
 - Workers should protect themselves and others – actions may vary depending on where people are relation to the threat
 - Workers (including volunteers) are not expected to follow-up service users/clients who do not follow instructions, especially if non-compliance puts them at risk

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Summary

- SAFETY:
 - Any worker can start a lockout-lockdown, by reporting to the Site Manager or similar (or report to Police if unable to report to Site Manager)
 - Sharing information rapidly with all workers is important for safety
 - Work with Police until the 'All Clear' is given, then coordinate reunification
- TELL (Use 'Emergency Contacts' for details):
 - For Lockout: call Tasmania Police Assistance line (131 444); For Lockdown call Triple Zero (if unsure, call Triple Zero)
 - Ambulance, as needed
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary to submit required report/s
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')

Site Manager Actions

1. Assess the situation quickly and identify the threat:

- animal or person (if person, are they known?)
- how many are involved?
- where are they – outside/or inside the site, inside buildings
- are they armed – weapon type?

2. Decide if lockout or lockdown action is needed

- General threat/intruder – use lockout
- Aggressive/targeting threat – use Lockdown and Emergency Lockdown as needed)

3. Announce lockout/lockdown - do not use coded messages, and limit to specific parts of the site as needed

- Announcements must be shared quickly with other on-site operators/stakeholders
- SCHOOLS when announcements are made:
- During break times: direct all students inside (ideally to home room or similar where it will be easy to identify anyone missing)
- Classes outdoors should take cover, stay together and wait for the 'All Clear' (do not return inside, unless directed to do so)

4. Notify Tasmania Police:

- Lockout: call Police Assistance on 131 444
- Lockdown/Emergency Lockdown: call Triple Zero

5. Lockout Actions - Move inside. Lock external doors (lower level threat)

5.1 WORKER ACTIONS:

- Stay calm and give clear verbal instructions
- Bring everyone indoors OR if outside and safer, leave and go to an off-site assembly point
- Lock nearest external doors, internal doors and windows, and drop blinds (if installed)
- Continue with scheduled activities
- Monitor the situation and messages to workers, until the 'All Clear' is given

5.2 SITE MANAGER ACTIONS:

- Investigate the disturbance
- Update workers
- Once the threat has been resolved, give workers the 'All Clear' to resume scheduled activities

6. Lockdown Actions – Locks, lights, out of sight (for targeted or other higher threat)

6.1. WORKER ACTIONS:

- 'Locks' - Bring everyone indoors if possible, OR if outside and safer, leave (to an off-site assembly point)
 - Close and lock all doors (internal doors are priority, external doors if safe to do so); close and lock all windows
 - Only consider options to barricade the door if the room can't be locked and it's safer to stay there
- 'Lights': drop blinds (if installed), turn lights off (optional)
- 'Out of Sight': Move people out of sight e.g. under windows, into adjacent rooms
 - Maintain silence, turn all mobile phones/devices to 'silent' and instruct others not to use them
- If already outdoors, monitor the situation and messages and determine safest option
- If staying outside, move out of sight of buildings, stay quiet, report your location if possible and wait for further instructions; or
- Go to a room that can be locked and include anyone near you
- Complete a head count and report anyone missing, additional or injured in the group
- Monitor the situation and provide updates if the threat is seen (use silent messaging)
- Do not open the door for anyone unless you can verify their identity until you receive an 'All Clear'
- Disregard fire alarms unless smoke or flames are obvious
- Continue to monitor the situation - move to another safer location if attack is imminent or help individuals being targeted
- Update the Site Manager on your location, and any changes to the head count
- If encountering Police, keep hands where they can be seen; do not engage with them (their focus is on eliminating the threat)

6.2. SITE MANAGER ACTIONS

- Direct support workers to secure the area – lock doors etc. and move out of sight
 - Move any visitors to an area that is out of sight
 - Lock doors/drop blinds (if installed), put sign on public entry door (if available)
- Tell Police – call Triple Zero
- Secure an area that you can work from ('control point')
 - Message workers to confirm actions needed (text communications preferred, not voice)
 - Task a worker to record date/time of key actions, decisions and conversations for you
 - Assign workers to collate head counts and provide updates on anyone missing or additional
- If safe, task the emergency team to secure perimeter doors/windows

Lockout-Lockdown

- Identify staging areas for Police, ambulance, reception for family members and media, collate head counts etc. Tell your Director
 - Request support as needed e.g. media, social media other communications, to support family members, reunification etc.
- If the threat is known to be targeting an individual:
 - Arrange for the individual to go to a separate, secured area and if needed, barricade the door
 - Update Police (or workers acting as Police Liaison) with what is known about the threat and/or the weapons they have, or are known to have access to
 - Discreetly update people known to be related to the targeted individual e.g. family/other workers or schools etc.
- Nominate a senior worker to be the Police Liaison
 - They meet Police, give information about the school/situation and head counts (anyone missing) etc.
 - Choose a senior worker who is calm, answers questions succinctly, has good knowledge of the site and the site's lockdown plan and/or of the intruder/threat
- If Police media staff attend the site, nominate another worker to be their liaison and work with them so messages are consistent with Police advice and coordinated (if they not on site, ask your Director to arrange media/social media support)

7. Next actions - Work with Police, and support workers and others

- Update Police and your Director on anyone missing (and additional as needed)
 - SCHOOLS: Notify the Student Support Leader (for critical incident support)
 - ALL SITES: Advise Staff Wellbeing team for support
- If Ambulance are on scene, appoint a worker to act as the Ambulance Liaison to:
 - show them the staging area
 - record the details of people transported away from site (individual, transport time, planned destination (e.g. hospital) – only share this with the Site Manager
 - answer Ambulance enquiries

8. If people have left the site i.e. 'escaped', reunification procedures will be needed:

- Inform the Director and Police as soon as possible
- see the 'Evacuation & Reunification' procedure

9. Only on Police advice, announce the 'All Clear' to all people on-site and the Director

- SCHOOLS: Follow up with advice to parents/carers that the lockdown has ended, next actions
- Work with Police to preserve the incident scene and coordinate other actions/media statements

10. Discuss the next steps with the Director:

- Arrange initial wellbeing support e.g. schools advise the Regional Student Support Leader for critical incident support
- Refine timings for next planned activities/resume scheduled activities (may mean delays - crime scene)

Lockout-Lockdown

- Update workers and site stakeholders - ideally at least one day before action is needed
- Arrange clean-up/repairs – see 'Facility Damage' procedure
- Submit written report/s if people – see 'Incident Notification & Reporting' procedure – WorkSafe TAS notification required for lockdowns (but not lockouts)
- Arrange an emergency operations debrief with senior workers and the emergency team – see the procedure
- Monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed (can include advising the Staff Wellbeing team of the incident)

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Departmental sites

SCHOOLS: If a CRICOS registered school, advise GETI

CHILD & FAMILY LEARNING CENTRES: Nil additional

LIBRARIES & ARCHIVES: Arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and keep own workers updated

Directors for Affected Workers and Sites

- As needed, form an internal support team to coordinate/support Site Managers and keep information flowing (this may include deploying a team member to assist/relieve the Site Manager and manage the incident with the emergency services, while the Site Manager coordinates site operations)
- Monitor and support safety at the site, with the Site Manager:
 - guide decision-making for safety, operations and staffing
 - Liaise with Police if people are missing
 - Arrange additional workers to go to site to assist Coordinate requests/support from relevant Business Units e.g. SEM, Facility Services, communications teams for the Site Manager
- Advise agency-level emergency operations stakeholders of site closures: use 'Emergency – Emergency Site Closures' email group
- Arrange alternate work sites with Site Managers and/or coordinate longer term staffing/other support

Lockout-Lockdown

- Seek advice from SEM regarding broader community recovery activities being arranged through regional emergency committees/arrangements
- Monitor Site Manager and support worker wellbeing. Request support from the Staff Wellbeing team as needed
- Follow up on debrief findings

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Arrange emergency services liaison as a priority – nominate team member/s to be embedded in their operations centres
 - Maintain situational awareness and provide updates for the Secretary and senior leaders, as well as for the Minister
 - Resource and direct Departmental response actions e.g. establish agency emergency team
 - Support affected Directors through collaborative decision-making as needed e.g. site operations, support for workers, emergency operations debriefs
 - Manage own teams during emergencies e.g. support their safety, share information
- SEM:
 - Provide situation updates internally and/or act as agency liaisons
 - Arrange meetings of the agency emergency operations group
 - Coordinate updates to regional emergency committee representatives and state-level emergency partners as needed
 - Arrange the agency emergency operations group debrief
- Communications Teams:
 - Assist the Director and Site Manager/s with messaging and communications as needed
 - Where possible, coordinate messaging with lead agencies for consistency/timeliness
- Facility Services: Advise and assist with property management, insurance information, arrange with insurers to have safety of the site assessed if needed; and the associated rehabilitation requirements identified
- Office of the Secretary: Update the Secretary and Minister on emergency site closures

Supporting Guidance

Before & After Actions

PREVENTION-MITIGATION

- Regularly review safety related orders and notices e.g. Family Violence Orders, people on trespass notices, local crime trends, damage reports from vandalism

Lockout-Lockdown

- Promote key prevention messages:
 - To all workers: the importance of following visitor management procedures and keeping perimeter and external doors locked (unless in use)
 - To all: weapons are not to be brought to any site, particularly schools
 - To all: respectful relationships and anti-bullying/violence behaviours and wellbeing strategies for initial support of each other after emergencies
- Familiarise workers with behaviours associated with emerging threats (see 'High Risk Referrals' procedure)
- Record threats (emerging behaviours or actual threats of violence) in internal systems, and apply the procedure to manage them (see 'High Risk Referrals' procedure)
- Maintain CCTV cameras and system in good working order
 - SCHOOLS maintain yard duty/supervision rosters that includes some more isolated areas on site

PREPAREDNESS

- Maintain a lockdown plan for your site – make sure it is consistent with this procedure and includes recommended staging areas for police, ambulance and media; and areas where parents/carers can wait
- Maintain emergency capability including:
 - warden and first aid officer nominations, training and equipment/supplies
 - undertake lockout-lockdown drills at least annually
 - notification and communication systems and distribution lists to communicate quickly to all workers (or groups of workers) and test them periodically
 - an area that can be secured by the Site Manager as their 'control point' to coordinate from
- Support workers to attend/undertake related training:
 - High Risk Referrals (when available. Schools can discuss with Student Support team)
 - Identifying/responding to occupational violence
 - Early intervention management, de-escalation and self-defence skills as needed
- Maintain information packs ready for the Police/the Police Liaison (the worker assigned to assist Police). Suggested inclusions:
 - map of the site that shows external doors and main usages of different areas, with swipe/access keys that can be handed to Police
 - key contacts list for senior workers; workers who are likely to be nominated as liaisons for Police, media and ambulance; and workers who can arrange access to CCTV
 - Annually invite the local Police and emergency services for a site familiarisation
- SCHOOLS - Maintain emergency kits for worker/student use as needed for lockdown and/or reunification (may include scripts or drafted messages that can be adapted as needed)

RECOVERY

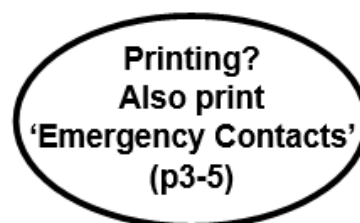
- Arrange reunification, as needed – see the ‘Evacuation-Reunification’ procedure
- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
- Arrange critical incident support as needed (especially for students)
- Consider participating in Government community recovery programs if the incident has traumatised the community – seek advice from your Director and/or the relevant communications team
- Practice self-care

Related Resources

- [Emergency Actions Guide \(A3\) - SCHOOLS](#) (DECYP)
- [Emergency Actions Guide \(A3\) – Other DECYP sites](#) (DECYP)
- [Lockdown Planning Guides](#) (DECYP SEM)
- [Critical Incident Resources](#) (DECYP Student Support)
- [Active Armed Offender Guidelines for Crowded Places](#) (ANZCTC) including [Escape. Hide. Tell](#) (Australian National Security) - background resources only
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Site Closures
- Emergency Operations Debriefs
- Evacuation & Reunification
- Facility Damage
- Fatality Response
- High Risk Referrals
- Incident Notification & Reporting
- Multi-Casualty Incidents
- Preserving Incident Scenes

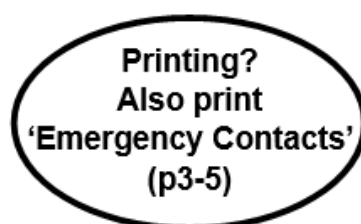


Multi-Casualty Emergency

- INCIDENT LEVEL: Level 3
- INDICATORS: Two or more casualties with complex/extensive injuries; highly distressed or shocked onlookers
- KEY CONCEPT: Provide immediate assistance, and coordinate efforts with emergency services when they arrive
 - If the Site Manager is unable to perform their duties, another member of senior workers should assume responsibility and communicate the change until other senior leaders arrive on-site
 - SCHOOLS: Student Support team arrange critical incident support for students - they do not usually assume the Site Manager-Chief Warden role for incidents

Summary

- SAFETY:
 - Assess the scene for, and remove/mitigate hazards and any onlookers
 - If the Site Manager is unable to perform their duties, another senior worker should assume responsibility and communicate the change until other senior leaders arrive on-site
 - Prioritise first aid care for those who appear most seriously injured and be vigilant about the additional impact that shock has on circulation and breathing
 - As soon as possible account for people and report on anyone missing or additional to Police
 - SCHOOLS: Student Support team to arrange critical incident support for students - they should not assume the Site Manager-Chief Warden role
- TELL (use 'Emergency Contact' for details)
 - ALL SITES call Ambulance Tasmania (they will tell Police/other emergency services)
 - SCHOOLS: inform Student Support Leaders (and GETI if needed)
 - OTHER SITES: inform your Director
 - Update on-site operators and other stakeholders when able
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services, and conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)



Site Manager Actions

- 1 Assess the situation:
 - How many people are injured?
 - Are they known at the site?

Multi-Casualty Emergency

- What injuries are obvious?
 - What other hazards are visible?
 - Are there on-lookers? How many?
 - Who is nearby that can assist?
- 2 Call Triple Zero (000) – request ‘Ambulance’ and tell them:
- What has happened – number of casualties, their type of injury/illness
 - Best street address for emergency vehicles (arrange someone to meet them and take them to the casualties)
 - Contact details at the site
- 3 Call for senior workers, wardens and first aid officers:
- Inform them that the situation is very serious (multi-casualty and possible fatalities)
- 4 Start to get control of the scene (until Police attend):
- Make the area safer: remove/mitigate hazards; remove and/or separate injured people from the hazard; remove all onlookers/screen casualties from view
 - Request the Director is alerted ASAP
 - SCHOOLS: advise Student Support Leaders (and GETI if needed)
 - First Aiders assess injuries and apply first aid (seriously injured people are not to be moved)
 - Wardens
 - arrange for gates to be opened for emergency vehicle access and/or meet emergency services and update/assist them
 - report to the Site Manager for additional tasking
 - Senior workers
 - check that the Site Manager is able to perform their duties (relieve them as needed and inform all other workers of the change)
 - direct workers and others to stay away from the incident scene: draw blinds, stay off social media (schools may change play/class locations if needed and advise any returning off-campus groups)
 - arrange for a head count to be collated, update the Site Manager with anyone missing or additional
 - gather Next of Kin/emergency contacts for missing people if they are likely to be a casualty and/or make an effort to locate them
- 5 Handover control to Police as soon as they are on scene:
- Focus on coordinating workers to support emergency services
 - Request police to attend the special waiting area and provide updates to Next of Kin (this is not a DECYP role)

Multi-Casualty Emergency

- Senior Department workers will arrive on scene as soon as possible:
 - they will take charge for the Site Manager, and support them by coordinating the main DECYP activities outlined next
 - until they arrive, the Site Manager continues with the actions outlined next
- 6 Identify workers for support roles who are calm, decisive, answer questions succinctly, and have good knowledge of the site/the people:
- A support role for the Site Manager – this is a worker who can record date/time of key actions, decisions and conversations
 - to act as liaisons (provide information) to:
 - Police
 - Police media (if on-site)
 - Ambulance
 - manage other activities at the site – where possible nominate workers to work in pairs
- 7 Assign those to perform the following roles with 'best efforts':
- Police Liaison (including media liaison)
 - they need to identify an area for Police to coordinate from (away from street/media view if possible) and show them this area
 - answer any questions they have, and record timings of actions/information provided
 - provide updates to the Site Manager (or the senior workers assisting them)
 - initially they may also need to assist Police Media – coordinate with agency communications teams who will take the lead and coordinate this aspect
 - Ambulance Liaison
 - they need to identify an area for Ambulance to treat casualties (away from street/media view if possible) and show them this area
 - answer any questions they have, and record timings of actions/information provided
 - record details of people transported away from site (name, time, planned destination e.g. hospital) – only share this with the Site Manager or the senior workers assisting them
 - Special waiting area
 - Identify an area for parents/carers and/or Next of Kin to wait and the preferred way in
 - Make them as comfortable as possible
 - Assist Police to provided updates when able

Multi-Casualty Emergency

- Answer queries – email and phone
 - They should develop and basic holding lines – communications teams may be able to assist
 - Personal information is to be managed appropriately, noting only Police can advise Next of Kin
 - Record donations offered if possible (record donators details and call details etc.)
- Spontaneous memorial
 - Identify an area for tributes to be placed that is as separate from potential hazards as possible – a common place is along a section of the main entrance
 - Respectfully re-locate tributes placed in other areas
 - Keep the area clean and tidy

8 Arrange for/provide updates regularly to the Department's position in charge at the site, and your Director if different

- continue to coordinate the efforts of workers
- continue to work with emergency services to resolve the situation

9 Next considerations

- SCHOOLS: Work with Student Support team – this will be ongoing, and require coordinated communications to workers, parents/carers and other site stakeholders so appropriate critical incident support is put in place
- ALL SITES: Establish a plan of action for the rest of the day and an initial plan for the next day, with Staff Wellbeing input including:
 - Be mindful to identify workers who are unable to continue with their duties
 - Consider holding a meeting for workers – seek Staff Wellbeing input
 - Guide/support workers to get home safely and/or establish check-in arrangements when they are home and safe
 - Identify other directly and indirectly affected groups and relevant interventions and support for the first days e.g for grief reactions
 - Consider the need and options for additional support e.g. DoH under the recovery arrangements for emergency mental health support – check with your Director
- Consider establishing a space people can have 'time-out' as needed
- Arrange to sensitively remove name/details of the deceased from everyday records as soon as possible e.g. attendance list, email management; and collect personal belongings for the family/next of kin
- Other considerations:
 - If the site has CCTV, arrange for data to be checked, downloaded and made available to Police
 - If the site needs to be/remains closed (Police may direct this for investigative purposes) – see 'Emergency Site Closures' procedure
 - Check the site for damage, and with Police agreement, start to arrange clean up and repairs (noting need for sensitivity, and keeping stakeholders informed)

Multi-Casualty Emergency

- Follow up on workers/others in hospital – assistance/support may be arranged for them/their families through state emergency arrangements – advise your Director of the affected families and request emergency assistance is considered for them
- Home/family visit after death notifications (if families agrees) to discuss facts and start to identify their needs/wishes e.g. what information is/isn't to be shared)
- Consider making a request to your Director to nominate team members who can liaise with affected families to streamline and coordinate Department information for them in the initial period after the incident (note: for schools/CFLCs Department of Health may arrange dedicated liaison officers)
- Assess your own wellbeing – ask for help if you don't believe you should continue as Site Manager
- Submit written reports ([Safety Reporting System](#)), and report to WorkSafe Tasmania – or ask your Director to arrange it)

10 Work with your Director and the wellbeing support teams e.g. Professional Support Staff or the Staff Wellbeing team to reinstate services:

- Keep stakeholders updated about operational changes, including:
- The 'usual' Site Manager and senior workers are kept up to date
- On-site and other stakeholders are updated, being mindful of privacy obligations
- Implement wellbeing supports and/or support the workers implementing it
- Monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed
- As needed/agreed, participant in vigils, collections of spontaneous memorials – this may include working with other Government agencies as part of a community-wide response
- Discuss appropriate timing and participants to conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)
- Resume scheduled activities as soon as possible, monitor the return of workers and students (e.g., if injured) and their wellbeing

