

## Core Emergency Response Procedures

Core Procedures	Procedure Instructions
<p>On-site evacuation/relocation procedure</p>	<p><b>On Site Evacuation Actions</b></p> <ol style="list-style-type: none"> <li>1. Incident Controller to determine nature of emergency and activate emergency response.</li> <li>2. Call 000</li> <li>3. Inform EMSU 9589-6266 of the nature of the emergency and seek advice from EMSU.</li> <li>4. Incident controller will push alarm on office wall and a <b>CONTINUOUS SIREN</b> indicates emergency incident requiring evacuation.</li> <li>5. The Incident Controller will specify the nature of the evacuation.             <ol style="list-style-type: none"> <li>1. On-site to new gymnasium.</li> <li>2. Off-site to Baptist Church in Army Road.</li> </ol> </li> <li>6. Teachers will take a hard copy of their class list when evacuating their room</li> <li>7. Teachers will settle their class, line students up and take a head count</li> <li>8. They will then proceed in an orderly fashion with their class and assemble at the nominated on-site or off-site evacuation assembly area</li> <li>9. Teachers will close windows, turn off heaters and, as they leave, lock doors             <ol style="list-style-type: none"> <li>1. At no time are students to be unsupervised during evacuation</li> <li>2. Students and Staff are not to return to buildings once that have been evacuated</li> <li>3. <b>NO TEACHER WILL RETURN TO THE BUILDING TO COLLECT ROLLS.</b></li> </ol> </li> <li>10. Office staff will take current staff list, full class lists of students and Emergency Kit. First-aid coordinator will take first aid kit.</li> <li>11. If the designated exit is blocked, groups will use the next nearest appropriate exit.</li> <li>12. Upon arrival at the evacuation assembly area teachers will recount students to verify all students have arrived with them and mark their class list.</li> <li>13. Business Manager will check staff present at evacuation area against current staff list.</li> <li>14. Incident Controller will be notified of any student or staff member not accounted for.</li> <li>15. The specialist teacher will take students at specialist sessions to the nominated 'Evacuation Assembly Area' where they will be met by their class teacher.</li> <li>16. <b>The Incident Controller will direct teachers during an emergency.</b> <ol style="list-style-type: none"> <li>1. Teachers will not initiate any action related to the emergency without authorisation.</li> <li>2. However this does not stop/restrict any staff member from taking preventative action such as using an extinguisher movement from danger area or administering first aid.</li> <li>3. Staff members given tasks by Incident Controller should notify that person when the task is completed.</li> </ol> </li> <li>18. No student is permitted to leave the evacuation assembly area with anyone until the Incident Controller, or their representative, has given permission. Teachers must keep a record of any student/s that leave with a parent.</li> <li>19. When appropriate, parents will be notified of relevant information by the Incident Controller to facilitate the collection of children.</li> </ol> <p><b>Actions after on-site evacuation/relocation procedure</b></p> <ul style="list-style-type: none"> <li>• Ensure any students, staff or visitors with medical or other needs are supported.</li> <li>• Advise the Incident Support and Operations Centre and the region (regional Manager, Operations and Emergency Management) that the evacuation is over.</li> <li>• Determine whether to activate your parent re-unification process.</li> <li>• Determine if there is any specific information students, staff and visitors need to know (for example, parent reunification process or areas of the facility to avoid).</li> <li>• Contact the SSSO Network Coordinator if required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Print and issue pre-prepared parent letters and give these to students to take home.</li> <li>• Ensure all staff are made aware of Employee Assistance Program contact details.</li> <li>• Seek support from your region/regional Manager, Operations and Emergency Management if required.</li> <li>• Undertake operational debrief with staff and Incident Management Team to identify any on-site evacuation and procedural changes that may be required.</li> <li>• Complete your Post Emergency Record.</li> </ul>
<p>Off-site evacuation procedure</p>	<p>If it is unsafe for students, staff and visitors to remain on the school grounds the Chief Warden on-site will take charge and activate the Incident Management Team if necessary.</p> <ul style="list-style-type: none"> <li>• Call <b>000</b> for emergency services and seek and follow advice.</li> <li>• Identify which off-site assembly point you will evacuate staff, students and visitors to.</li> <li>• Evacuate staff, students and visitors to <b>Baptist Church on Cnr Army Rd and Murphy Rd</b></li> <li>• Report the emergency and evacuation to Incident Support and Operations Centre (24 hour, 7 days) on 1800 126 126.</li> <li>• Take your emergency kit/first aid kit (including your student and staff attendance lists, visitors book and a copy of this EMP).</li> <li>• Once at primary and/or secondary assembly point/s, check all students, staff and visitors are accounted for.</li> <li>• Ensure communications with emergency services is maintained.</li> <li>• Wait for emergency services to arrive or provide further information.</li> <li>• Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.</li> <li>• Confirm with Emergency Service personnel that it is safe to return to normal operations.</li> <li>• Maintain a record of actions/decisions undertaken and times.</li> <li>• Contact parents as required.</li> </ul> <p><b>Actions after off-site evacuation procedure</b></p> <ul style="list-style-type: none"> <li>• Ensure any students, staff or visitors with medical or other needs are supported.</li> <li>• Advise the Incident Support and Operations Centre and the region (regional Manager, Operations and Emergency Management) that the evacuation is over.</li> <li>• Determine whether to activate your parent re-unification process.</li> <li>• Determine if there is any specific information students, staff and visitors need to know (for example, parent reunification process or areas of the facility to avoid).</li> <li>• Direct all Media enquiries to DET Media Unit on 8688 7776.</li> <li>• Contact the SSSO Network Coordinator if required.</li> <li>• Print and issue pre-prepared parent letters and give these to students to take home.</li> <li>• Ensure all staff are made aware of Employee Assistance Program contact details.</li> <li>• Seek support from your region/regional Manager, Operations and Emergency Management if required.</li> <li>• Undertake operational debrief with staff and Incident Management Team to identify any off-site and procedural changes that may be required.</li> <li>• Complete your Post Emergency Record.</li> </ul>
<p>Lock-down procedure</p>	<p><b>Lockdown Actions</b></p> <p><b><u>The key classroom / building based actions are:</u></b></p> <ul style="list-style-type: none"> <li>• Lock down activated</li> <li>• Immediately secure all external doors and windows and have children sit quietly on the floor or if possible sit children in a sheltered area away from the windows.</li> </ul>

- Keep all students inside the building; you are responsible for the children in your immediate care.
- Students that