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

Multi-Casualty Emergency

Directors for Affected Workers and Sites

- SCHOOLS: Directors support information flow as follows:
 - Student Support Director briefs Deputy-Secretary, Executive and the Minister as needed; and DoH Office of the Chief Psychiatrist as needed
 - Director Operations informs the Community Liaison Manager (CLM liaises with other school and SMCM as needed)
 - Director School Improvement informs the relevant School Improvement Leader
- ALL SITES: Directors to:
 - arrange additional workers to attend the site and support the Site Manager e.g. police liaison, media liaison, reunification coordinators, run meetings for workers
 - form an internal support team to coordinate/support Site Managers and keep information flowing e.g. centralised enquiries line, a budget centre and records folio
 - arrange support site operations including admin phones diverted, donations register (on behalf of the site); spontaneous memorial management (if needed), home visits for families and ongoing initial liaison (unless arranged by DoH under the recovery arrangements for emergency mental health support); advise SEM if assistance is needed for workers/families supporting injured people in hospital
 - arrange updates to the Deputy Secretary and others as needed (this includes advice of emergency site closures - use 'Emergency – Emergency Site Closures' email group)
 - assess staffing needs and make arrangements for additional staffing as needed
 - coordinate requests/support from relevant Business Units e.g. SEM - Facility Services, communications teams for the Site Manager
 - make sure written reports have been submitted – request the WHS team to assist
 - arrange alternate work sites with Site Managers and/or coordinate longer term staffing support
 - monitor wellbeing of workers assisting and request support from the Staff Wellbeing team as needed
 - arrange for spontaneous memorial collection with recovery groups and DPAC
 - coordinate timing of emergency operations debrief findings, with other critical incidents

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Deputy Secretary to support the affected Director with additional senior workers to attend the site and/or the off-site support team – discuss this quickly so it can be coordinated
 - Check emergency services liaisons are in place at the site and/or off-site
 - Maintain situational awareness and provide updates for the Secretary and senior leaders, as well as for the Minister

Multi-Casualty Emergency

- Resource and direct Department response actions e.g. establish agency emergency team
- Manage own teams during emergencies e.g. support their safety, share information
- Monitor the wellbeing of workers, re-prioritise workloads and/create an agency support team as needed and follow up on emergency operations debrief findings
- SEM:
 - Assist the agency emergency operations group and Directors as needed (take care with providing updates if not embedded in the site or off-site team)
 - Provide updates to emergency partner agencies and/or off-site liaison if requested e.g. DPAC re families in hospitals, DoH liaison for families; agency structure for Regional Controller and Department REMC representatives
 - Arrange agency emergency operations group debrief
- Communications Teams:
 - Assist the Director and Site Manager/s with messaging and communications as needed (an on-site team member is likely to be required)
 - Where possible, coordinate messaging with lead agencies for consistency/timeliness
- Staff Wellbeing team: support critical incident support on-site and in the longer term
- Facility Services: Advise and assist with property management, insurance information, arrange with insurers to have safety of the site assessed if needed; and the associated rehabilitation requirements identified
- Office of the Secretary: Update the Secretary and Minister

Supporting Guidance

Before & After Actions

PREVENTION

- Promote wellbeing of workers and students, and personal responsibility for it – this may include supporting workers to undertake mental health first aid training
- Undertake and document risk assessments for activities as needed by considering:
 - what must go right, and use Department guides
 - what can go wrong (consider people, process, equipment and environmental factors)
- Maintain CCTV cameras and system in good working order
 - SCHOOLS maintain yard duty rosters that includes some more isolated areas at the site
- STUDENT SUPPORT UNIT: Maintain active and collegial information sharing through the Critical Incident Response Reference Group or similar

Multi-Casualty Emergency

PREPAREDNESS

- Maintain your emergency plan – make sure it is consistent with this procedure and includes recommended staging areas for police, ambulance and media; and areas where Next of Kin/family members can wait for updates
- Maintain emergency capability including:
 - warden and first aid officer nominations, training and equipment/supplies
 - notification and communication systems and distribution lists to communicate quickly to all workers (or groups of workers) and test them periodically
- arrange drills each year for the site-specific plans, and any agency level emergency procedure
- Periodically discuss:
 - critical incident scenarios and grief support strategies with school-based support workers
 - liaison roles with senior workers/emergency team e.g. Police, Ambulance

RECOVERY

- Arrange to coordinate longer term critical incident support a e.g support spaces/rooms and services
- Consider site-led community engagement if the incident has traumatized the community – seek advice from your Director and the relevant communications team
- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
- Practice self-care

Related Resources

- [Critical Incident resources](#) (DECYP – Children & Young People)
- [First Aid Procedure](#) (DECYP WHS)
- [Guide to Recovery](#) - for schools mainly (Principal Recovery Network, USA)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debriefs
- Evacuation & Reunification
- Incident Notification & Reporting
- Student Bus Crash

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Tsunami

- INCIDENT LEVEL: Level 3
- INDICATORS:
 - Natural signs: earthquake, rumbling or sudden changes in the behaviour of coastal seas
 - BoM warnings for 'Tsunami Watch' should be monitored, and warnings for 'Tsunami Land Threat Warning' and 'Tsunami Marine Threat Warning' require actions, especially if the site is only around 10m above sea level (in a low-lying region) and less than 1km from the coast
- KEY CONCEPT: If a Tsunami Warning is received, people at the site may need to move to higher ground
 - Current modelling shows the east and north-east coastal areas in Tasmania are more vulnerable to tsunami, than other areas

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Summary

- SAFETY: Follow advice for your area in media broadcasts or if provided by the emergency services
- TELL (Use 'Emergency Contacts' for details):
 - Police – use Triple Zero
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')

Site Manager Actions

- 1 Listen to warnings (e.g. BoM, SES alerts, radio television media announcements) and when the indicators are noticed or there are media warnings for your area – take immediate action
- 2 Share the alerts with all workers and site stakeholders (think about on-site and/or off-site)
 - If the tsunami occurs after-hours, contact your Director and plan a course of action – go to #9
 - update senior workers, the emergency team and other site stakeholders on planned actions
- 3 Prepare to evacuate:
 - task the emergency team to coordinate the evacuation and collate head counts
 - people should only take what they can easily carry (keys, mobile phones)
 - gather emergency kits

Tsunami

- arrange assistance for individuals with specific safety needs and/or mobility issues
 - check on/obtain updates from other site stakeholders including any off-campus groups
 - SCHOOLS: contact student transport operators to adjust arrangements, and update parents/carers
- 4 Undertake evacuation if tsunami warnings indicate the impact is imminent and the site is only around 10m above sea level (in a low-lying region) and less than 1km from the coast. Ideally this is an existing assembly point, chosen with tsunami conditions in mind, but if unsure go to:
- the closest, highest ground (preferred); OR
 - the upper level of the closest, sturdiest building; and
 - people should only take what they can easily carry (keys, mobile phones)
- 5 At the assembly point:
- arrange first aid as needed and reassure people
 - complete a head count and update the Director – inform them of your location, and if anyone is missing or additional (Director to update Police)
 - check on/obtain updates from other site stakeholders including any off-campus groups
- 6 Check road closures (use Tasmania Police Community Alerts and /or TasALERT) and coordinate departures from the site and/or assembly point, when safe
- 7 DO NOT return to low lying areas unless you have been told it is safe to do so by emergency services or your Director
- 8 Confirm all people have left the assembly point with your Director and/or emergency services
- SCHOOLS: assist students to be reunited with families
 - ALL: follow up with workers that they are safe/home
- 9 When safe, inspect the site and report on damage:
- cordon off areas that have major damage – take photos, if possible, without going inside
 - infrastructure - check for broken water, sewerage or electrical mains; fencing damage etc.
 - buildings - check for building damage (do not go inside), broken windows/doors
 - do not use water damaged equipment until it has been checked by a qualified person e.g. licensed electrician or gasfitter)
 - use the 'Facility Damage' and/or 'Essential Services Disruptions' procedures to arrange clean up and repairs (they include reporting requirements)
- 10 Work with your Director and establish a plan to reinstate services:
- keep workers and site stakeholders updated (ideally at least one day before action is needed)
 - submit written report/s if people on site moved to an assembly point – see 'Incident Notification & Reporting' procedure

Tsunami

- arrange an emergency operations debrief with senior workers and the emergency team – see the procedure
- monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed
- NOTE:
 - Rips and currents may affect the marine environment for a period up to 48 hours after impact
 - Do not go to the beach or into the water until you are told it is safe to do so

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Departmental sites

SCHOOLS:

- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals
- For student wellbeing: If students show signs of trauma generated by the tsunami, use the Student Support team's critical incident resources

CHILD & FAMILY LEARNING CENTRES: Nil additional

LIBRARIES & ARCHIVES: Arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and keep own workers updated

Directors for Affected Workers and Sites

- Form an internal support team to coordinate across Site Managers and keep information flowing
- Monitor and support safety at the site:
 - Regular contact with the Site Manager – guide decision-making for safety, operations and staffing
 - Liaise with Police if people are missing

- Arrange additional workers to go to site to assist, if safe. Important support roles for major incidents include police liaison, media liaison, site operations support, reunification coordinator
- Request support as needed e.g. SEM, Facility Services, communications teams etc. and/or the agency emergency operations group
 - coordinate support between them and the Site Manager
- Advise agency-level emergency operations stakeholders of site closures: use 'Emergency – Emergency Site Closures' email group
- Arrange alternate work sites with Site Managers as needed, and coordinate staffing support
- Monitor/support wellbeing of workers and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Arrange emergency services liaison as a priority – nominate team member/s to be embedded in their operations centres
 - Maintain situational awareness and provide updates for the Secretary and senior leaders, as well as for the Minister
 - Resource and direct Departmental response actions e.g. establish agency emergency team
 - Support affected Directors through collaborative decision-making as needed e.g. site operations, worker support, addressing emergency operations debrief findings
- SEM:
 - Send tsunami alerts, provide situation updates and support incident planning internally and externally e.g. regional emergency committee representatives and state-level emergency partners as needed e.g. Police, SES, State Growth
 - Arrange meetings of the agency emergency operations group
 - As needed, attend emergency services operations centres as agency liaisons and support specific advice to Directors/the affected Site Managers
 - Coordinate with corporate communication teams to publish site closure advice
 - Arrange agency emergency operations group debriefs as needed
- Communications Teams:
 - Assist the Director and Site Manager/s with messaging and communications as needed
 - Where possible, coordinate messaging with lead agencies for consistency/timeliness
- Facility Services: Collate damage assessments; advise and assist with property management and insurance information; arrange with insurers to have safety of sites assessed if needed, and the associated rehabilitation requirements identified; identify options for alternative sites
- Office of the Secretary: Update the Secretary and Minister on emergency site closures

Supporting Guidance

Before & After Actions

PREVENTION

- Know about the tsunami history in the area; know the nearest high ground and the safest way to get to it

PREPAREDNESS

- Know how to turn off power, gas and water at your site
- Maintain your building evacuation plan, ideally with multiple assembly points, and practice it annually:
 - moving from one assembly point to another
 - collating head counts so the Site Manager can be updated quickly on anyone missing
- Maintain worker contact lists including after-hours contacts (ideally also include residential suburb, main roads travelled on; and family/carer responsibilities)
- Discuss the plan with other on-site operators or tenants and make sure that any group using the facility outside of scheduled work hours are aware of the plan, assembly points etc.

RECOVERY

- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident support for students as needed
- Consider participating in Government community recovery programs if the incident has traumatised the community – seek advice from your Director and/or the relevant communications team
- Coordinate repairs and site rehabilitation as needed
- Consider other assistance and recovery resources (see 'Related Resources')

Related Resources

- [Critical Incident Resources](#) (DECYP Student Support)
- [Joint Australian Tsunami Warning Centre](#) (bom.gov.au)
- [Tsunami incidents](#) (TasALERT)
- [About Tsunami | Geoscience Australia](#) (ga.gov.au)
- [Tsunami Preparation](#) (SES)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debrief
- Emergency Site Closures
- Essential Services Disruptions
- Evacuation & Reunification
- Facility Damage
- Incident Notification & Reporting

Printing?
Also print
'Emergency Contacts'
(p3-5)

2

LEVEL 2 INCIDENTS

Call Triple Zero - 000

Use 'Actions' - ASSESS, PLAN, ACT

Report the incident

Reset operations

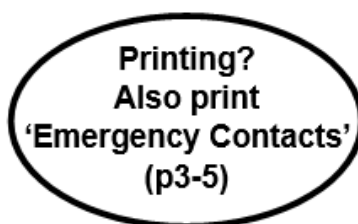
Debrief, Monitor fatigue & wellbeing

Drug-Related Incidents

- INCIDENT LEVEL: Level 2
- INDICATORS: Suggestion or evidence of drug usage and/or dealing; drugs found at a Department site or during a Department activity held off-site; drug-affected person
- KEY CONCEPT:
 - Any drug-related incident is a crime and must be reported to Tasmania Police and Wellbeing programs
 - This procedure is for any Department site (not just schools) and is consistent with DECYP's 'Responding to Alcohol, Smoking Products and Drug-Related Incidents in Learning Environments Procedure'

Summary

- SAFETY:
 - If people are drug-affected – use the 'Medical Incidents' procedure as a priority
 - Consider your own safety e.g. remove sharps/other dangerous equipment; take threats seriously and take actions to ensure your own safety e.g. arrange a support person to assist you; let your manager/Director know when you have safely left the site/arrived home
 - Be vigilant for your own safety if the incident relates to drug dealing, drug production etc.
- TELL (Use 'Emergency Contacts' for details):
 - Medical emergency – call Ambulance on Triple Zero
 - For suspected drug dealing or similar: call Tasmania Police Assistance line on 131 444
 - Your Director
 - As needed: Legal Services, Workplace Relations
 - On-site operators, and other stakeholders as needed
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary to submit the required report/s
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)



Site Manager Actions

- 1 Assess the situation - identify what has happened, make the area safe and secure it
 - Note that empty syringes or discarded injecting equipment are not prohibited items
- 2 Report all drug-related incidents to Tasmania Police – even if they are occurring near the site, but not at the site

Drug-Related Incidents

- 3 If a person is drug affected and needs medical attention – use the ‘Medical Incidents’ procedure as a priority
- 4 Start to manage the incident:
 - Arrange for involved people to wait in separate secured areas, if possible
 - Cordon off the affected area (use the ‘Preserve Incident Scenes’ procedure as needed)
 - Do not under any circumstance taste or sniff any suspicious substance
- 5 Inform/update:
 - your Director as needed
 - SCHOOLS: parents/carers for students who are under 18 years
- 6 If safe, and with care, confiscate the drug and/or any money related to it:
 - Handle all items minimally and keep any contraband in a secured area
 - There are different handling processes for different type of drugs e.g. alcohol, smoking related, illicit drugs
 - Actions can vary depending on the age of those involved e.g. if over 18 years – see ‘Responding to Alcohol, Smoking Products and Drug Related Incidents in Learning Environments Procedure’
 - Take a photo of the drugs and/or drug equipment, showing items around it and location
 - Do not destroy or discard the drugs/drug related equipment
 - If possible, wear disposable gloves, and place any drugs, equipment, or money in a plastic bag (zip-lock preferred) and keep in a secured area, ready to hand over to Police
 - If concerned for phone security, send the photos to your work email and include another senior worker
- 7 Searching: If unsure of legal aspects related to searching, contact Legal Services or Police for advice
 - Police should conduct drug-related searches of people
 - Workers can search a student's locker or desk without permission because these things are generally considered school property
 - Workers should only search a student's bag with their permission. Students should be asked to empty their bags out themselves (this is safest and involves least handling). The only time workers can search a bag is if they think there is an urgent risk to the safety of other students
- 8 Other tasks:
 - if there is CCTV, arrange for it to be checked and downloaded, ready for Police
 - as needed, the name of the senior worker who will liaise with Police for this incident
 - Record all details of the incident, including actions taken:
 - time and date
 - description of the drugs and/or drug equipment

Drug-Related Incidents

- details of the specific location
- people involved including witness details (if any)

9 Assist Police once they arrive:

- Maintain confidentiality - Tasmania Police will provide advice on both media statements and contact with parents or carers
 - Schools: If Police interview students who are less than eighteen years of age, a parent/carers must be present
- Check when the cordoned area can be opened again and arrange cleaning if needed
- With Police advice, arrange disposal of any items cleared by them, using a secure method

10 Work with your Director and establish a plan to reinstate services:

- Provide updates (maintain appropriate confidentiality)
 - on-site operators and other stakeholder if scheduled activities are likely to be affected
 - SCHOOLS: update support positions e.g. school based support workers, Student Support Leaders, Inter-Agency team; and GETI as needed
 - If workers are involved, update your own Director and their Director
 - As needed: update Legal Services, Workplace Relations
- Submit written reports - see 'Incident Notification & Reporting' procedure
 - ALL SITES: [Safety Reporting System](#)
 - SCHOOLS: Student Support System (SSS)
 - FOR ANY CHILD/YOUNG PERSON: If the incident involves a child or young person, details must be provided to the Strong Families, Safe Kids Advice and Referral Line (ARL)
- Arrange an emergency operations debrief with senior workers and the emergency team – see 'Emergency Operations Debrief' procedure
- Monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

Other Responsibilities

Site Managers

Nil Additional

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations and staffing
- Inform the Deputy-Secretary if needed, and keep them updated
- Assist with media management, with the Communications team
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings

Drug-Related Incidents

Senior Leaders for Agency Emergency Operations

- Support Directors as needed
- Monitor/support the wellbeing of workers and follow up on debrief findings
- Communications teams: Assist the Director and Site Manager/s with messaging and communications as needed

Supporting Guidance

Before & After Actions

PREVENTION

- Promote healthy lifestyle / anti-drug messaging
- Encourage a safety and security culture with workers – if they see or hear something that seems suspicious, report it
- Maintain CCTV capability for evidence gathering/additional information
- Consider installing 'sharps' bins

PREPAREDNESS

- Maintain warden and first aid nominations, training and supplies/equipment

RECOVERY

- SCHOOLS:
 - Review existing learning arrangements for students involved – update them if possible for better engagement in learning
 - Arrange critical incident support if needed
- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed

Related Resources

- [Critical Incident Resources](#) (DECYP Student Support)
- [Drug Education and Management Policy](#) (DECYP)
- [Drug Education in Learning Environments Procedure](#) (DECYP)
- [Memorandum of Understanding with Tasmania Police](#) (DECYP)
- [Responding to Alcohol, Smoking Products and Drug-Related Incidents in Learning Environments Procedure](#) (DECYP)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debrief
- Medical Incidents
- Preserving Incident Scenes

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Electric Shock & Related Incidents

- INCIDENT LEVEL: Level 2
- INDICATORS: Electrical burning smell; sparks, flames and smoke coming from a switchboard/other electrical equipment; equipment 'shorting' out; an unconscious person near or in contact with electrical cables or equipment; unexplained brightening/dimming of lights; loss of power/flickering power; tingles or small shocks from taps, pipes or electrical equipment
- KEY CONCEPT:
 - Actions for electrical shock and electrical equipment failures must be treated promptly and taken seriously
 - Power outages are addressed in the 'Essential Services Disruptions' procedure

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Summary

- SAFETY: Move people away from the area, and isolate the power source before assisting / first aid
- TELL (Use 'Emergency Contacts' for details):
 - Ambulance – use Triple Zero
 - TasNetworks – use 132 004
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')

Site Manager Actions

- 1 Assess the situation – identify what has happened
 - What equipment is involved?
 - How many people are injured?
 - What are the hazards e.g live power source, fire?
 - What injuries are obvious?
- 2 Isolate the hazard and/or alert people in the area
 - If the casualty appears to still be in contact with power source, use a dry, wooden board or other non-conducting material to dislodge them from the power contact
 - If there is fire, and a trained person is able – use an appropriate fire extinguisher and/or fire blanket on the flames

Request urgent assistance from senior workers, wardens and first aid officers and coordinate actions

Electric Shock & Related Incidents

- 3 Call Triple Zero (000) – request ‘Ambulance’ if injuries; or ‘Fire’ if fire and tell them:
 - what has happened
 - fire description and/or number of casualties and obvious injuries
 - best street address for emergency vehicles (arrange someone to meet them and take them to the fire/casualty)
 - Contact details at the site
- 4 Advise TasNetworks of the situation on 132 004
- 5 Once the area is confirmed as de-energised/isolated, first aid can start:
 - check for response
 - check airway, breathing and circulation
 - use defibrillation if needed
- 6 Support emergency wardens to:
 - arrange for gates to be opened for emergency vehicle access and/or meet emergency services and update/assist them
 - guide people out of the affected area
 - stop people from coming into the affected area
 - preserve the incident scene (see ‘Preserve Incident Scenes’ procedure) and take photos of the scene if possible - WorkSafe Tasmania are likely to investigate
- 7 Senior workers:
 - if the casualty is known at the site, gather emergency contact/Next of Kin details
 - if the casualty is unknown/or as needed, account for people – coordinate head counts
 - update the Site Manager on anyone missing
- 8 Inform:
 - Your Director (request media support if needed)
 - Request local electrical contractor attend and assess issue (discuss with Facility Services first if needed)
 - Decide if area needs to remain closed for general access to undertake next steps/secondary check
 - SCHOOLS: Advise parents/carers
- 9 Adjust scheduled/planned activities and/or discuss with Director as needed:
 - keep workers and site stakeholders updated (ideally at least one day before action is needed)
 - submit written reports ([Safety Reporting System](#) and WorkSafe Tasmania report) – see ‘Incident Notification & Reporting’ procedure
 - check the site for damage and arrange to coordinate clean up and repairs once WorkSafe has concluded their investigation

Electric Shock & Related Incidents

- arrange an emergency operations debrief with senior workers and the emergency team – see ‘Emergency Operations Debrief’ procedure
- monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

SCHOOLS:

- If the affected student is enrolled by GETI, inform GETI
- For student wellbeing: If students show signs of trauma, use the Student Support team’s critical incident resources

Directors for Affected Workers and Sites

- Support Site Managers as needed to reinstate services and restore safe working conditions
- Coordinate support from other parts of the Department if needed, with the Site Manager
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Support Directors as needed
- Monitor/support the wellbeing of workers and follow up on debrief findings
- WHS assist with WorkSafe Tasmania investigations as needed
- Communications Teams: assist the Director and Site Manager/s with messaging and communications as needed
- Facility Services: Provide advice if requested related to the central contract for Electrical Safety and and/or when an electrician can assist to conduct an assessment and make safe

Electric Shock & Related Incidents

Supporting Guidance

Before & After Actions

PREVENTION

- Know where electrical switchboards are located and keep clear access to them
- Maintain records of electrical upgrades to the site including plans/schematics
- Maintain electrical equipment and power points/switches in good order and arrange repairs/replacement as needed
- Always engage a licensed electrician for electrical works
- Follow the official installation, use and maintenance instructions for electrical goods
- Do not use damaged or incorrectly connected electrical equipment, including loose switches or frayed power cords
- Do not use electricity near water or in wet weather conditions
- Before entering a roof space, switch off all electricity at the main switchboard

PREPAREDNESS

- Maintain contacts for local contractors, including electrical contractors
- Maintain emergency training for wardens and first aid officers, and support first aid officers to maintain their kits

RECOVERY

- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident support for students as needed
- Coordinate repairs and site rehabilitation as needed

Related Resources

- [Critical Incident Resources](#) (DECYP Student Support)
- [Electrical Checklist](#) (DECYP WHS)
- [Electrical-Risks- Fact Sheet](#) (SafeWork Australia)
- [Electrical Supply Responsibilities Guidelines](#) (DECYP Facility Services)
- [First Aid Procedure](#) (DECYP WHS)
- [Managing Electrical Risks in the Workplace – Code of Practice](#) (SafeWork Australia)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debrief
- Essential Services Disruptions
- Facility Damage
- Incident Notification & Reporting

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Emergency Operations Debriefs

- **INCIDENT LEVEL:** N/A. This procedure is used after emergencies (typically Level 2-3 incidents)
- **INDICATORS:** A Level 2-3 incident has occurred, and has been resolved
- **KEY CONCEPT:**
 - Emergency operations debriefs support continuous improvement of emergency response actions
 - These debriefs are separate to critical incident debriefs which should be arranged by/undertaken with guidance from Wellbeing teams or Student Support team

Summary

- **SAFETY:** Maintain the safety and wellbeing of participants by providing a safe and transparent environment for sharing information
- **TELL** (Use 'Emergency Contacts' for details)
 - Your Director – pass on suggested improvements
 - Senior workers and emergency team (minimum); other workers as needed
- **MEDIA ENQUIRIES:** N/A
- **SUBMIT REPORTS:** Record debrief details, main findings/observations and any agreed actions (Optional - use the 'Emergency Register')
- **SUPPORT WORKERS:** Monitor fatigue-wellbeing e.g. workers, including volunteers

Site Manager Actions

1 Assess the need for, and importance of, the debrief. Consider:

- Timing so the debrief is held as soon as possible after the incident and workers have time to consider their role and incident outcomes (usually within 1-2 weeks of the incident finishing)
- If workers would benefit from having other people attend e.g. the responding Police, the Director, other Departmental workers
- Where to hold the debrief (on-site or off-site), who is best placed to facilitate it (e.g. a member of your emergency team or someone independent e.g. another Site Manager etc.
- The related procedure and/or site plan and/or other Departmental resources that applied to the incident

2 Consider debrief details:

- **Specific purpose:** usually will be related to continuous improvement for a certain type or level of emergency response
- **Scope:** Debriefs should focus on our team's actions in a defined period e.g. the first 2 hours. They should not discuss matters being investigated
- **Invitees/participants:** emergency teams, senior workers, all workers, advisors who maintain the procedures; external agencies

Emergency Operations Debriefs

- Facilitator – ideally a colleague-peer to the Site Manager (Chief Warden)
 - How the main points and agreed actions (if any) will be captured and by whom – ideally this is someone who understands the response process well and can be rotated amongst emergency team members
 - Location, date, timings (typically 1 hour is sufficient, unless the response was quite complex)
- 3 Consider if participants are likely to have a negative reaction to the debrief. If likely or if unsure, discuss with the Staff Wellbeing team
- 4 Plan the debrief:
- Make the arrangements: facilitator, venue etc. before inviting participants
 - Review existing plans, procedures and guidelines – consider if they were used and/or useful for the incident?
 - Decide if the debrief will be recorded
 - Invite participants and encourage self-reflection prior to the debrief
- 5 Develop a basic timeline of events (the facts). It may be helpful to have some maps or other pictures; and an agenda - discuss this with the facilitator if needed
- 6 Conduct the debrief so contributions are encouraged and valued, and shared understanding develops through using a collaborative approach
- 7 A typical emergency operations debrief agenda is:
- Welcome, introductions, purpose of the debrief and self-care reminders
 - Situation details - clarify the circumstances, date and time of the incident, known consequences
 - What was supposed to happen?
 - What procedure or plan was relevant to the situation?
 - What was our situation and what was our response priority?
 - Who was in charge?
 - What actually happened – how did we do things?
 - Were there differences between what we aimed to do and what we actually did? What can we learn?
 - Identify what went well (What would we definitely do again)?
 - Was there anything else that hasn't already been discussed that we would never do again?
 - Suggested considerations to discuss in most debriefs:
 - Notifications to the Director and/or emergency services
 - How the emergency team organised themselves, including how they communicated
 - Assisting emergency services on site

Emergency Operations Debriefs

- Did we look after those with mobility or other impairments/challenges?
- Were there other safety matters that need consideration?
- Collating head counts – did it go smoothly and was they accurate?
- Worker and stakeholder updates – were they effective or problematic, and why?
- Would we use our plan and/or procedure the same way 'next time'?
- Other observations or ideas? Examples:
 - Do any of our plans or procedures need updating?
 - Are there other gaps we discovered e.g training, drills, wellbeing support?
 - Do we need to thank or specifically recognise anyone?
 - Other comments?
- Collating ideas: What information needs to be shared, who with and who by?
- Are there any other agreed actions – record the action and the lead person for it
- Thanks, self-care reminder and debrief close
- 8 Summarise the discussion and ask the debrief participants to check that it is accurate (Optional: use the Emergency Register)
 - update workers on its main findings/agreed actions
- 9 Follow-up of debrief actions in a timely manner and provide updates as needed (record details of the completed actions (Optional: use the Emergency Register)
- 10 Share debrief findings /actions with your Director and others as needed

Other Responsibilities

Site Managers

Nil additional

Directors for Affected Worker and Sites

- Discuss findings of emergency operations review with Site Managers
- Conduct emergency operations debriefs with own management teams as needed
- Advise SEM (or the relevant team) of findings that relate to recommended changes to the procedures, templates, training

Senior Leaders for Emergency Operations

- Support Directors as needed – discuss findings from debriefs as needed
- Participate in emergency operations group debriefs as needed
- Review and contribute to agency input to whole of government reviews

Emergency Operations Debriefs

Supporting Guidance

Before & After Actions

- Nil additional

Related Resources

- [Emergency Register](#) (DECYP SEM)
- [Lessons Management Handbook](#) (AIDR)
- [Learnings lessons from emergencies](#) (SES)
- [Site Emergency Planning](#) (DECYP SEM)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Almost all SEMP procedures

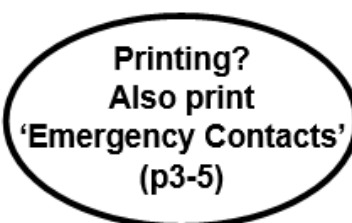
Printing?
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(p3-5)

Emergency Site Closures

- INCIDENT LEVEL: Level 2
- INDICATORS: Any emergency where temporary closure of the site is the most effective way to provide for safety. Typical situations are severe weather and bushfires
- KEY CONCEPTS: Emergency site closures are coordinated by the Site Manager and their Director (to optimise information flow) and usually do not last more than two scheduled workdays

Summary

- SAFETY:
 - Emergency site closures apply to all operators who lease space from the Department, unless specifically agreed with the Site Manager
 - Communications are critical for safe and effective emergency site closures
- TELL (Use 'Emergency Contacts' for details):
 - your Director
 - on-site operators, and other stakeholders
 - Minister (arrange by Office of the Secretary, not Site Managers)
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)



Site Manager Actions

- 1 Discuss proposed closure with your Director
 - Clarify the situation
 - Determine: timings, identify key stakeholders, messages and communications methods for closure
- 2 Inform senior workers/the emergency team and coordinate their actions
- 3 Advise site stakeholders: see 'Other Responsibilities' section for site stakeholder groups
 - Explain the reason for the closure, timing, actions needed now, and timing of next update
 - Identify any site stakeholders who are not at the site but also need to know about the closure, and make sure they are informed
 - Operators who lease their space from the Department are required to follow the Site Manager's instructions, unless specifically agreed with the Site Manager
 - Alternatively, Site Managers who work from a leased space should inform their site neighbours of actions being taken by the Department

Emergency Site Closures

- 4 Coordinate departures from the site – students/clients/families should leave first
 - Schools use normal sign-out processes and supervise students until their departure
 - Workers can leave after confirmation from their Site Managers
 - Site Managers make sure all people have left the site (account for all people known to be at the site at the time of the closure)
- 5 Secure the site progressively and let the security service know of the change in scheduling:
 - use signage at the main entry points
 - arrange to manage public enquiries during the closure period (phones/emails)
- 6 Update your Director:
 - If there are any people still at the site
 - How enquiries are being managed
 - When and how the next update will occur for workers/others
- 7 Update site stakeholders during the closure period and make sure public communications show advice about the closure e.g. social media, website etc.
- 8 Determine re-opening date as soon as possible with your Director; and re-open, by:
 - Any specific actions have been carried out
 - Agreeing on any changes needed at the site, including if any persons can't return immediately or if areas will not be in use/are being repaired
 - Arranging to send re-opening advice to all workers and site stakeholders, and update public messaging e.g. social media, website, enquiries points (phone/email)
- 9 Re-open site and resume scheduled activities as soon as possible
- 10 Follow up actions:
 - submit written reports (Departmental on-line report) – see 'Incident Notification & Reporting' procedure
 - Follow-up on any final repairs/changes (if needed) and/or HR applications/provisions
 - arrange an emergency operations debrief with senior workers and the emergency team – see 'Emergency Operations Debrief' procedure
 - monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families

Emergency Site Closures

- Visitors at the site
- On-site operators e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Departmental sites

SCHOOLS:

- Schools that are listed as 'Nearby Safer Places' (NSP) in community bushfire plans can be used as the NSP even if the site is temporarily closed
- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals
- For student wellbeing: If students show signs of trauma, use the Student Support team's critical incident resources

CHILD & FAMILY LEARNING CENTRES: Nil additional

LIBRARIES & ARCHIVES: Arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and keep own workers updated

Directors for Affected Workers and Sites

- Form an internal support team to coordinate/support Site Managers and keep information flowing
- Monitor and support safety at the site by working with the Site Manager - guide decision-making for safety, operations and staffing
- Advise agency-level emergency operations stakeholders of site closures: use 'Emergency – Emergency Site Closures' email group
- Request support as needed e.g. SEM, Facility Services, communications teams etc. and/or the agency emergency operations group (if coordination support across multiple site is needed)
- coordinate support between them and the Site Manager
- arrange alternate work sites with Site Managers and/or coordinate longer term staffing support
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings
- Coordinate actions across multiple sites and/or request EMSC support to guide decision-making for multiple sites as needed

Emergency Site Closures

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Note briefings and arrangements in place; and guide actions as needed
 - Maintain situational awareness and provide updates for the Secretary and senior leaders, as well as for the Minister
 - Support affected Directors through collaborative decision-making as needed e.g. site operations, support for workers, addressing emergency operations debrief findings
- Office of the Secretary: Update the Secretary and Minister on emergency site closures
- SEM:
 - Coordinate internally with communications teams and be ready to publish site closures
 - Liaise with external emergency partners and groups as needed e.g. Non-Govt schools, Police, SES, State Growth
 - Provide situation updates and support incident planning, and arrange agency emergency operations group meetings and emergency operations debriefs as needed
- Communications Teams:
 - Assist the Directors and Site Manager/s with messaging and communications as needed
 - Where possible, coordinate messaging with lead agencies for consistency/timeliness
- Facility Services: Collate damage assessments; advise and assist with property management and insurance information; arrange with insurers to have safety of sites assessed if needed, and the associated rehabilitation requirements identified; identify options for alternative sites

Supporting Guidance

Before & After Actions

PREVENTION-MITIGATION

- Maintain situational awareness of situations that are forecast to impact the site, workers and/or scheduled activities
- Maintain communications systems and equipment in good working order, with battery back-up as needed
- If there are likely safety and/or staffing issues, discuss sooner rather than later with your Director
- Review and share the internal weather alerts with your site stakeholders, so they can also consider their options
 - If an emergency site closure is highly likely, remind site stakeholder what the process will be and confirm how they will be advised e.g. by email, phone call, in person etc.

Emergency Site Closures

PREPAREDNESS

- Discuss this procedure at least annually with all workers
- Maintain laminated 'temporary closure' signs – see 'Related Resources'
- Maintain contact lists including after-hours contacts where possible:
 - Workers: ideally include residential suburb, main roads travelled on; and family/carer responsibilities
 - Co-located operators including alternate and after-hours contacts
- Restock emergency kits periodically if they are maintained
- Maintain training for emergency team members e.g. wardens and first aid officers

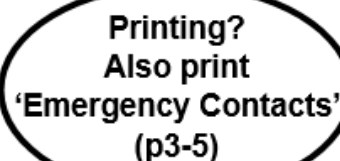
RECOVERY: Consider wellbeing support and facility repairs as needed (see 'Related Resources')

Related Resources

- [Critical Incident Resources](#) (DECYP Student Support)
- [Temporary Site Closure Sign](#) (DECYP SEM)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Bushfire
- Emergency Operations Debriefs
- Emergency Site Closures
- Facility Damage
- Incident Notification & Reporting
- Severe Weather



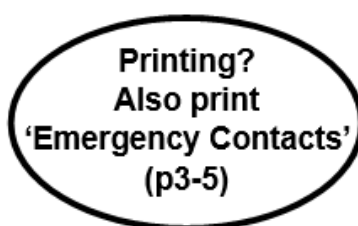
Printing?
Also print
'Emergency Contacts'
(p3-5)

Evacuation & Reunification

- INCIDENT LEVEL: Level 2-3
- INDICATORS:
 - An emergency which leads to people moving to another part of the site and/or leaving the site in a coordinated way (evacuation) or an uncoordinated way and requiring assistance to be reunited with family members or similar
 - Typical incidents requiring evacuation: building fire, bushfire, building collapse
 - Typical incidents requiring reunification: emergency lockdown, any off-site evacuation
- KEY CONCEPT: Well managed evacuation and or reunification minimises trauma and reduces the overall recovery journey for most people

Summary

- SAFETY:
 - Keep people together and calm for as long as possible
 - Maintain head counts to know who is missing and any additional people
- TELL (Use 'Emergency Contacts' for details):
 - If moving to an on-site assembly point - tell your Director
 - If moving to an off-site assembly point, also tell the lead agency's Assistance line e.g. TFS in a bushfire
 - If reunification is needed, tell your Director
 - Keep on-site operators and other stakeholders updated if evacuating or arranging reunification
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')



Site Manager Actions

EVACUATION

- 1 Assess the situation quickly
 - Identify what has happened
 - Where are people likely to be safest
- 2 Activate the evacuation alert tones, alarms and/or announcements to start evacuation
- 3 Call Triple Zero and request urgent assistance from Police or Fire (If unsure, request Police)

Evacuation & Reunification

- 4 Arrange for senior workers, wardens and first aid officers to undertake their warden roles
 - move people to the nominated assembly point
 - check evacuated areas are clear of people
 - arrange for a head count and report to the Site Manager anyone missing or any additional people
 - Site Manager to advise the on-site Police/Fire personnel if anyone is missing
- 5 People should follow the instructions of the wardens and can take any items they can easily carry e.g. phones, car keys
 - People should stay off social media
 - Provide first aid to anyone who needs it
 - Reassure people
- 6 Inform/update:
 - Other on-site operators and site stakeholders
 - SCHOOLS: consider impact on student transport services
 - your Director (request media/communications support if needed)
 - SCHOOLS: Decide when you will advise parents/carers of the situation and what you want them to do
- 7 Next actions:
 - wait for the 'All Clear' from Police/Fire and then coordinate the return to the site; OR
 - if needed, move to an alternative and safer assembly point
 - update workers and other site users about next steps, or timings for next update
- 8 Check the site for damage and start to arrange clean-up/repairs (use the 'Facility Damage' procedure if needed)
- 9 Submit written report (Department on-line incident report) – see 'Incident Notification and Reporting' procedure
- 10 Work with your Director as needed to establish a plan/reinstate services:
 - re-organise site activities to avoid the affected area until it is repaired/rehabilitated
 - arrange an emergency operations debrief with senior workers and the emergency team if needed – see 'Emergency Operations Debrief' procedure
 - monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

REUNIFICATION

- 11 Assess the situation quickly: confirm reports that workers/students are leaving the site, unaccompanied during the incident
- 12 Site Manager nominates a senior worker to coordinate reunification with Director

Evacuation & Reunification

13 Senior worker actions:

- Gather attendance records, visitor sign-ins and emergency/first aid kits
- Identify 5 workers to deploy to the reunification area and manage roles of 'greeter', 'checker', 'reunifier', 'student supervisor', and 'tagger' (tags in/out to relieve / assist any of the other four roles)
 - may need to request workers from Director or neighbouring school/site to assist (if still in lockdown); and confirm where the reunification area will be
- Identify 2 workers to check other local areas to look for students and send them to the reunification area and to a First Aid Officer (if needed)
- Request Police also attend reunification area

14 Reunification team meet at the identified location and undertake their roles with 'best efforts' using the resources they have:

- 'Greeter' greets arriving parents/carers and asks them who they are there to collect
 - If known to be the authorised parent/carer, they progress to the 'Checker'
 - If unknown, ID verified before being sent through to the 'Checker'
- 'Checker' takes their details and they progress to the Reunifier
 - Simple ways to take details: by writing names and phone numbers, or taking photos of ID with phone and adding the student's name with a caption
- 'Reunifier' assists them, with the Student Supervisors, to collect their student and depart
 - Reunifier is responsible for providing updates to the senior worker (nominated by the Site Director)
- 'Student Supervisor' keep students in a separate area from parent carer area (ideally in year groups) and assists parents/carers to collect them
- 'Tagger' provides relief/additional assistance during reunification – they can do any of the roles and may be the senior worker put in charge of reunification by the Site Manager
- Police (if in attendance) are asked to assist 'Greeter' and/or 'Student Supervisor'

15 Once all students have been collected, workers return to the school, return records to the office, and follow 'All Clear' actions as advised by the Site Manager

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Identify relevant stakeholder groups for updates:

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others

Evacuation & Reunification

- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

SCHOOLS:

- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals as needed
- For student wellbeing: If students show signs of trauma, use the Student Support team's critical incident resources

CHILD & FAMILY LEARNING CENTRES: Nil additional

LIBRARIES & ARCHIVES: Arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and keep own workers updated

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations and staffing
 - Liaise with communications teams to support the site with evacuation/reunification
 - Arrange for additional workers to support reunification if needed
- Inform the Deputy-Secretary and keep them updated
- Assist with media management, with the Communications team
- Monitor/support the wellbeing of workers and follow up on incident reports- debrief findings

Senior Leaders for Agency Emergency Operations

- Support Directors as needed
- Monitor/support the wellbeing of workers and follow up on debrief findings
- Communications teams: assist the Director and Site Manager/s with messaging and communications as needed

Supporting Guidance

Before & After Actions

PREVENTION & PREPAREDNESS

- Maintain worker contact lists including after-hours contacts (Ideally also include residential suburb, main roads travelled on; and family/carer responsibilities)
- Maintain emergency plans with multiple assembly points
 - ideally two on-site locations (indoors and outdoors) and
 - two off-site locations (indoors and outdoors), within walking distance e.g. up to 1.5 km away
- All building fire evacuation plans must also support people at their site with mobility issues or any impairments that can make them vulnerable during evacuation.

Evacuation & Reunification

- Where there are higher levels of vulnerability in an evacuation context for large groups, the Site Manager can seek specific evacuation advice from the lead agency and adjust their evacuation plans as needed
- Reunification will be more effective when it is a planned strategy, documented and practised as part of site's emergency activities
- Annually practice moving to each assembly point and collating head counts so the Site Manager can be updated quickly on anyone missing
 - Make sure people with mobility issues/other vulnerabilities can be supported during evacuation and/reunification
- Restock emergency kits periodically
- Share/discuss the plan with:
 - other on-site operators or tenants and make sure that any group using the facility outside of scheduled work hours are aware of the plan, assembly points etc.
 - local police and emergency services
- Maintain emergency team members training for wardens and first aid officers, and support first aid officers to maintain their kits
- SCHOOLS and CFLCs: annually update parents/carers/families and students of the emergency arrangements so they can have awareness of what the plan is and what you want them to do. This may include:
 - the planned reunification area
 - the general process for reunification i.e. share how it is intended to work
 - a phone number or message service for students/families to call and advise if they are 'safe home'
 - other planned communications strategies e.g. confirm the main ways your site intends to communicate i.e. by SMS, with supporting emails

RECOVERY

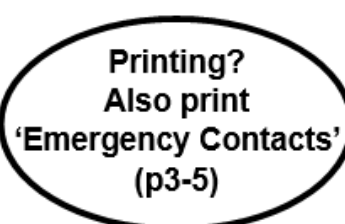
- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident support for students as needed

Related Resources

- [Critical Incident Resources](#) (DECYP Student Support)
- [Building Safety – Evacuation Planning](#) (TFS)
- [Bushfire Ready Schools](#) (TFS)
- [Evacuation Planning Resources](#) (DECYP SEM)
- [Standard Reunification Method](#) (I Love You Guys Foundation)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debrief
- Emergency Site Closures
- Incident Notification & Reporting



Hazardous Materials – Chemicals Exposure

- INCIDENT LEVEL: Level 2
- INDICATORS: Visible chemical spills/leaks; collapsed people e.g. overcome with fumes; skin or respiratory burns; difficulty breathing; pungent smells or fumes
- KEY CONCEPT: This procedure focuses on initial actions once a spill/leakage is detected

Summary

- SAFETY:
 - Keep workers and others away from affected parts of the site
 - If needed, use the evacuation plan to move people away from the affected area
 - If the leak/spill appears significant, notify emergency services
- TELL (Use 'Emergency Contacts' for details):
 - Fire and/or Ambulance – use Triple Zero or Assistance
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Site Manager Actions

- 1 Assess the situation quickly – identify what has happened:
 - How many people are injured?
 - What injuries are obvious?
 - What appears to have spilled/leaked?
 - Can Safety Data Sheets (SDS) be quickly located?
- 2 Call for help, depending on the scale and nature of the spill//leak and injuries/illness:
 - Request urgent assistance from senior workers, wardens and first aid officers
 - Call Triple Zero, and request Fire for the spill and/or Ambulance for injuries – tell them:
 - What has happened – about the spill/leak or injuries/illness
 - Where the spill/leak is coming from
 - Weather conditions at the incident, including wind direction
 - Best street address for emergency vehicles (arrange someone to meet them and escort to the casualty)
 - Contact details at the site

Hazardous Materials – Chemicals Exposure

3 Restrict access to the affected area

- Isolate the area if possible – close windows/doors, and turn off fans/air-conditioning
- If safe to do so, stop leak/spill e.g. turn off gas or use spill kits on leak/spilled substance
- If possible, get the Safety Data Sheet checked for specific advice

4 If safe, start to assess and treat injured people:

- First Aid officers or similar should not enter the affected area or work downwind of the spill
- Injured or unwell people should be moved to a separate area upwind of the spill for assessment and treatment
- Record who is taken away from the scene by ambulance and which medical facility people are being taken to

5 Support emergency wardens to:

- arrange for gates to be opened for emergency vehicle access and/or meet emergency services and update/assist them
- identify areas relevant for responders:
 - wind direction
 - areas for Fire/Ambulance to stage at
 - drainage points and other features that may affect the spill spreading or being cleaned up e.g. pits, ponds, tanks, ramps
- coordinate evacuation if needed and arrange headcounts ASAP for the Site Manager

6 Check to make sure anyone that may have been exposed to the hazardous material is safe/accounted for and has been medically assessed, even if a minor exposure

7 Inform your Director: request help with communications and the Staff Wellbeing team

8 Next actions:

- If the site has CCTV, arrange for data to be checked, downloaded and made available to Police
- When the 'ALL CLEAR' is given:
 - arrange for return of people to scheduled activities or similar
 - update workers, and other site users about next steps, or timings for next update
 - Check the site for damage and start to arrange clean-up/repairs (use the 'Facility Damage' procedure if needed)

9 Submit written reports:

- WorkSafe Tasmania (telephone call preferred) – if they advise you to report to EPA Tasmania (Environmental Protection Agency), follow that advice
- Department on-line WHS report

Hazardous Materials – Chemicals Exposure

10 Work with your Director as needed to establish a plan/reinstate services:

- re-organise site activities to avoid the affected area until it is repaired/rehabilitated
- arrange an emergency operations debrief with senior workers and the emergency team if needed – see ‘Emergency Operations Debrief’ procedure
- monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

SCHOOLS:

- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals as needed
- For student wellbeing: If students show signs of trauma, use the Student Support team’s critical incident resources

CHILD & FAMILY LEARNING CENTRES: Nil additional

LIBRARIES & ARCHIVES: Arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and keep own workers updated

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations and staffing – liaise with Facility Services as needed
- Inform the Deputy-Secretary and keep them updated
- Assist with media management, with the Communications team
- Monitor/support worker wellbeing and follow up on incident reports and debrief findings

Hazardous Materials – Chemicals Exposure

Senior Leaders for Agency Emergency Operations

- Support Directors as needed
- Monitor/support worker wellbeing and follow up on debrief findings
- Communications teams: assist the Director and Site Manager/s with messaging and communications as needed
- Facility Services: Advise and assist with property management, insurance information, safety of the site and rehabilitation requirements (only as needed)

Supporting Guidance

Before & After Actions

PREVENTION

- Minimise the number and quantity of chemicals on site
- Understand the chemicals and gases on site and maintain their Safety Data Sheets (SDS) in an easily accessible location
- Use the WorkSafe chemical storage guidelines at your site to store chemicals safely – this includes maintaining correct labelling and using Chemwatch
- Keep storage areas clean and free from rubbish
- Include chemical storage requirements information and evacuation arrangements in inductions, including for relevant workers (including casual/relief workers and volunteers)
- Maintain a register of all hazardous chemicals at the workplace
- Health monitoring is conducted where there is a significant risk of exposure for a worker using, storing or handling specific hazardous chemicals in a workplace

PREPAREDNESS

- Conduct evacuation drills that periodically use a hazardous materials-chemical spill scenario for context
- Request workers who handle/store chemicals at the site assist with updating the evacuation plan
- Maintain emergency team members training for wardens and first aid officers, and support first aid officers to maintain their kits
- Information, training, instruction and supervision is provided to workers who may be exposed to hazardous chemicals

RECOVERY

- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident support for students as needed

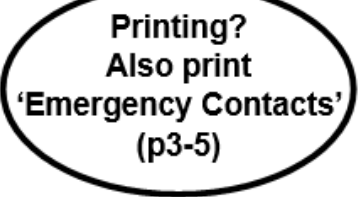
Hazardous Materials – Chemicals Exposure

Related Resources

- [Chemicals and Hazardous Substances](#) – Intranet page (DECYP WHS)
- [Critical Incident Resources](#) (DECYP Student Support)
- [Safety Data Sheets](#) (SafeWork Australia)
- [WHS Site Management Checklist](#) (DECYP WHS)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debrief
- Emergency Site Closures
- Evacuation & Reunification
- Facility Damage
- Incident Notification & Reporting



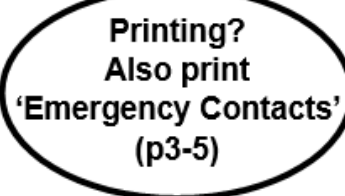
High Risk Referrals for Children & Young People

Procedure for Imminent, Extreme Threats or Emerging, Extreme Threats

- INCIDENT LEVEL: Level 2-3
- INDICATORS:
 - IMMINENT, EXTREME THREATS: Threats of extreme violence (other than bomb threats) made by anyone against our people and/or the places we work
 - EMERGING, EXTREME THREATS: Observed behaviours that are known to be indicators of an attack being planned by children and young people known to the Department
- KEY CONCEPT:
 - This procedure is for all teams in DECYP, but not intended for custodial Youth Justice teams
 - There is a supporting referrals infographic summarising this procedure – see 'Related Resources'
 - Key phrase is 'extreme threats' which mean threats to use extreme violence causing outcomes including serious injury, long term disability and/or /psycho-social disorders, death. They may be imminent or emerging.
 - The actions for 'emerging extreme threats' were formerly referred to as 'Countering Violent Extremism (CVE)'. They have been extended and broadened due to national trends for the behaviours of concern to be linked to causal factors in addition to political ideology/radicalisation.
 - Actions taken for these situations are based on the information available at time and assessments of likely consequences using nationally consistent processes, and may need to be supported by professional/qualified workers e.g. youth/mental health professionals

Summary

- SAFETY:
 - Use 'Physical Violence' and/or 'Lockout-Lockdown' procedures if threats are imminent or being carried out
 - Pre-attack behaviours and/or threats of extreme violence made by children and young people are critical to address, as they indicate significant wellbeing issues and pose a genuine threat to our people, and the community more broadly
 - Like bomb threats, all threats of violence must be treated as genuine until proven otherwise. However, priority is given to imminent extreme threats made against our people (children and young people including students, workers) during work hours and/or the places we work (may include other operators/teams)
- TELL (Use 'Emergency Contacts' for details):
 - IMMINENT, EXTREME THREATS:
 - Police – use Triple Zero
 - On-site operators and other stakeholders
 - Your Director or similar (Schools: Director, Operations)



High-Risk Referrals for Children & Young People

- EMERGING, EXTREME THREATS:
 - Site or Service Manager e.g. Principal, senior case worker (regional Student Support team may also be advised)
 - If needed, the Site Manager (or similar) tells the specialist Tasmania Police unit: Bus. Hrs: (03) 6173 2500 or 0436 945 211; A/Hrs: call Police Assistance 131 444; Email: TFTAC.CVE@police.tas.gov.au
- MEDIA & SOCIAL MEDIA:
 - Ask your Department communications team for help to coordinate messaging, and keep it consistent with Tasmania Police advice
 - Contain information – limit it to core workers, who have a clear ‘need to know’ until there is an agreed plan of action, including a communications plan
- SUBMIT REPORTS: Use the ‘Incident Notification & Reporting’ summary to submit the required report/s
- CONTINUE: Support workers and others, resume/maintain services, and for Imminent, Extreme Threats, conduct an emergency operations debrief (see ‘Emergency Operations Debrief’ procedure)

Site-Service Manager Actions

Emerging, Extreme Threats in our children/young people (Observed behaviours of concern)

1. OBSERVE & REPORT: When a threat is emerging, there are observable changes in the child/young person:
 - Record observed changes in a secure Department database e.g. SSS or similar; and discuss discretely with support workers. Examples below - the common theme is their extreme nature and there is often more than one behaviour:
 - Increasingly erratic, unsafe, aggressive behaviours
 - Cause an unusually high sense of alarm in people who know them
 - Sudden, ‘dark’ or dramatic changes – personality, style/dress, interest in attacks, attackers and/or weapons
 - Observable grievances, and/or complex personal struggles e.g. making threats, rage (toward people or society), loss of purpose, making plans for retribution
 - Other behaviours inc. signs of mental health challenges or drug/alcohol abuse, reduced performance in work/study, accumulating/collecting weapons
 - If the child/young person is known to be enrolled at a school (Govt. or Non-Govt.), the relevant DECYP manager informs the principal of the concerns.
 - If the child/young person is not known, the DECYP manager informs local Police, for general awareness

High-Risk Referrals for Children & Young People

2. SITUATION ASSESSED PROMPTLY: The relevant DECYP Site/Service Manager arranges for a review of the situation and can be assisted by other internal advisors with relevant expertise e.g. social workers, psychologists, consultants. The review findings should be recorded and include:
 - identity of the child/young person
 - alignment of recorded/known behaviours with known pre-attack, grievance-fuelled, fixated threat, radicalisation behaviours (see #1 in this procedure)
 - consider individuals age, behavioural history, and other relevant circumstances including:
 - overall resilience: Adverse event, major disruptions, mental health, other factors e.g. neurodiversity, strong sense of identity
 - social interactions/influences: Positive/other, respectful of alternative views/interests/beliefs, anti-social behaviours/threats
 - actions or ideas: Increased interest in/access to weapons, on-line activity/patterns e.g. significant increased use and/or accessing/creating/sharing harmful content; expressing harmful ideas/interests; variable/decreasing attendance/engagement in programs
 - an initial support plan with therapeutic intervention/supports to divert is developed using existing DECYP resources (see #5 for ideas) and put in place
 - a decision is made by the group regarding additional analysis/support. If there are indicators of pre-attack behaviours, then a referral is made by the DECYP manager e.g. Principal or senior case worker to the specialist Tasmania Police unit and joint assessment begins
 - the DECYP manager updates their Director, for information
3. JOINT ASSESSMENT:
 - Police will work with the DECYP manager and Department teams e.g. Legal Services/ITS, to gather relevant information to inform intervention planning, and continue to assess the potentially emerging threat/risk to the child/young person and/or others
 - This information sharing does not breach privacy and is provided for by the Letter of Agreement between the Department and Tasmania Police. It can include:
 - relevant school/program records e.g. enrolment/learning outcomes, other progress
 - records related to electronic information arranged through the Department's cybersecurity team
 - other background with the Department's Legal team
 - any other information needed for the joint investigation. Where threats are made, this can include: access to weapons, specific investigation into the threat and its circumstances e.g. handwriting, CCTV footage, other records
 - Involvement of the child/young person and/or family members is always preferred, but depends on circumstances

High-Risk Referrals for Children & Young People

- The initial support plan may be extended or adapted through the joint assessment with Police.
- 4. **LIMITED UPDATES FOR KEY DEPARTMENT STAKEHOLDERS:** The DECYP manager arranges internal updates to Directors etc. Legal Services may assist and/or coordinate these updates, especially for senior/executive members including:
 - Relevant Executive members (including Ministerial briefing if needed)
 - Other agency emergency operations group members as needed e.g. communications, Directors involved in the referral, SEM
 - GETI (if relevant)
- 5. **INTERVENTION PLANNING:** An agreed course of action and implementation lead is agreed jointly and documented and recorded in secure Departmental databases. It can include, but isn't limited to:
 - ongoing monitoring
 - mental health support
 - extra activities/support
 - specific intervention activities (coordinated by Police)
- 6. **IMPLEMENTATION:** The plan is implemented, with agreement of the child/young person's and their progress and wellbeing continue to be monitored
 - Information continues to be shared between Police and the Department (typically the nominated DECYP site/service manager)
 - Updates continue to be recorded in secure Departmental databases
 - The intervention plan is revised progressively, and as needed by either Police or the Department
- 7. **CESSATION:**
 - When there is agreement between Police and the DECYP manager (and ideally the family) that the child/young person's wellbeing has been reinstated (and the risk of attack/extreme violence is adequately reduced) the intervention plan will be ended by written agreement.
 - If the need for support re-appears, this process can be applied again for those circumstances.

Imminent, Extreme Threats against our people/places we work

- 8. **THREAT MADE:** When a threat of extreme violence is made against DECYP people (children and young people including students and workers) or against anyone at sites we work from, it should be reported and assessed quickly by senior workers
 - All threats of violence should be treated seriously, and this procedure can be used to guide the assessment and actions for any threat (for bomb threats, see that procedure)
 - Threats of serious injury/assault e.g. rape; death, use of weapons, hostile vehicle attack are the main focus of this procedure (they can include written plans of retribution e.g. 'kill lists')

High-Risk Referrals for Children & Young People

- Additional priority is given to any extreme threat made against our people during their work hours i.e. when the threatened person is in our care or working for us
 - REMINDER: Use 'Physical Violence' and/or 'Lockout-Lockdown' procedures if threats are imminent or being carried out
9. ASSESS THE SITUATION QUICKLY: Whether a threat is made verbally, written and/or made 'live' or recorded, it is to be assessed for its specificity and credibility by DECYP Site/Service Managers with assistance if needed, and consider
- Identify/clarify the details of the threat and document them:
 - Who made the threat, where are they, are they armed?
 - Who is the threat against, where are they, do they know?
 - Are weapons identified or inferred? Is so- type, how many
 - What is the threat – does it seem possible?
 - When/where will it be carried out?
 - identity of the person making the threat – are they a child/young person known to the Department? If yes, gather information for Police
 - Consider the individual's capability to carry out the threat – consider age, behavioural history, other circumstances including possible motive e.g. family violence
 - Identify known protective factors that would mitigate the threat e.g. reduce/limit their ability to carry it out; indicators of any wavering of commitment to carry it out
10. If the threat is agreed to not be specific and credible:
- document the assessment findings and record them in secure Department databases e.g. SSS (if about a student) and/or on-line incident report
 - report to local Police for general awareness, via the Assistance line 131 444
 - SCHOOLS: as needed, report to the Advice & Referral Line (ARL)
 - determine follow-up actions and responsibilities e.g. discuss discretely with individual, key workers, and family where able
 - apply other strategies e.g. apologies-mediation, counselling, timetable/program changes
 - monitor as needed.
11. If the threat is considered specific and credible (or if it is unclear):
- start lockout (if threat is not on site) or lockdown (if threat is on site). This includes updates to other site operators
 - report urgently to Police using Triple Zero (000)
 - inform the Director
 - if the child/young person is known to the Department, also inform the specialist Tasmania Police unit: Business Hours: (03) 6173 2500 or 0436 945 211; After Hours: call Police Assistance 131 444; Email: TFTAC.CVE@police.tas.gov.au

High-Risk Referrals for Children & Young People

12. Work with Police to resolve the situation

- Locate/warn any individuals targeted in the threat (families may need to be advised discretely)
- Implement other protective actions if needed/in consultation with Police
- Keep the Director updated and request other assistance as needed e.g. media/social support, Legal Services, Safe Homes/Safe Families, Cyber-Security, GETI (if relevant), Critical Incident support
- On Police advice and in consultation with the Director, give the 'All Clear' to workers and other stakeholders

13. 'ALL CLEAR':

- Work with Police and the Director to resolve the situation
- Update all workers and other stakeholders, once the "All Clear" is given
- Arrange wellbeing support as needed (consider a meeting for workers)
- Contain information if the threat was made by a child/young person known to the Departments – media/social media updates should be arranged by communications teams applying Police advice
- Resume services when able
- Submit reports and complete 'Emergency Operations Debrief'

14. FOLLOW-UP SUPPORT: If the child/young person who made the threat is known to the Department, review their support after the 'All Clear', consider:

- strategies to support wellbeing, and organisation and community safety
- include Police input/suggestions where relevant
- document the revised support plan with clear roles and responsibilities, and any agreed thresholds or trigger points for urgent action
- implement the support plan until there is agreement with Police and other key stakeholders that the threat has adequately reduced and actions can finish
 - recorded updates to the plan in secure Departmental databases
- If the need for support re-occurs, this process can be applied again for those circumstances

Other Responsibilities

Site Managers

ALL SITE/SERVICE MANAGERS:

- Nil additional duties, noting it is important to appropriately contain information for high risk referrals, and record threat assessment findings

High-Risk Referrals for Children & Young People

Directors or Student Support Leaders for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations, and staffing – guide timely decision-making
- Guide containment of information and assist with media management/Communications team
- Monitor/support the wellbeing of workers and follow up on incident reports – debrief findings

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Support Directors if involved
 - Maintain situational awareness and provide updates for the Secretary and/or the Minister if needed
- SEM:
 - Provide situation updates if involved
 - Observe operational debriefs where appropriate; and debrief with Police as needed
- LEGAL: Coordinate with Tasmania Police, the affected Principal and other stakeholders as needed
- COMMUNICATIONS teams: Assist the Site Manager with messaging and communications as needed, by coordinating with Tasmania Police communications team
- DEPUTY-SECRETARIES: As needed, arrange a briefing for the Secretary and Minister, in line with Tasmania Police advice
- OFFICE OF THE SECRETARY: Update the Secretary and Minister on emergency site closures if needed

Supporting Guidance

Before & After Actions

PREVENTION-MITIGATION

- Do not tolerate conflict, inequality and/or injustice; promote respectful relationships and anti-bullying/anti-violence behaviours
- Support mental health initiatives wherever possible
- Build positive relationships with those that are vulnerable or previously exposed to violent extremism
- Be aware that Tasmania Police is highly supportive of referrals being made. Do not hold onto information if there is concern. If in doubt, refer.
- When reports of concerning behaviours and/or threats are made – take them seriously, and act promptly to resolve the safety risk.
- AGENCY-WIDE: Maintain a Letter of Agreement (or similar) with Tasmania Police that provides for reasonable and lawful information sharing to support safety of our people

High-Risk Referrals for Children & Young People

PREPAREDNESS

- Maintain the awareness of workers of the high-risk referral pathway and observable behaviours that can indicate pre-attack motivations, radicalisation, and violent extremism
 - discuss this procedure at least annually at a meeting for workers
- Encourage recording of observed behaviours of concern, and discussion with relevant support workers to promote appropriate information sharing
- Maintain readiness to bring a team together to assess a threat and record outcomes of the discussion
- Support workers to participate in training related to high-risk referrals
- Maintain site specific plans, training for emergency roles, and complete annual drills for lockdown

RECOVERY

- Support wellbeing of children and young people including students, and workers as needed

Related Resources

- [Critical Incident Resources](#) (DECYP Student Support)
- [High Risk Referrals](#) - flowchart (DECYP SEM)
- [About Countering Violent Extremism](#) (Australian Government - Living Safe Together)
- [Averting Targeted School Violence](#) (US Secret Service 2021 Analysis)
- [Summary of Operational Guide for Preventing Targeted School Violence](#) (US Secret Service)
- Letter of Agreement (Tasmania Police and DECYP) – secured record
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debriefs
- Evacuation & Reunification
- Incident Notification & Reporting
- Lockout-Lockdown
- Physical Violence

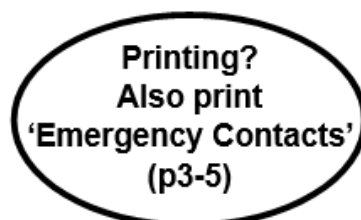
**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Infectious Diseases – Managing Symptoms

- INCIDENT LEVEL: Level 2
- INDICATORS: A person displaying any combination of these symptoms: fatigue, fever/chills, sore/itchy throat, nausea/vomiting, runny nose, persistent cough, headaches, muscle and joint pain, loss of taste or smell and/or shortness of breath/breathing difficulties (breathing difficulties are high risk situations) OR they test positive to COVID-19
- KEY CONCEPT: This procedure is for any infectious disease, including COVID-19 symptoms

Summary

- SAFETY:
 - People displaying symptoms of infectious diseases should not attend our sites
 - People displaying symptoms of infectious diseases should be separated from others (but not left alone) and assisted with arranging transport away from the site and medical care
 - When sharing information, be mindful of privacy obligations
- TELL (Use 'Emergency Contacts' for details):
 - Ambulance Tasmania for breathing difficulties – phone Triple Zero (000) or AT Assistance
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services, and if needed conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)



Site Manager Actions

- 1 Move the person to an area that is private and well-ventilated e.g. a school sick bay/other medical room or waiting area
- 2 Request a First Aid Officer (or School Nurse if available) to assess, reassure and assist
 - they should wear gloves and mask and other appropriate PPE as needed
 - if the person is experiencing shortness of breath/breathing difficulties or any other life-threatening condition - call Triple Zero (000) immediately
 - arrange for a worker to meet the ambulance and bring them to the symptomatic person
 - if needed, identify a toilet/basin for their exclusive use (may need temporary signage e.g. 'Reserved') and provide individual cleaning products e.g. alcohol wipes/cleaning agents

Infectious Diseases – Managing Symptoms

- 3 Assist the person to make arrangements to leave the site as soon as possible:
 - reassure the symptomatic person as needed (especially students) until they can leave the site
 - symptomatic people (particularly students) should not use public transport to leave the site
 - If symptoms are consistent with COVID-19:
 - provide them with a RAT or encourage them to arrange a test and follow the Public Health guidelines if the RAT is positive
 - all symptomatic people 12 years+ should be asked to wear a mask until they leave the site
- 4 After the symptomatic person has left:
 - arrange for the area used to be ventilated and cleaned (disinfection isn't needed unless bodily fluids are evident – use gloves etc. again as needed)
 - remove any signage
 - re-stock-resupply first aid supplies
- 5 If the First Aid Officer (or similar) or Site Manager have additional concerns or queries, they should contact the Public Health Hotline especially if the symptomatic person:
 - had symptoms that seemed unusual in combination or intensity
 - had breathing difficulties (even if Ambulance attended)
 - refused first aid assistance
- 6 Submit written reports:
 - For all incidents: use the online Department incident report
- 7 Support workers and others as needed. If their absence is for an extended duration:
 - SCHOOLS: arrange learning support for students
 - ALL SITES: support working from home if the worker is agreeable
- 8 Should the number of additional people presenting with similar symptoms increase more than usual, contact the Public Health Hotline and seek additional advice for managing the increase in cases
 - Site Managers should also update their Director and arrange staffing support and/or HR provisions if needed
- 9 Consider providing an update to workers and others about the symptoms observed:
 - Be mindful of privacy obligations
 - Inform people so they can manage their own symptoms and stay away from the site until the symptoms resolve
 - A simple format is: this is what happened, this is what we did, and this what we want you to do

Infectious Diseases – Managing Symptoms

10 Work with your Director as needed and:

- Monitor:
 - staffing levels for an increase in cases to manage continuity of services
 - monitor return of symptomatic person and check-in on their wellbeing when they do return
 - wellbeing of workers and others - encourage them to seek support and/or arrange support as needed
- Arrange an emergency operations debrief with senior workers and the emergency team as needed, especially if the symptomatic incident was not handled well - see 'Emergency Operations Debrief' procedure

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites
- SCHOOLS: if an affected student is enrolled through a GETI program, advise GETI

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for operations and staffing support for business continuity
- Liaise with the Public Health Hotline for the Site Manager as needed
- Inform your Deputy Secretary if the situation indicates additional coordination/support is needed e.g. Arrange for corporate communications support
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- SEM:
 - maintain contact with DoH and brief/convene the agency emergency group if there is specific advice from Dept. of Health
 - share information about public health emergencies with non-government school organisations

Infectious Diseases – Managing Symptoms

- Communications teams – assist the Director and Site Manager/s with messaging and communications as needed, and consider broader campaign is advised by DoH
- ITS/EPR/HR: Support reporting and/or data collection for decision making
- HR: Coordinate and provide advice for relevant HR leave and other conditions on request
- Facility Services: Advise and assist with property management/cleaning requirements and the provision of COVID consumables e.g. masks, RATs
- ALL: Manage own teams during emergencies e.g. support their safety, share information, re-prioritise work loads

Supporting Guidance

Before & After Actions

PREVENTION

- Encourage good hygiene and basic infection control procedures
- Communicate clearly to workers and others with any symptoms of infectious diseases are expected to stay away from the site and follow the DoH guidelines
- Arrange/support age or year appropriate health promotion activities including vaccination programs
- Promote public health messages and share information with other on-site operators and site stakeholders (SCHOOLS - including student residences)
- SCHOOLS: include mitigation strategies and plans to deal with infectious diseases and remove cases on camps/excursion risk assessments

PREPAREDNESS

- Maintain first aid supplies, areas and equipment, examples:
 - a medical room or sick bay
 - adequate supplies of handwash, sanitiser, alcohol wipes or similar, tissues, signage, masks and RATs
- Maintain plans and worker training
 - Plans required by WorkSafe Tasmania and/or DoH
 - First aid officers nominations and training
 - Maintain worker contact lists including after-hours contacts (ideally also include residential suburb and family/carer responsibilities)
- Maintain processes to manage and re-assign workloads/change activities at the site if case numbers increase
 - SCHOOLS: maintain processes to switch between in-person and on-line learning/working

Infectious Diseases – Managing Symptoms

RECOVERY

- Re-adjust scheduled activities as people return to the site
- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident/other wellbeing support for students as needed

Related Resources

- [COVID information for DECYP](#) (DECYP)
- [Coronavirus website](#) (DoH)
- [DECYP COVID Enquiry Process and Contacts](#) (DECYP)
- [First Aid Checklist](#) (DECYP WHS)
- [Infection Prevention and Control Guidelines](#) (DECYP WHS)
- [Infectious Diseases - Fact Sheet for Families](#) (DECYP)
- [Notifiable Diseases](#) (DoH)
- [Printable “Reserved” Sign](#) (DECYP SEM)
- [Public Health Alerts](#) (DoH)

Related Procedures

- Emergency Operations Debriefs
- Incident Notification & Reporting

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Medical Incidents (inc. Needlestick)

- INCIDENT LEVEL: Level 2
- INDICATORS: People who are injured or ill e.g. bleeding, breathing difficulties, head injury, broken bones, other symptoms e.g. fever, nausea/vomiting, seizing/seizures
- KEY CONCEPT: This procedure is for any medical incident where a person/s is seeking help at any of our sites. Related procedures are: Multi-Casualty Incidents, Physical Violence, Sexual Abuse Reporting, Student Bus Crash

Summary

- SAFETY:
 - Assess the scene, and remove hazards or other weapons/dangerous items and any onlookers
 - For injured/ill people, apply first aid (use gloves, goggles etc. if possible to avoid contact with blood/bodily fluids)
- TELL (use 'Emergency Contact' for details)
 - Ambulance Tasmania
 - Student incidents at schools: Student Support Leaders (and GETI as needed)
 - Other incidents: your Director as needed
 - Keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services, and conduct an emergency operations debrief as needed (see 'Emergency Operations Debrief' procedure)

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Site Manager Actions

- 1 Assess the situation:
 - What injuries/illness are obvious?
 - What other hazards are visible?
 - Who is nearby that can assist?
- 2 Call for senior workers, wardens and first aid as needed and coordinate the following actions
- 3 Make the area safer: cordon off the area to stop people from coming near or seeing the casualty
- 4 As needed, call Triple Zero (000) – request 'Ambulance' and tell them:
 - What has happened – number of casualties, their type of injury/illness
 - Best street address for emergency vehicles (have someone meet them/take them to the casualty)
 - Contact details at the site

Medical Incidents (inc. Needlestick)

5 Start first aid:

- Avoid contact with blood and other body fluids by using gloves/safety glasses etc.
- Apply first aid procedures and/or follow instructions from Ambulance Tasmania
- If the casualty refuses medical assistance, encourage them to self-treat their wounds and/or monitor them until Ambulance arrives (monitor consciousness levels and breathing)
- If the incident appears to have transitioned to a fatality – see ‘Fatality Response’ procedure

6 Support First Aid Officers – this may vary depending on circumstances e.g.

- Arranging extra equipment/supplies and/or bins for disposal of used supplies
- Take action to remove/negate other possible hazards related to the incident
- Arrange additional support if needed e.g. additional cleaning services for removing blood/bodily fluids; taking name and contact details if the person is a visitor to the site
- Recording where an ambulance intends to take the casualty
- Making a quiet, private space to assist with recovery
- If known and if needed, advise emergency contacts
 - SCHOOLS: Contact parents, carers, or guardians of students immediately should a student require collection from school, or a student has suffered a head injury, regardless of the severity
- As needed preserve the incident scene (see ‘Preserve Incident Scenes’ procedures)

7 If criminal activity is suspected or possible:

- If not already recorded, make notes: time, date, location, your observations, anything said by the casualty or observed
- If the site has CCTV, arrange for data to be checked, downloaded and made ready for Police/investigators if needed

8 Consider the need for other updates:

- Workers and other stakeholders who are affected (they may be on-site or off-site)
- Director (if additional assistance is needed e.g. staffing or media support)
- SCHOOLS: consider advice to Student Support leaders and or GETI, if the affected student is enrolled in their programs
- REMEMBER personal information must be managed appropriately in updates

9 Support the First Aider to complete their tasks. Examples:

- Clean the treatment area, dispose of biological waste, arrange re-stocking of kits
- If the injury was caused by a needlestick injury:
 - agree who will follow up with the casualty and encourage them to see a Doctor or Medical Officer for further medical management/assessment

Medical Incidents (inc. Needlestick)

- and if there were two or more people exposed to blood/bodily fluids from the same needlestick, report to the Public Health Hotline

10 Next Steps as needed:

- Decide if operations/staffing needs changing for the rest of the day/coming days (discuss with Director and or workers/other stakeholders as needed)
- Check the site for damage and if needed, arrange clean up and repairs (check with investigators before moving items)
- Submit report through the Department on-line reporting system; and consider other report requirements, depending on the circumstances e.g.
 - Strong Families, Safe Kids Advice & Referral Line (ARL)
 - WorkSafe Tasmania if casualties were transported to hospital
 - Sexual abuse reporting requirements (see the 'Sexual Abuse Reporting' procedure)
 - Police Assistance line if criminal activity is suspected
 - Public Health Hotline if a needlestick injury and two or more people were exposed to blood/bodily fluids from the same needlestick
- Arrange an emergency operations debrief with first aid officers, senior workers and/or the emergency team as needed (use the 'Emergency Operations Debrief' procedure)
- Monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed (this can include advising the Staff Wellbeing team of the incident)
- Discuss return to work plans with HR/affected workers as needed (if workers compensation claims lodged)

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Consider the following stakeholder groups for updates (managing personal information as needed)

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

Medical Incidents (inc. Needlestick)

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations, and staffing (this may be proactive or at their request)
- Update the Deputy-Secretary as needed, especially if incident scenes need to be closed for extended periods and will be impacting service delivery
- Request support from relevant Business Units e.g. Facility Services, communications teams and/or the agency emergency operations group
 - coordinate support between them and the Site Manager
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Support Directors as needed – advise and/or collating updates about the situation
- Communications Teams: assist the Director and Site Manager/s with messaging and communications as needed
- Monitor/support the wellbeing of workers

Supporting Guidance

Before & After Actions

PREVENTION

- Maintain a process for regular review of medical conditions reported to the Site Manager
- Assess capacity to respond to known medical conditions e.g. specialist equipment, supplies or additional First Aid training
- Maintain awareness of routine first aid needs at the site (First Aid Officers/admin workers may assist)
- NEEDLESTICK prevention
 - Minimise the use of needles
 - Never re-cap a used needle
 - Place used needles into a clearly-labelled and puncture-proof sharp approved container
 - Regular inspections and cleaning and keeping a well-maintained site – especially of toilet/shower areas, rubbish bins, First Aid/medical rooms (where needles might be used)

PREPAREDNESS

- Maintain an area that can be used as a sick bay for first aid treatment (ideally it is well ventilated) and keep a copy of the 'Reserved' sign ready to use if needed
- Maintain First Aid Officer nominations, arrange training as needed and support them to maintain equipment and supplies, including disposal supplies
- Maintain processes to support workers/others with ongoing medical conditions-allergies (including appropriate information sharing when circumstances/conditions change)
- All workers to maintain awareness of general infection control and basic first aid strategies

Medical Incidents (inc. Needlestick)

SUPPORT RECOVERY

- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - ALL SITES: consider First Aid Officers especially
 - SCHOOLS: Arrange critical incident support for students as needed
- Coordinate cleaning and any repairs as needed

Related Resources

- [Critical Incident resources \(DECYP – Children & Young People\)](#)
- [First Aid Checklist](#) (DECYP WHS)
- [First Aid Fact Sheets](#) (St John Australia)
- [First Aid Guides](#) (Australian Red Cross)
- [Duty of Care for Students on Departmental Educational Sites Procedure](#) (DECYP)
- [Mandatory Reporting Training](#) (DECYP)
- [Model Code of Practice: First aid in the workplace](#) (SafeWork Australia)
- [Printable “Reserved” Sign](#) (DECYP SEM)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debriefs
- Incident Notification & Reporting
- Multi-Casualty Emergency
- Physical Violence
- Preserving Incident Scenes
- Sexual Abuse Reporting
- Student Bus Crash

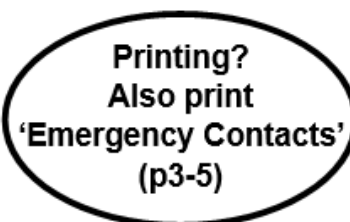
Printing?
Also print
'Emergency Contacts'
(p3-5)

Physical Violence

- INCIDENT LEVEL: Level 2
- INDICATORS: People involved in a physical altercation or any kind of assault – fighting, pushing, hitting, using weapons, sexual assault
- KEY CONCEPT:
 - Use this procedure when the attack is underway or has just finished - regardless of who is involved. Otherwise use 'Medical Incidents' procedure
 - Workers can use appropriate physical restraint to protect themselves/others

Summary

- SAFETY:
 - Workers/assisting people only take action within limits of safety/training – their own protection is the priority
 - Physical violence can be traumatic due to the extreme nature of the emotional situation and threat to safety
- TELL (Use 'Emergency Contacts' for details) as needed, depending on severity
 - Police and Ambulance as needed: use Triple Zero if urgent; or Assistance lines
 - your Director or similar (Schools can also inform Student Support Leaders)
 - on-site operators and other stakeholders (manage personal information)
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')



Site Manager Actions

- 1 Assess the situation
 - How many people are involved? Are they armed?
 - Are on-lookers encouraging the violence?
 - Who is nearby that can assist?
 - What injuries/illness are obvious?
 - What other hazards are visible?
 - Identify own escape/retreat options
- 2 Call for senior workers, wardens and first aid as needed and coordinate the following actions

Physical Violence

3 As needed, call Triple Zero (000) – request ‘Ambulance’ and tell them:

- What has happened – number of casualties, their type of injury/illness
- Best street address for emergency vehicles (have someone meet them/take them to the casualty)
- Contact details at the site

4 WORKER ACTIONS if at the fight/assault scene and able:

- If possible, remove all onlookers
- As needed, notify the Site Manager
- Circumstances will dictate next actions, including:
 - Instruct people involved to stop/leave – be calm and firm, with minimal emotion
 - Confiscating weapons and/or providing things for people to defend themselves with
 - Physically separating the combatants – only use level of restraint needed to subdue them, or for self-defence
 - Using duress alarms if installed
 - Retreat and keep others out of the way
 - Optional: use ‘Lock-out’ actions for rooms in the vicinity (use ‘Lockout-Lockdown’ procedure)

5 Start first aid (if needed):

- Avoid contact with blood and other body fluids by using gloves/safety glasses etc.
- Apply first aid procedures and/or follow instructions from Ambulance Tasmania
- If the casualty refuses medical assistance, encourage them to self-treat their wounds and/or monitor them until Ambulance arrives (monitor consciousness levels and breathing)
- See ‘Medical Incidents’ procedure for further information

6 Once the scene is cleared/under control:

- Cordon off the area if Police need to investigate (usually for more serious incidents or where there is a known history between the combatants) – see ‘Preserve an Incident Scene’ procedure
- Handover any confiscated weapons to Police
- If Ambulance attended, record which medical facility casualties were taken to
- If the site has CCTV, arrange for data to be checked/downloaded, ready for Police
- SCHOOLS: Arrange an attendance check – identify if anyone else is missing

7 Record notes about the incident – time, date, location, who was involved (or description if unknown), injuries, which direction combatants left the scene and mode of travel (car type, colour and registration if possible), names of any witnesses

Physical Violence

8 If workers are going home, make arrangements so this happens safely (someone takes them home, check-in once they are home etc.)

9 Initial Follow-ups:

- Schools as needed:
 - Advise parents/carers – remember that children and young people displaying violent behaviours may already be impacted by family violence
 - Update the school-based support workers and/or regional Student Support Leaders
 - Inform GETI, if the affected student is enrolled in their programs
- For clients, families and others: As needed, encourage self-care
- For workers (including First Aid Officers/wardens) - arrange/notify wellbeing support if needed:
 - Provide Employee Assistance Provider details and/or
 - Site Manager or other senior workers to notify the Staff Wellbeing team and request follow-up

10 Next steps may include:

- Liaise with Police before checking the site for damage and arranging clean-up/repairs
- Submit written report/s – see 'Incident Notification & Reporting' summary
 - All incidents of this type are recorded in the Departmental on-line reporting system
 - If the violence is result of a sexual assault, also complete sexual abuse reporting requirements
 - SCHOOLS: as needed, update SSS (Student Support System)
 - Strong Families, Safe Kids Advice & Referral Line (ARL)
 - WorkSafe Tasmania if casualties transported by Ambulance
 - If trespass notices are needed: report to Legal Services
- Decide if operational/staffing changes are needed for the rest of the day/coming days (discuss with Director and or workers/other stakeholders as needed)
- SCHOOLS: Consider/arrange re-engagement strategies for all parties
- Arrange an emergency operations debrief with senior workers and the emergency team – see the procedure
- Note: Police may continue to make enquiries for some time, particularly if laying charges
- Monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed (this can include advising the Staff Wellbeing team of the incident)
- Discuss return to work plans with HR/affected workers as needed (if workers compensation claims lodged)

Physical Violence

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Consider the following stakeholder groups for updates (managing personal information as needed)

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Departmental sites

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations, and staffing (this may be proactive or at their request)
- Request support from relevant Business Units e.g. Facility Services, communications teams and/or the agency emergency operations group
 - coordinate support between them and the Site Manager
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Support Directors as needed and arrange 'briefing up' as needed e.g. Deputy-Secretary, Secretary, Minister etc.
- Communications teams: assist the Director and Site Manager/s with messaging and communications as needed
- Monitor/support the wellbeing of workers and follow up on emergency operations debrief findings as needed

Supporting Guidance

Before & After Actions

PREVENTION

- Regularly review safety related orders and notices e.g. Family Violence Orders, people on trespass notices, local crime trends, damage reports from vandalism
- Promote key prevention messages:
 - For workers: the importance of following visitor management procedures

Physical Violence

- To all:
 - weapons are not to be brought to any site, particularly schools
 - promote respectful relationships and a culture that does not accept violence, bullying or aggression, including occupational violence
- Monitor behaviour (especially students, children and young people)
 - consult with colleagues on any identified tendencies for violence
 - act to mitigate 'everyday' items being weaponised
- Follow-up on reports of serious threats – see 'High Risk Referrals' procedure (threats of violence)
- Report all instances of physical violence, and encourage reporting
- Review reports and undertake/request further investigation as needed
- Require workers to follow visitor management procedures, including checking ID at sign-in and approaching anyone that does not appear to have signed-in

PREPAREDNESS

- Maintain emergency capability:
 - warden and first aid officer nominations, training and equipment/supplies
 - undertake lockout-lockdown drills at least annually
 - notification and communication systems and distribution lists to communicate quickly to all workers (or groups of workers) and test them periodically
- Support workers to attend/undertake related training:
 - Mandatory Reporting training as needed
 - High Risk Referrals and/or discuss with the Student Support team
 - Identifying/responding to occupational violence
 - Early intervention management, de-escalation and self-defence skills as needed
- SCHOOLS: Consider general input from workers to refine a scalable approach of de-escalation - reactive strategies plan as part of broader behaviour support planning for identified students

SUPPORT RECOVERY

- Schools:
 - apply (and adjust as needed) agreed re-engagement strategies for the involved students
 - arrange critical incident support for students as needed
- Other Sites: Support workers (including volunteers/others) to return to work/scheduled activities
- Monitor wellbeing of workers (including volunteers): encourage self-care/refer to Staff Wellbeing team

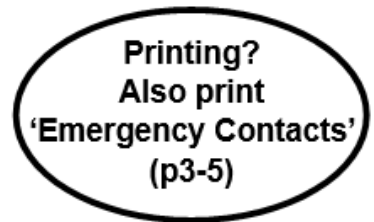
Physical Violence

Related Resources

- [Critical Incident Resources](#) (DECYP Student Support)
- [Mandatory Reporting training](#) (DECYP)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debriefs
- High Risk Referrals
- Incident Notification & Reporting
- Lockout-Lockdown
- Medical Incidents
- Preserving Incident Scenes
- Sexual Abuse Reporting

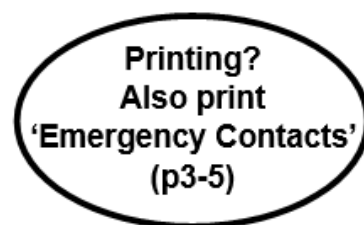


Self-Harm & Attempted Suicide

- INCIDENT LEVEL: Level 2
- INDICATORS:
 - A badly wounded or ill person at a Department site or during a Department activity (other actions may be needed to support workers/others for off-site incidents)
 - At risk behaviours for suicide/self-harm include: frequent crying, verbal or written statements of intent to self-harm, marked changes to usual mood or behaviour, general apathy/being withdrawn, changes in sleeping patterns, deterioration in personal hygiene or grooming, agitation and inability to settle, disposal of personal items
- KEY CONCEPT: The safety of attending workers and then first aid are the highest priorities; and keeping other people away from the incident scene (to limit exposure to traumatic scenes)

Summary

- SAFETY:
 - Assess the scene for, and remove, hazards or other weapons/dangerous items
 - For injured/ill people, apply first aid (use gloves etc. if possible to avoid contact with blood/bodily fluids)
 - For a deceased person, cover the body/screen it from view
- TELL (use 'Emergency Contact' for details)
 - Ambulance Tasmania
 - Student incidents: Student Support Leaders
 - Workers/other adult incidents: your Director or similar
 - Keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)



Site Manager Actions

- 1 Assess the situation quickly:
 - identify what has happened and check for/remove any hazards for attending workers
 - move or cover weapons or dangerous items, with minimal handling and if safe to do so
- 2 Request assistance from senior workers, wardens and first aid officers

Self-Harm & Attempted Suicide

3 Call Triple Zero (000) – request ‘Ambulance’ and tell them:

- What has happened – number of casualties, their type of injury/illness
- Street address for best access point (arrange someone to meet them and take them to the area)
- Contact details at the site

4 Cordon off the area to stop people from coming near or seeing the casualty

5 Start first aid:

- Avoid contact with blood and other body fluids by using gloves/safety glasses etc.
- Apply first aid procedures and/or follow instructions from Ambulance Tasmania
- If the casualty refuses medical assistance, encourage them to self-treat their wounds and/or monitor them until Ambulance arrives (monitor consciousness levels and breathing)
- If the incident appears to have transition to a fatality – see ‘Fatality Response’ procedure

6 Record details of the situation:

- What was observed, anything said by the casualty, and anything noticed about possible causes or items that seem otherwise out of place
- Who took the casualty away from the site, where were they going, what time they left
- If possible, record names and mobile phone numbers for the senior officer for Ambulance and Police in attendance

7 Next/other actions:

- Arrange for the scene to be preserved – see ‘Preserving Incident Scenes’ procedure
- Check CCTV footage if available
- Provide other assistance with investigations
- Confirm with Police/Ambulance who will update the family and when that is likely to be
- When able: coordinate access to, cleaning of, and re-opening incident scene; and information updates

8 Plan for information updates:

- Family contacts for the casualty are the highest priority for verified information through authorised lines of communication – normally Police (or Ambulance)
 - Note that only Police can notify next of kin for a deceased person
 - Information must be clearly verified before any other updates are given
 - Updates where possible should reflect what the family is comfortable sharing
- Inform site stakeholders on areas to avoid and next actions/timings (manage personal information appropriately)
- Update workers (and students) after family members have been advised

Self-Harm & Attempted Suicide

- SCHOOLS:

- Inform GETI, if the affected student is enrolled in their programs
- Update students in age-appropriate and trauma-informed ways – see advice from school-based support workers or Student Support Leaders if needed
- 'Less is more' in terms of information quantity
- Keep to the facts
- Include what actions are being taken and what action they are being asked to take

9 With senior workers - emergency team, decide on next steps including:

- consider who is likely to be most affected by the incident from the workplaces point of view: e.g. family members, close friends, study/work partners, anyone who has a troubled relationship with the casualty or share characteristics physical/circumstantial – prioritise support if needed
- update the Staff Wellbeing team, and schools also to confirm the Student Support Leader is aware/arranging critical incident support as needed
- when to inspect the site, and arrange cleaning if needed (consider contract cleaners if the area is heavily soiled, to limit exposure to the Department's cleaners)
- if the site is damaged – nominate a team member to assess and/or manage /manage facility damage - see 'Facility Damage' procedure
- timing for resuming services and any key messages – manage personal information appropriately

10 Once emergency services have left the site, work with workers, and your Director as needed, to:

- put your action plan in place
- update senior workers progressively (and others as needed)
- submit written reports (Department on-line incident report and WorkSafe Tasmania report)
- update workers and site stakeholders updated as needed (ideally at least one day before action is needed)
- arrange an emergency operations debrief with senior workers and the emergency team – see the 'Emergency Operations Debrief' procedure
- monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site

Self-Harm & Attempted Suicide

- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations, and staffing (this may be proactive or at their request)
- Request support from relevant Business Units e.g. Facility Services, communications teams and/or the agency emergency operations group
 - coordinate support between them and the Site Manager
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Support Directors as needed and arrange 'briefing up' as needed e.g. Deputy-Secretary, Secretary, Minister etc.
- Communications teams: assist the Director and Site Manager/s with messaging and communications as needed
- Monitor/support the wellbeing of workers and follow up on emergency operations debrief findings

Supporting Guidance

Before & After Actions

PREVENTION-MITIGATION

- Promote respectful relationships and anti-bullying/violence behaviours, and address reports of bullying and record incidents when reported
- Support workers to undertake cohort appropriate personal resilience development activities
- Positively interact with others through activities and conversation
- Re-assess the environment – are there self-harm objects and can they be removed
- If 'at risk' behaviours are identified – discuss with a senior worker and plan next actions
- Promote wellbeing and personal responsibility for it – this may include supporting workers to undertake mental health first aid training and or promoting options for seeking help
- Support school-based support workers
- Address reports of bullying and record incidents when reported
- STUDENT SUPPORT UNIT: Maintain active and collegial information sharing through the Critical Incident Response Reference Group or similar

Self-Harm & Attempted Suicide

PREPAREDNESS

- Maintain your site's emergency plan and include school-based actions for critical incident support including identification of:
 - preferred areas for: waiting/support areas for parents/carers; students and workers
 - a 'cheat sheet' of drafted messages that can be adapted as needed
 - recommended staging areas for police, ambulance and media
- Periodically discuss:
 - critical incident scenarios and intervention supports and resources with school - based support workers
 - liaison roles with senior workers/emergency team e.g. Police, Ambulance
- Maintain training for emergency team members e.g. wardens and first aid
- Maintain CCTV cameras and system in good working order

RECOVERY

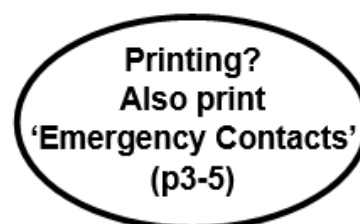
- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident support for students as needed
- Coordinate repairs and site rehabilitation as needed
- Consider additional supports for the individual when they are due to return to the site
- Promote a caring culture – so workers who have concerns for others are empowered to report it discreetly

Related Resources

- [Critical Incident resources](#) (DECYP – Children & Young People)
- [Suicide Risk Continuum Training](#) (Headspace)
- [Suicide and Self-Harm Prevention](#) (Lifeline)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debriefs
- Facility Damage
- Fatality Response
- Incident Notification & Reporting
- Preserving an Incident Scene



Severe Weather (Rain, Snow, High Winds and Storms)

- INCIDENT LEVEL: Level 2
- INDICATORS: BoM warnings with these titles: 'Destructive Winds', 'Heavy rain which may lead to flash flooding'; 'Severe Thunderstorm' warnings; 'Heavy Snow' (500m or below)
- KEY CONCEPT: Planned activities may need to be changed due to forecast weather. Discuss major changes for your site with your Director before changes are implemented

Summary

- SAFETY: Monitor and share weather warnings, keep site stakeholders updated, and change planned activities as needed to keep people out of the weather
 - Site Managers for Department-owned sites can direct tenants/others to follow their instructions for safety
- TELL (Use 'Emergency Contacts' for details):
 - State Emergency Service (132 500) or Police/Fire (Triple Zero or Assistance)
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary to submit report/s
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief')

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Site Manager Actions

- 1 Review weather warnings (e.g. BoM, Department alerts), identify possible impacts: e.g. road closures, power outages, local flooding, facility damage, tree damage
- 2 Share the alerts with workers, on-site operators and other site stakeholders
- 3 Form an action plan before the weather impacts and discuss with your Director if needed
 - If severe weather is due to occur after-hours, arrange for someone to inspect the site once the weather clears/it is safe to do so and go to #7
 - update senior workers, the emergency team and other site stakeholders on planned actions
- 4 If time allows, prepare your site for severe weather – especially if rain/storms e.g.
 - secure outdoor equipment/supplies
 - secure/relocate bins
 - tape windows and/or close/lock doors/windows
 - move livestock and other animals/cars/vehicles under cover
 - prepare emergency kits e.g. to deal with power outages

Severe Weather (Rain, Snow, High Winds and Storms)

- check on location of any off-campus groups
 - SCHOOLS: as needed, contact your student transport operators, adjust arrangements, update parents/carers
- 5 Change activities if needed for safety and/or to protect other assets. Examples:
- delay/defer travel
 - hold lunch breaks indoors and/or move groups away from windows and/or to a central location e.g. the tea room/hall
 - move groups to a central location e.g. the gym
- 6 Stay out of the weather and monitor its impact until conditions improve
- check people at the site are safe – arrange first aid/medical aid if needed
 - check on/obtain updates from other site stakeholders including any off-campus groups
- 7 Review road closures (use Tasmania Police Community Alerts; and /or TasALERT) and coordinate departures from the site and/or assembly point, when safe
- SCHOOLS update parents/carers as needed
 - ALL SITE MANAGERS: Consider impacts on workers being able to travel safely to/from the site
 - Confirm all people have left the site/assembly point with your Director and/or emergency services
- 8 Arrange to inspect the site (when safe), assess damage and make arrangements for clean-up/repairs:
- cordon off areas that have major damage – take photos if possible
 - infrastructure - check utilities are working e.g. power, gas, running water
 - buildings - check for building damage, broken windows etc. (no one is to enter damaged buildings)
 - do not use water-damaged equipment until it has been checked by a qualified person e.g. licensed electrician or gas-fitter)
- 9 If needed, use the 'Facility Damage' and/or 'Essential Services Disruptions' procedures to arrange clean up and repairs (they include reporting requirements)
- 10 Work with your Director and establish a plan to reinstate services:
- keep workers and site stakeholders updated (ideally at least one day before action is needed)
 - submit written report/s if people from the site moved to an assembly point – see 'Incident Notification & Reporting' procedure
 - arrange an emergency operations debrief with senior workers and the emergency team – see the procedure
 - monitor wellbeing of workers and others - encourage them to seek support and/or arrange support
 - As needed, share the recovery activities from the 'Supporting Guidance' section

Severe Weather (Rain, Snow, High Winds and Storms)

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Departmental sites

SCHOOLS:

- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals
- For student wellbeing: If students show signs of trauma, Student Support team's critical incident resources

CHILD & FAMILY LEARNING CENTRES: Nil additional

LIBRARIES & ARCHIVES: Arrange additional protection for collections, and/or salvage, as needed

OTHER BUSINESS UNITS: Coordinate actions with the Chief Warden, and keep own workers updated

Directors for Affected Workers and Sites

- Form an internal support team to coordinate/support Site Managers and keep information flowing
- Monitor and support safety at the site:
 - Regular contact with the Site Manager – guide decision-making for safety, operations and staffing
 - Liaise with Police if people are missing
 - Arrange additional workers to go to site to assist, if needed
- Request support as needed e.g. SEM, Facility Services, communications teams etc. and/or the agency emergency operations group
 - coordinate support between them and the Site Manager
- Advise agency-level emergency operations stakeholders of site closures: use 'Emergency – Emergency Site Closures' email group
- Arrange alternate work sites with Site Managers and/or coordinate longer term staffing support
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings

Severe Weather (Rain, Snow, High Winds and Storms)

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Note briefings and arrangements in place; and guide actions as needed
 - Maintain situational awareness and provide updates for the Secretary and senior leaders, as well as for the Minister
 - Support affected Directors through collaborative decision-making as needed e.g. site operations, support for workers, addressing emergency operations debrief findings
- SEM:
 - Send severe weather advisories internally to Site Managers
 - Coordinate internally with communications teams and be ready to publish site closures
 - Liaise with external emergency partners and groups as needed e.g. Police, SES, State Growth
 - Provide situation updates and support incident planning, and arrange agency emergency operations group meetings and emergency operations debriefs as needed
- Communications Teams:
 - Assist the Directors and Site Manager/s with messaging and communications as needed
 - Where possible, coordinate messaging with lead agencies for consistency/timeliness
- Facility Services: Collate damage assessments; advise and assist with property management and insurance information; arrange with insurers to have safety of sites assessed if needed, and the associated rehabilitation requirements identified; identify options for alternative sites
- Office of the Secretary: Update the Secretary and Minister on emergency site closures

Supporting Guidance

Before & After Actions

PREVENTION-MITIGATION

- Know the severe weather that typically affects your area
- Tree management e.g. regular inspections to identify dangerous trees, regular trimming of limbs (especially if near power lines), long term planting of shrubs/small trees
- Keep gutters and drains clear
- Maintain communications systems and equipment in good working order, with battery back-up as needed

Severe Weather (Rain, Snow, High Winds and Storms)

- Review and share the internal weather alerts with your site stakeholders, so they can also consider their options
 - If an emergency site closure is highly likely, remind site stakeholder what the process will be and confirm how they will be advised e.g. by email, phone call, in person etc.

PREPAREDNESS

- Be prepared in case of power outages – maintain emergency kits
- Know how to turn off power, gas and water at your site
- Maintain worker contact lists including after-hours contacts (ideally also include residential suburb, main roads travelled on; and family/carer responsibilities)
- Discuss the plan with other on-site operators or tenants and make sure that any group using the facility outside of scheduled work hours are aware of the plan, assembly points etc.

RECOVERY

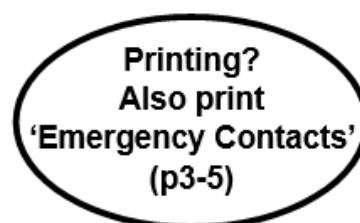
- Consider wellbeing support, facility repairs, and other assistance and recovery resources made available (see 'Related Resources')

Related Resources

- [Critical Incident Resources](#) (DECYP Student Support)
- [Roof Services Contract Guideline](#) (Facility Services)
- [Severe Weather Warnings](#) (BoM)
- [Tree Management Guideline](#) (Facility Services)
- [Weather Advisory Arrangements](#) (SEM)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debrief
- Emergency Site Closures
- Facility Damage
- Incident Notification & Reporting



Sexual Abuse Reporting

- INCIDENT LEVEL: Level 2
- INDICATORS: Workers have abuse reported to them, workers have personally observed abuse occurring, or have otherwise come across information that makes them think that a child, young person or adult is at immediate risk of sexual abuse in an emergency or critical incident situation
- KEY CONCEPT:
 - This procedure describes the mandatory reporting obligations that apply for reported, or concerns about, sexual abuse of children and young people, and other required reporting for abuse of adults
 - If immediate medical aid or police assistance is required, see 'Physical Violence' or 'Medical Incident' procedures (i.e. reporting is important, but arranging medical and/or police aid is prioritised)

Summary

- SAFETY:
 - If you suspect or know about sexual abuse, you must take this information seriously and use a trauma-informed approach – see Step #1 in the next section
 - Any child or young person who has disclosed or experienced child sexual abuse must be provided with immediate and ongoing support
 - Managers are to ensure appropriate supports are also in place for adults and for workers responding to and reporting sexual abuse
- TELL (Use 'Emergency Contacts' for details):
 - Workers inform their supervisor when they report sexual abuse - details of the case should not be given; and where possible, support identified for all those impacted
 - There are various reporting requirements depending on the circumstances, and details should only be discussed within the relevant reporting pathways
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help if needed
- SUBMIT REPORTS: Use this procedure for specific circumstances (the 'Incident Notification & Reporting' summary can only show a summary)
- CONTINUE: Arrange support for children and young people, workers and others; resume services; and conduct an emergency operations debrief about the immediate response and how the reporting requirements were handled. See 'Emergency Operations Debrief' procedure as needed
 - SCHOOLS: School-based Safeguarding Leads should be included in the review for instances of sexual abuse of children/young people

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Worker and Site Manager Actions

1 ALL INCIDENTS INVOLVING OR POTENTIALLY INVOLVING SEXUAL ABUSE-ALL AGES

1.1 In an emergency or critical incident that involves or potentially involves sexual abuse, you must:

- immediately phone 000 for urgent police or medical assistance - see 'Physical Violence' or 'Medical Incident' procedures
- provide first aid and trauma-informed support to those impacted
- preserve the area and evidence using the 'Preserving Incident Scenes' procedure, and
 - ensure the impacted child or young person remains in their clothing or, if not possible, that the clothing is not washed, is handled as little as possible and is stored in a sealed bag

1.2 If information about sexual abuse (or the sexual assault of an adult) is disclosed or known to workers (including volunteers and others – see Glossary definition of 'worker'), the worker is to:

- Reassure the person they have done the right thing by telling them, provide them with support, tell them that it is not their fault, and that they are believed
- Listen – find an appropriate place to hear their story
- If required, ask qualifying questions, but do not interview or investigate (unless authorised and trained to do so)
- Record, word for word, what is said, as soon as possible and especially (where possible):
 - date, time, location of incident
 - people involved
- If the person is visibly distressed, do not leave them alone, and arrange for supervision/support
- SCHOOLS: Request assistance from school-based support workers or the Student Support Leader. Explain what will happen next and why, providing them with choice where appropriate (for example, they might like you to call a parent/carer first)

1.3 Determine the reporting pathway to be followed:

- use this procedure and/or the 'Related Resources'
- if in doubt, contact Legal Services or the Safeguarding Children & Young People unit to clarify

1.4 If needed, inform your supervisor that you are reporting sexual abuse - details of the case should not be given; and where possible, identify support you may need

Sexual Abuse Reporting

2 INCIDENTS INVOLVING OR POTENTIALLY INVOLVING CHILD SEXUAL ABUSE

In an emergency or critical incident that involves or potentially involves the sexual abuse of a child or young person – and after actions described at Step #1 have been taken to remove immediate threats to the safety and wellbeing of the people impacted:

- The worker with information or knowledge about the abuse or potential abuse must comply with their mandatory reporting obligations, (full details contained in the Mandatory Reporting Procedure in 'Related Resources')
 - If the worker suspects a child or young person is being, or has been, sexually abused, they must report it to the Strong Families, Safe Kids Advice & Referral Line (ARL) on 1800 000 123 (verbal report preferred)
 - A report may also need to be made to Tasmania Police on 131 444 (ARL can assist with advice)
 - Information to be provided includes:
 - date, time, location of incident
 - people involved
 - outline of the incident
- All other child sexual abuse reporting obligations and actions must be taken in accordance with the authoritative [Advice from Safeguarding Children and Young People](#)

****Note that the remaining actions relate to the sexual abuse of adults only****

3 INCIDENTS INVOLVING OR POTENTIALLY INVOLVING SEXUAL ABUSE OF AN ADULT

In an emergency or critical incident that involves or potentially involves the sexual abuse of an adult – and after actions described at Step #1 have been taken to remove immediate threats to the safety and wellbeing of the people impacted:

- Worker to:
 - use a trauma-informed approach to assist (so far as able) the adult to decide on their options, for example:
 - the impacted adult's decision to report to Tasmania Police
 - the impacted adult's decision to seek support from sexual abuse support services – see 'Related Resources'
 - practise/arrange self-care as needed and consider supports offered
 - notify their Manager/Director/Principal/Deputy Secretary, as appropriate
 - notify DECYP Legal Services
 - submit a written report on the online Departmental incident report system
- Manager/Director/Principal/Deputy Secretary to:
 - advise and liaise with DECYP Legal Services
 - for claims against current employees: immediately notify DECYP Workplace Relations

Sexual Abuse Reporting

- ASAP and within 24 hours, Legal Services and/or Workplace Relations to liaise with and notify as appropriate:
 - Tasmania Police assistance line (non-emergencies) on 131 444
 - Working with Vulnerable People Registrar (Department of Justice)
 - Teachers Registration Board (if a teacher)
 - Integrity Commission

4 WRITTEN REPORTS & RECORDS MANAGEMENT

- Workers, Site Managers and others directly involved must record details of the incident and record this information securely and in accordance with the Department's [Records Management Policy](#)
- Typically, this means:
 - for incidents involving adult students: Save in SSS (Student Support System)
 - other sites: use the Departmental online reporting form or record information in the mandated format and digital records system, as prescribed by the relevant business unit

5 SUPPORT WORKERS AND OTHERS

- Responsible Manager or Site Manager to arrange updates for relevant workers on a need-to-know basis, including to:
 - limit sharing of incident details and manage privacy-personal information appropriately, balanced with consideration for the wellbeing of affected workers and others, seeking advice from DECYP Legal Services and other business units, as appropriate
 - take a simple, respectful approach, such as to acknowledge that a critical incident has occurred, summarise actions being taken and encourage self-care or requests for support
- Responsible Manager or Site Manager to monitor the safety and wellbeing of workers and others potentially impacted on a Departmental site/setting
 - support measures may include:
 - Employee Assistance Program (EAP)
 - DECYP Staff Wellbeing team
 - supporting and managing leave requests as needed – seek assistance from senior management with staffing/operational and/or return to work arrangements
- for clients, families and others: encourage self-care and/or to access community resources related to sexual abuse, as appropriate – see 'Related Resources'

6 REVIEW & REFLECT

- Key people involved in reporting sexual abuse should reflect on actions taken, either individually or with others involved:
- group reflection must be undertaken in a manner that respects the privacy and confidentiality of those involved

Sexual Abuse Reporting

- reflection should consider what was done and how action taken aligns to the relevant procedure or guideline
- As needed, discuss observations to support improvements to policy/procedures with your Director and DECYP's Office of Safeguarding Children and Young People

Other Responsibilities

Site Managers

Nil additional

Directors for Affected Worker and Sites

- Managers/Site Managers to coordinate appropriate support (arrange assistance from other business units of the Department as needed) and keep required records
- Oversee all activities to ensure that a trauma-informed approach is taken and that the safety and wellbeing of any affected children and young people remains at the forefront of action taken
- Update the Deputy Secretary (if unsure, report)
- Monitor Manager/Site Manager wellbeing and follow up on findings of the review

Senior Leaders for Agency Emergency Operations

- Support Directors as needed
- Make sure reports and records are managed according to established protocols and procedures, including to ensure that the affected person/s remains the focus of all restorative actions
- Update the Secretary and Minister as needed

Communications Teams

- Assist the Director and Site Manager/s with messaging and communications as needed

Supporting Guidance

Before & After Actions

PREVENTION

- Consistently apply visitor management procedures, including the Registration to Work with Vulnerable People Policy and on-site visitor and volunteer check-in processes
- Promote respectful relationships and an organisational culture that focuses on safeguarding children and young people
- Consult colleagues if you have a concern about a child or young person's harmful sexual behaviour, and use the guide in 'Related Resources' to arrange support as needed
- Follow-up on all incidents or concerns involving sexual abuse or child sexual abuse
- Adhere to the Department's records policy – keep records securely
- Raise lessons/observations from reviews with relevant senior workers and/or the Office of Safeguarding Children and Young People

Sexual Abuse Reporting

PREPAREDNESS

- Raise worker awareness of this procedure and other relevant Departmental resources
- Workers are supported to build culturally-safe environments and apply trauma-informed practices

RECOVERY

- Support wellbeing of workers and encourage self-care/ arrange support as needed
- Support children and young people to stay engaged in learning and recover

Related Resources

- [Advice from Safeguarding Children and Young People](#) (DECYP)
- [Arch Centres](#) (External Webpage)
- [Critical Incident Resources](#) (DECYP Student Support)
- [Employee Assistance Program \(EAP\) – Newport Wildman](#) (DECYP)
- External Sexual Assault Support Services:
 - [Laurel House](#) (Launceston, Burnie, Devonport)
 - [Sexual Assault Support Service](#) (SASS) (Hobart)
- [Family Violence Policy](#) (DECYP)
- [Mandatory Reporting Procedure](#) (DECYP)
- [Office of Safeguarding Children & Young People](#) (DECYP)
- [Records Management Policy](#) (DECYP)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debriefs
- Incident Notification & Reporting (summary only – this procedure provides full details)
- Physical Violence
- Medical Incidents

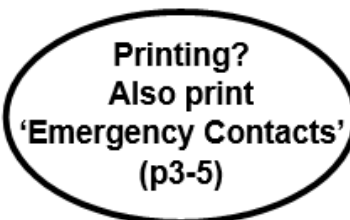
**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Student Bus Crash

- INCIDENT LEVEL: Level 2
- INDICATORS: Road crash noises - horns/brakes/loud collision; vision or reports of school bus crash, injured/distressed people near the bus
- KEY CONCEPT:
 - School bus crashes can vary widely in their circumstances – see 'Related Resources' for additional information
 - This procedure focuses on safety actions taken by schools for when a school bus crash happens very near to, or outside the school, carrying the school's students (whether it's a public bus or a dedicated school service)
 - Police control all transport accidents, and schools should follow Police directions once they are on-scene

Summary

- SAFETY:
 - Road accidents are hazardous by nature – Assess the scene for, and remove/mitigate, hazards and onlookers as soon as possible
- TELL (use 'Emergency Contacts' for details)
 - call Police (they will tell Ambulance/other emergency services)
 - inform your Director, and Fleet Services (if the bus is operated by the Department)
 - update on-site operators and other stakeholders when able
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, resume services, and conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)



Site Manager Actions

1 Assess the situation, quickly:

- How many vehicles and what types of vehicles are involved?
- How many people are involved?
- What injuries are obvious?
- What other hazards are visible?

2 Call Triple Zero (000) – request Police and tell them:

- What has happened – number of casualties, their type of injury/illness
- Best street address for emergency vehicles (arrange someone to meet them and take them to the casualties)
- Contact details at the site

Student Bus Crash

3 Start to get control of the scene (until Police attend):

- Call for senior workers, wardens and first aid officers
- Make the area safer: remove/mitigate hazards; remove and/or separate injured people from the hazard; screen casualties from view
- Arrange for any on-lookers to be moved away to an area they can wait in, if they choose
 - assign 1-2 workers to assist people in this area
 - note that it is a Police role to provide updates to families
- First Aiders assess injuries and apply first aid (seriously injured people are not to be moved)
- Senior workers/Wardens
 - to start to slow down/stop traffic
 - arrange for gates to be opened for emergency vehicle access and/or meet emergency services and update/assist them
 - direct workers and others to stay in away from the incident scene: draw blinds, stay off social media (schools may change play/class locations if needed and advise any returning off-campus groups)
 - record details of people transported away from site (name, time, planned destination e.g. hospital) – only share this with the Site Manager or the senior workers assisting them
 - aim to identify people known to the site, who are involved in the incident

4 Task a worker to record date/time of key actions, decisions and conversations for you

5 Handover control to Police once they are on scene:

- reduce worker involvement as much as possible
- continue to coordinate actions to support emergency services
- arrange for a head count and update Police and your Director with details of anyone missing, as soon as possible
 - collate their Next of Kin/emergency contacts in readiness for Police
- request Police to attend the waiting area and provide updates to Next of Kin (this is not a DECYP role)
- If needed, assist Department spokesperson to liaise with Police on-scene/Police media
- Assess likely longer term impact on parking and traffic movement in the areas - Police may need the road/area to be temporarily closed

6 Provide updates:

- your Director and request media support if needed
- advise Student Support Leaders (and GETI if needed)
- the bus operator and update them on how parents/carers are being updated
- Fleet Management, if the bus is Department operated

Student Bus Crash

7 Other considerations:

- If the site has CCTV coverage, arrange for data to be checked, downloaded and made available to Police
- Check the site for damage, and with Police agreement, start to arrange clean up and repairs (see 'Facility Damage' procedure)

8 Consider impacts on bus services and local traffic, school operations, staffing as needed

9 Make arrangements with Police for them to hand back the incident scene

10 Work with your Director and establish a plan to reinstate services:

- keep workers and site stakeholders updated (ideally at least one day before action is needed)
- submit written reports - see 'Incident Notification & Reporting' summary
 - For Department operated passenger transport vehicles, complete the Vehicle Incident Report Form
- arrange an emergency operations debrief with senior workers and the emergency team – see 'Emergency Operations Debrief' procedure
- resume scheduled activities as soon as possible, monitor the return of workers and students (e.g. if injured) and their wellbeing

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

Directors for Affected Workers and Sites

- As needed, form an internal support team to coordinate/support Site Managers and keep information flowing (including updates to the Deputy-Secretary)
- Monitor and support safety at the site:
 - Regular contact with the Site Manager – guide decision-making for safety, operations and staffing
 - Arrange additional workers to go to site to assist, if safe. Important support roles for major incidents include: police liaison, media liaison, site operations support

Student Bus Crash

- Request support as needed e.g. SEM, Facility Services, communications teams etc. and/or the agency emergency operations group
 - coordinate support between them and the Site Manager
- Advise agency-level emergency operations stakeholders of site closures: use 'Emergency – Emergency Site Closures' email group
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Group actions:
 - Maintain situational awareness and provide updates for the Secretary and senior leaders, as well as for the Minister
 - Support affected Directors through collaborative decision-making as needed e.g. site operations, support for workers, addressing emergency operations debrief findings
 - Resource and direct Department response actions e.g. establish agency emergency team
 - Monitor/support wellbeing of workers and follow up on debrief findings
- SEM:
 - Provide situation updates, support incident planning; arrange meetings of the agency emergency operations group as needed
 - Coordinate with corporate communication teams to publish site closure advice
 - Coordinate general updates to regional emergency committee representatives and state-level emergency partners as needed e.g. State Growth
 - Arrange operational debrief for the agency emergency operations group
- Communications Teams: Assist the Director and Site Manager/s with messaging and communications as needed
- Facility Services:
 - Assist with updates to Dept. of State Growth and/or bus operator if requested
 - Assist with assist with property management, insurance information, safety of the site and rehabilitation requirements if needed
- Office of the Secretary: Update the Secretary and Minister on emergency site closures

Supporting Guidance

Before & After Actions

PREVENTION

- Maintain vehicles and support drivers (school buses/drivers only)
- Aim to maintain bus pickup/drop off locations in good repair and manage pedestrian flows to separate people and traffic as much as possible

Student Bus Crash

PREPAREDNESS

- Maintain your emergency plan – make sure it is consistent with this procedure and includes recommended staging areas for police, ambulance and media; and areas where parents/carers can wait
- Maintain emergency capability including:
 - warden and first aid officer nominations, training and equipment/supplies
 - consider offering traffic management training to wardens
 - if near a busy road, consider maintaining basic equipment for traffic control e.g. traffic cones, signage, high visibility vests for temporary traffic management

RECOVERY

- Arrange to coordinate longer term critical incident support as needed e.g. support spaces/rooms and services

Related Resources

- [Driver Safety Guidance](#) (DECYP Facility Services)
- [First Aid Procedure](#) (DECYP WHS)
- [Fleet Management](#) (DECYP Facility Services)
- [Passenger Conduct Code for School Bus Services](#) (Dept. State Growth)
- [Student Transport Management Policy](#) (DECYP Facility Services)

Related Procedures

- Emergency Operations Debriefs
- Facility Damage
- Incident Notification & Reporting
- Multi-Casualty Incident

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

1

LEVEL 1 INCIDENTS

Use 'Actions' - ASSESS, PLAN, ACT

Manage the incident or the hazard

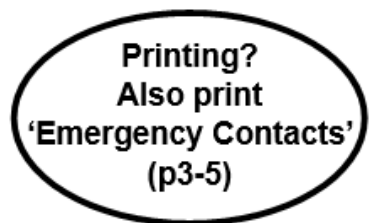
Report & Debrief as needed

Aggression and Verbal Abuse

- INCIDENT LEVEL: Level 1
- INDICATORS: These vary widely and may be in combination or singular, but usually are repetitive e.g. seeing two people together who are known not to get along; abuse/aggressive tones, intimidating body language, unplanned absences, physical responses e.g. anxious/panic attacks; social withdrawal/isolations, reports of gaslighting/'put-downs' (online or in-person)
- KEY CONCEPT:
 - This procedure is for 'one-off' instances. They may be part of a longer-term bullying incident, which will need additional actions
 - Aggression and verbal abuse is not accepted in DECYP
 - For optimal resolution/empowerment, incidents should be managed at the lowest level possible

Summary

- SAFETY: The effects of aggression and verbal abuse have been shown to be just as damaging as physical violence, especially if part of broader bullying incidents and/or if they trigger PTSD (Post Traumatic Stress Disorder)
- TELL: (may vary depending on incident severity)
 - your Site Manager or Director (for workers) and/or Student Support Leaders for students
 - Legal Services (as needed)
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS:
 - Record key decisions and actions with date/time details
 - Use the 'Incident Notification & Reporting' summary to submit the required report/s
- CONTINUE: Support workers and others, resume services and conduct an incident debrief if needed (see 'Incident Debrief' procedure')



Site Manager Actions

- 1 WORKER ACTIONS will vary if aggression and/or verbal abuse are being directed at them, depending on the circumstances. Options include:
 - Setting boundaries: Calmly and concisely identify the behaviour is not acceptable and will not be tolerated
 - Remove yourself from the situation if possible (may be more difficult for workers in public service areas)
 - Consider ways to avoid future interaction with the person involved (if possible)
 - Ask for help: Report to your Team Leader/manager as needed or a trusted colleague
 - Record what happened: time, date, location, who was involved, what was said, names of any witnesses and report it

Aggression and Verbal Abuse

2 SITE MANAGER ACTIONS: Assess the situation

- What are the details of the report?
- Who is involved?
- What is the nature of the verbal abuse?
- What help can be offered to either parties and/or who is best placed to assist?
- Check CCTV for footage that supports the report

3 Aggression and verbal abuse should be taken seriously, and

- Assessed with a colleague/senior worker
- If considered serious (specific and credible), should be reported to the Site Manager
 - See procedures for Bomb Threats, High Risk Referrals, Lockout-Lockdown as needed
 - Advise Tasmania Police Assistance as needed
- For Students: Ideally parents/carers are advised and are part of the solution, so the student understand that threats of physical violence are never ok

4 Develop and implement a plan of action to prevent/mitigate a repeat incident

- For workers (including volunteers):
 - Consider a conciliation strategy – bring the people involved together and talk through the issues, and apology may be warranted
 - As needed identify simple, manageable changes that will limit the opportunity for repeated incidents
 - As needed seek assistance from Legal Services and/or the Staff Wellbeing team
- For students:
 - Both the student being verbally abused and the student abusing them must be provided with support e.g. informal support from workers and/or formal counselling
 - Non-punitive and restorative approaches are prioritised in initial cases
 - If reports are received about an incident outside of school activities, support parents/carers to engage with a relevant third party e.g. Office of the eSafety Commissioner or Tasmania Police

5 Arrange/notify wellbeing support if needed:

- For workers: Provide Employee Assistance Provider details and/or notify Staff Wellbeing team and arrange support
- SCHOOLS:
 - Update school-based support workers and/or regional Student Support Leaders
 - Advise parents/carers as needed - remember that children and young people making threats/being verbally abusive may already be impacted by family violence
 - Inform GETI, if the affected student is enrolled in their programs
- For clients, families and others: As needed, encourage self-care

Aggression and Verbal Abuse

- 6 Submit written reports – see ‘Incident Notification & Reporting’ procedure
 - For workers (including volunteers): use the online Departmental incident report form
 - For any child-young person: If concerned there is associated abuse/neglect report to the Strong Families, Safe Kids Advice & Referral Line (ARL)
- 7 Monitor the situation – any repeat of incidents needs to be addressed (escalated/varied strategies are usually needed, rather than repeated strategies)
- 8 Consider the need for other updates/actions:
 - Workers and other stakeholders who may be on-site or off-site
 - Manage personal information appropriately in updates
 - Your Director (if additional assistance is needed e.g. staffing or media support)
 - Legal Services or Tasmania Police (trespass notices)
- 9 Monitor wellbeing of workers and others, and arrange support as needed
- 10 Discuss return to work plans with HR/affected workers as needed

Other Responsibilities

Site Managers

Nil additional

Directors- Student Support Leaders for affected workers/sites

- Support Site Managers with identifying relevant restorative practices and/or arranging further threat assessment as needed
- Coordinate support from other parts of the Department as needed, with the Site Manager
- Monitor/support the wellbeing of workers and follow up on incident reports – debrief findings

Senior Leaders for Agency Emergency Operations

- Support Directors if needed
- Legal Services: Assist with trespass notices/similar if needed

Supporting Guidance

Before & After Actions

PREVENTION-MITIGATION

- Promote respectful relationships and a culture that does not accept bullying or aggression
- Monitor behaviour (especially students, children and young people); consult with colleagues on any identified tendencies for being aggressive/abusive
- Follow-up on threats: try to ascertain how specific and credible they are, and/or use other assessment options or support strategies

Aggression and Verbal Abuse

- Report all instances of verbal abuse and encourage reporting
- Review reports and undertake further investigation as needed

PREPAREDNESS

- Support workers development to deal with verbal abuse at the lowest possible level, balanced with providing adequate support between/for workers members
- For schools:
 - Discuss and plan a range of preferred restorative practices for any party affected by aggression, verbal abuse, threats - for students to participate in learning they must feel, and be, safe
 - Continue to use the 'Respectful Schools, Respectful Behaviour' processes
- Complete Mandatory Reporting training annually and check workers have completed training
- Maintain awareness amongst workers of procedures for High-Risk Referrals and Lockout-Lockdown

RECOVERY

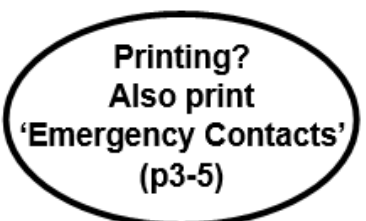
- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident or other wellbeing support for students as needed
- Support workers (including volunteers) others to return to work/scheduled activities

Related Resources

- [Employee Assistance Program \(EAP\) – Newport Wildman](#) (DECYP)
- [Mandatory Reporting TRAINING](#) (DECYP)
- [Social Media Toolkit \(for workers\)](#) (DECYP)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Bomb Threats
- High Risk Referrals
- Lockout-Lockdown
- Emergency Operations Debrief
- Incident Notification & Reporting

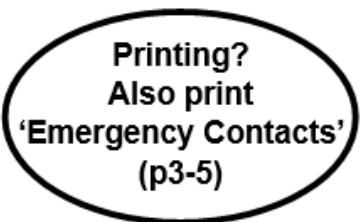


Asbestos Exposure

- INCIDENT LEVEL: Level 1
- INDICATORS: Construction works, maintenance and/or repairs; dust clouds; asbestos-like material; construction warning signs
- KEY CONCEPT:
 - All suspect building materials must be treated as containing asbestos until proven otherwise
 - If a house, garage, shed or commercial building was constructed or renovated before the 1980's, it most likely contains some form of asbestos
 - This procedure is consistent with the DECYP Asbestos Management procedure, but only focuses on actions for uncontrolled exposure to asbestos

Summary

- SAFETY:
 - Keep workers and others away from the affected parts of the site
 - Asbestos exposure mainly occurs when asbestos material is broken/cracked
- TELL (Use 'Emergency Contacts' for details):
 - Facility Operations
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' procedure
- CONTINUE: Support workers and others, resume services and conduct an emergency operations debrief (see 'Emergency Operations Debrief' procedure)



Site Manager Actions

- 1 Assess the situation:
 - What indicators are obvious? Identify the source and potential exposure – check the asbestos register
 - What other hazards are visible?
 - Who is nearby that can assist?
- 2 Stop work in the area and restrict access to it:
 - Erect barricades/signage
 - Close nearby windows/doors and turn off fans/air-conditioning

Asbestos Exposure

3 Inform:

- Manager, Facility Operations
- Manager, WHS
- Your Director (and request support for communications)

4 Move people away from the area

5 Arrange analysis of the suspect asbestos:

- If analysis confirms it is highly likely to be asbestos, submit written reports:
 - WorkSafe Tasmania (telephone call preferred) – if they advise you to report to EPA Tasmania (Environmental Protection Agency), follow that advice
 - Department online WHS report

6 Consider the communication strategy for advising all workers, contractors and other site users (especially anyone with known/chronic respiratory conditions):

- Corporate communications teams can assist
- Facility Operations may inform this process

7 Follow up on analysis results and share them with:

- Manager, Facility Operations
- Your Director
- WHS and communications teams as needed

8 Make arrangements for asbestos clean-up with contractors registered with WorkSafe Tasmania for asbestos removal work – see ‘Related Resources’

9 Adjust your communications strategy if needed and keep onsite operators and other site stakeholders informed as needed

10 Work with your Director and establish a plan to reinstate services:

- Re-organise site activities to avoid the affected area until it is rehabilitated
- Arrange an emergency operations debrief with senior workers and/or Facility Operations workers if needed – see ‘Emergency Operations Debrief’ procedure
- Monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site
- On-site operators: e.g. education and care services, other tenants

Asbestos Exposure

- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

SCHOOLS:

- If a CRICOS registered school, advise GETI
- Make arrangements to move and/or care for livestock/other animals as needed
- For student wellbeing: If students show signs of trauma, use the Student Support team's critical incident resources

Directors for Affected Workers & Sites

- Support Site Managers with decision-making for safety, operations and staffing – liaise with Facility Services
- Inform the Deputy-Secretary and keep them updated
- Assist with media management, with the Communications team
- Monitor/support wellbeing of workers and follow up on incident reports / debrief findings

Senior Leaders for Agency Emergency Operations

- Support Directors as needed
- Monitor/support wellbeing of workers and follow up on debrief findings
- Communications teams: assist the Director and Site Manager/s with messaging and communications as needed
- Facility Services: Assist Site Managers to make appropriate arrangements if there appears to have been an uncontrolled asbestos exposure

Supporting Guidance

Before & After Actions

PREVENTION

- Keep the Asbestos Register up to date and in a central location e.g. reception
- Make sure all contractors/maintenance workers inspect the asbestos register before works commence
- Notify builders and other trades of areas of buildings that contain asbestos
- Place barricades and/or fencing around construction work
- Wherever possible, asbestos will be removed from areas being redeveloped as part of capital improvement projects

PREPAREDNESS

- Instruct workers about asbestos management actions
- Maintain labelling of asbestos in non-public areas such as locked plant rooms and switchboards
- Maintain first aid supplies and first aid officers

Asbestos Exposure

- Provide people who may be exposed to asbestos fibres as part of their regular duties with information, instruction and training so they can be aware of any risks involved and how to protect their health

RECOVERY

- Monitor wellbeing of workers (including volunteers) – encourage self-care/refer to Staff Wellbeing team as needed
 - SCHOOLS: Arrange critical incident support for students as needed
- Encourage workers and assist them to seek more information if they think they have been exposed to asbestos

Related Resources

- [Asbestos Management](#) – intranet page (DECYP Facility Services)
- [Asbestos Safety](#) (WorkSafe Tasmania)
- [Contractor Induction Checklist](#) (DECYP WHS)
- [Critical Incident Resources](#) (DECYP Student Support)
- [Find a licensed asbestos removalist or assessor](#) (WorkSafe Tasmania)
- [Wellbeing Programs](#) (DECYP)

Related Procedures

- Emergency Operations Debrief
- Incident Notification & Reporting

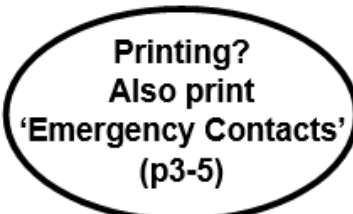
**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Essential Services Disruptions

- INCIDENT LEVEL: Level 1
- INDICATORS: Loss of services on site e.g. no electricity, water supply, or sewerage services; water leaking from ground or in buildings (minor flooding), major change in water flow of pipes; ground that is constantly sodden/wet (slow leak); wifi/fixed line outages etc.
- KEY CONCEPT: This procedure applies equally to sites owned or leased by the Department

Summary

- SAFETY: Use this procedure to maintain a safe working environment and resume scheduled activities as soon as possible
- TELL (Use 'Emergency Contacts' for details):
 - Your service provider and/or local contractor
 - If needed, internal support roles e.g. Facility Services On-Call Officer and/or ITS for IT/network issues; and your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Departmental communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, adjust and/or resume services as soon as possible



Site Manager Actions

- 1 Assess the situation - what has been reported or observed, and what impact has occurred?
 - If anyone is injured
 - make the area safe e.g. turn power sources off
 - arrange first aid and see the 'Medical Incidents' procedure
- 2 Arrange for people to be moved out of the affected area/s and for it to be cordoned off
- 3 If the property is leased:
 - contact the building owner/property manager (or contact Facility Services for their details)
 - form a plan for initial management of the situation (use this procedure as a guide)
 - update workers and other site stakeholders, and your Director if needed
- 4 For Electrical/Power Outages:
 - Contact TasNetworks to understand extent of outage and expected duration

Essential Services Disruptions

- Electrical Failure incidents will also affect the operation of the following services at the site:
 - Fire Panels
 - Heating, Ventilation or Air Conditioning
 - Lifts; and
 - Phone Services
- Report the incident to the Facility Services On-Call Officer. They will assess the outage information - if it's likely to be greater than 4 hours, they will arrange the following as needed:
 - static guard (an earthing device/reduces static electricity)
 - notification to Tasmania Fire Service
 - temporary toilet facilities and/or drinking water supply
 - update the Manager, Facility Operations

5 For Loss of Water Supply:

- Contact TasWater to understand extent of outage (one block or multiple blocks) and expected duration
- Water supply issues will also affect the operation of the following services at the site:
 - availability of drinking water
 - effect on the firefighting facilities
 - toilet and other hygiene facilities
- Report the incident to the Facility Services on-Call Officer. They will assess the outage information – if it's likely to be greater than 4 hours, they will arrange the following as needed:
 - confirm if water main and fire main are combined
 - arrange portable toilets if required (typically only arranged for longer disruptions)
 - assist with liaison with TasWater
 - update the Manager, Facility Operations

6 For Water Supply Failures and Faults (e.g. water mains break, sewerage failure)

- Contact TasWater and report the fault, flooding or sewerage failure
- Report the incident to the Facility Services On-Call Officer. They will assess the outage information – if it's likely to be greater than 4 hours, they will arrange the following as needed:
 - confirm if water main and fire main are combined
 - arrange portable toilets if required (typically only arranged for longer disruptions)
 - assist with liaison with TasWater
 - update the Manager, Facility Operations

Essential Services Disruptions

7 Telecommunications Outages (voice/data)

- Check connections for fixed lines (voice) or connectivity (data) to wifi/network
- Report the outage to the Department's Information Technology Services team and/or your provider as needed

8 Change activities as needed for safety and/or to protect other asset, and update workers/others of the changes. Examples:

- Close off some facilities - change access to others temporarily
- Schools: Hold lunch breaks indoors
- Libraries-Archives: Move or secure historical collections

9 Monitor and follow-up on the situation

- arrange local contractors as needed – use the Facility Damage procedures if needed
- if criminal activity is suspected, gather CCTV footage (if available) and report to Police
- submit written reports ([Safety Reporting System](#)) – see 'Incident Notification & Reporting' procedure
- update your Director as needed

10 Final tasks:

- arrange clean up
- update workers and other site stakeholders progressively including when temporary changes can finish
- resume scheduled activities as soon as possible.

Other Responsibilities

Site Managers

Nil additional

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations and staffing
- If the site needs to be temporarily closed
 - Inform the Deputy-Secretary and keep them updated
 - use 'Emergency – Emergency Site Closures' email group
- Coordinate support from other parts of the Department as needed, with the Site Manager
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings if needed

Essential Services Disruptions

Senior Leaders for Agency Emergency Operations

- Facility and IT Services: Support the Directors for the affected sites as needed – this may include preparing material for Ministerial advice
- Communications Teams: assist the Director and Site Manager/s with messaging and communications as needed

Supporting Guidance

Before & After Actions

- Know where/how the essential services are connected to your site
- Protect infrastructure where possible:
 - where it's visible, assess how services infrastructure, inlets/outlets might be protected from weather, animals and intentional damage (especially consider for NBN services)
 - where possible increase protection for the infrastructure, inlets/outlets
- Complete regular inspections of the site-buildings:
 - identify items/areas that need repair/degrading
 - arrange repairs (if site is not leased) or submit requests for repairs (if leased) as needed
- Maintain local contact lists for repairers
- Review Hazard Reports and/or follow up on reports of infrastructure failures, especially any related to electrical supply or equipment failure

Related Resources

- [Asbestos Management Procedure](#) (Facility Services)
- [CCTV Arrangements](#) (SEM)
- [Centrally Managed Maintenance Contracts](#) (Facility Services): Roof services, mechanical services, heating, cooling, ventilation; lifts; building fire services; security monitoring; electrical safety etc.
- [Property Protection Scheme Guideline](#) (Facility Services)
- [Site Maintenance Guidelines](#) (Facility Services): Alarm systems, building fabric, finishes and glass; contractor and building works management; water services (drinking water supply, hot water, sewerage, school pool water), playground equipment; fencing; electricity supply and lighting; building fire safety; tree management etc.

Related Procedures

- Asbestos Exposure
- Facility Damage
- Emergency Site Closure
- Incident Notification & Reporting

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Facility Damage – Minor & Major

- INCIDENT LEVEL: Level 1-2
- INDICATORS: Department facility is damaged and needs repairing to maintain safety and service delivery e.g. roof damage, holes in walls, broken equipment
- KEY CONCEPT: This procedure applies equally to sites owned or leased by the Department

Summary

- SAFETY: After site has been deemed safe, assess damage, update stakeholders and arrange repairs as needed.
- TELL (Use 'Emergency Contacts' for details):
 - local contractor
 - Department Facility Services On-Call Officer (available 24/7)
 - Department insurer – JLT Risk Solutions
 - your Director
 - keep on-site operators and other stakeholders updated
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help
- SUBMIT REPORTS: Use the 'Incident Notification & Reporting' summary
- CONTINUE: Support workers and others, adjust and/or resume services as soon as possible

**Printing?
Also print
'Emergency Contacts'
(p3-5)**

Site Manager Actions

- 1 Stop people going through the affected/damaged area
- 2 Turn off/disconnect utilities if required for safety
- 3 Assess the damage
- 4 Make initial adjustments to site activities and update site stakeholders
- 5 For minor damage:
 - for Department owned sites, contact local contractor/s
 - for leased sites, contact the building owner/property manager (or contact Facility Services for their details)
 - arrange repairs contact local contractor/s
 - contact your Director and inform them of the situation if needed
 - if an insurable event, submit claim to Department insurer (JLT Risk Solutions Pty Ltd)

Facility Damage – Minor & Major

6 For major damage:

- contact your Director and inform them of the situation
- check essential services (water, power and telecommunications) by remote if not on-site e.g. outage webpages; or visual checks at the site. See the 'Essential Services Disruptions' procedure as needed
- arrange assessment and repairs:
 - for Department owned sites, contact the Facility Services On-Call Officer
 - for leased sites, contact the building owner/property manager (or contact Facility Services for their details)
 - cordon the area off to prevent people from accessing damaged areas
 - adjust planned activities as needed, until repairs can be completed

7 If criminal activity is suspected, gather CCTV footage (if available) and report to Police

8 Update workers, on-site operators and other stakeholders:

- Inform them of operational changes e.g. changed parking or pick/up drop-off points; asbestos management

9 Monitor progress of repairs and keep site stakeholders informed

10 Final tasks:

- arrange final clean up as works are completed
- update workers and other site stakeholders progressively including when temporary changes can finish
- resume scheduled activities as soon as possible
- submit an additional report if a building has collapsed/partially collapsed

Other Responsibilities

Site Managers

Nil additional

Directors for Affected Workers and Sites

- Support Site Managers with decision-making for safety, operations and staffing
- If the site needs to be temporarily closed:
 - Inform the Deputy-Secretary and keep them updated
 - use 'Emergency – Emergency Site Closures' email group
- Coordinate support from other parts of the Department as needed, with the Site Manager
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings if needed

Facility Damage – Minor & Major

Senior Leaders for Agency Emergency Operations

- Facility and IT Services: Support the Directors for the affected sites as needed – this may include preparing material for Ministerial advice
- Communications Teams: assist the Director and Site Manager/s with messaging and communications as needed

Supporting Guidance

Before & After Actions

- For any site that the Department operates from:
 - complete regular building and site checks – identify items/areas that need repair/degrading
 - tree management e.g. regular inspections to identify dangerous trees, regular trimming of limbs (especially if near powerlines), long term planting of shrubs/small trees
 - encourage workers to identify, resolve/report hazards
- Specific for Department Owned Sites:
 - maintain site facilities internally and externally, so they are safe and fit for purpose using Facility Services guidelines
 - arrange and fund repairs of a recurrent nature; and/or report items for repair that fall under Departmental central contracts
- Maintain local contact lists for repairers
- Review Hazard Reports and/or follow up on reports of infrastructure failures, especially any related to electrical supply or equipment failure

Related Resources

- [Asbestos Management Procedure](#) (Facility Services)
- [CCTV Arrangements](#) (SEM)
- [Centrally Managed Maintenance Contracts](#) (Facility Services): Roof services, mechanical services, heating, cooling, ventilation; lifts; building fire services; security monitoring; electrical safety etc.
- [Property Protection Scheme Guideline](#) (Facility Services)
- [Site Maintenance Guidelines](#) (Facility Services)

Related Procedures

- Asbestos Exposure
- Emergency Site Closures
- Essential Services Disruptions
- Incident Notification & Reporting

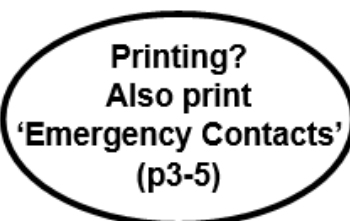
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Preserving Incident Scenes

- INCIDENT LEVEL: Level 1
- INDICATORS: Use this procedure if there is an incident that will be investigated by Police, WorkSafe Tasmania, fire service i.e. serious incidents that cause injuries/death; fires etc.
- KEY CONCEPT: Resolve the incident first; and when able secure/cordon off the affected area

Summary

- SAFETY: Only use this procedure once the incident is resolved i.e. once there is no more threat to life, property or the environment
- TELL (Use 'Emergency Contacts' for details): No additional notification requirements
- MEDIA & SOCIAL MEDIA: Ask your Department communications team for help if needed
- SUBMIT REPORTS: No additional reporting requirements
- CONTINUE:
 - Support workers and others, adjust and/or resume services as soon as possible
 - As needed, conduct an emergency operations debrief (see 'Emergency Operations Debrief') and include consideration of preserving incident scene actions



Site Manager Actions

- 1 As part of managing the incident, the scene should be assessed quickly to identify what has happened and bring it under control
- 2 If needed for safety, turn off/disconnect utilities e.g. electricity, gas water
- 3 Use the procedure for the type of incident e.g. arson, building fire and explosion which will include:
 - coordinating senior workers and the emergency team
 - guiding people out of the affected area
 - stopping people from coming into the affected area – use barrier tape, traffic cones, signage etc.
- 4 Secure the incident scene by moving people away, cordoning it off, erecting barriers if available/needed
- 5 For serious incidents, incident scenes should not be disturbed until the investigating authority has completed their work, however the following situations are exempt from this requirement:
 - to assist an injured person
 - to remove a deceased person (would typically only happen with Police in attendance. Until then cover the deceased person or screen them from view)
 - if essential to make the scene safe/prevent another incident
 - if directed by Police or given permission by the investigative authority

Preserving Incident Scenes

- 6 If the incident scene cannot be secured or needs to be disturbed, take photos or draw diagrams and make notes including:
 - what happened
 - chronology of events e.g. date/time/what occurred
 - approximate number of persons involved/injured
 - incident scene boundaries
 - names of witnesses/bystanders (and contact details if possible)
 - other information related to the incident e.g. injuries, weather conditions
- 7 Cooperate with the authorising investigative authority/s e.g. Tasmania Police, WorkSafe Tasmania, and make arrangements with them to address additional needs e.g.:
 - access to the site/scene so people can collect items left behind (investigating authority will advise when this can happen)
 - coordinate damage repairs/cleaning
 - arranging additional site security if needed to preserve the scene (the investigating authority to provide this advice)
- 8 Make changes to scheduled activities as needed to preserve the incident scene until released by the relevant authority e.g. Police, WorkSafe Tasmania
 - keep workers, on-site operator and other stakeholders updated
 - your Director (especially if assistance is needed for social media/communications support)
 - if needed, notify the building/property manager (if leased and impacting other operators)
- 9 Work with the investigating authority to coordinate hand back of the incident scene and communicate related changes
 - As needed, take photos of the incident scene, once released – may be needed for insurance claims
 - As needed re-check the relevant written reports for the incident have been submitted and/or if they need updating
- 10 Resume scheduled activities as soon as possible:
 - monitor wellbeing of workers and others - encourage them to seek support and/or arrange support as needed
 - consider the need to include preserving incident scene actions in the emergency operations debrief

Other Responsibilities

Site Managers

ALL SITE MANAGERS: Arrange updates for stakeholder groups e.g.

- Workers (including casual/relief workers and volunteers)
- Service users: students, parents/carers, clients, families
- Visitors at the site

Preserving Incident Scenes

- On-site operators: e.g. education and care services, other tenants
- On-site service providers e.g. cleaning, security, others
- Off-site service providers e.g. student transport, property manager (if the building/area is leased), contractors
- Neighbours: other neighbours and nearby Department sites

Directors for Affected Workers and Sites

- Continue to support/advise Site Managers while they coordinate actions relating to preserving incident scenes
- Update the Deputy-Secretary as needed, especially if incident scenes need to be closed for extended periods and will be impacting service delivery
- If needed, use 'Emergency – Emergency Site Closures' email group
- Monitor/support the wellbeing of workers and follow up on incident reports-debrief findings

Senior Leaders for Agency Emergency Operations

- Support Directors as needed – advise and/or collating updates about the situation
- Communications Teams: assist the Director and Site Manager/s with messaging and communications as needed
- Facility Services: Advise and assist with property management, insurance information, safety of the site and rehabilitation requirements after the responsible authority has given the 'all clear' to proceed

Supporting Guidance

Before & After Actions

- Have items available you can use as barriers e.g. barrier tape, portable fencing, traffic cones, 'no entry' signage
- Discuss preserving incident actions with senior workers and the emergency team at least annually
- Maintain positive working relationships with investigative authorities and discuss their recommended techniques for preserving incident scenes

Related Resources

- [Incident Notification](#) requirements (*Work Health & Safety Act 2012*)
- [WorkSafe Tasmania Information and Online Incident Form](#) (WorkSafe Tasmania)
- [Secure the Scene, Preserve the Evidence](#) (SafetyWise PTY LTD)

Related Procedures

- Emergency Operations Debrief
- Emergency Site Closures
- Incident Notification & Reporting
- Facility Damage

**Printing?
Also print
'Emergency Contacts'
(p3-5)**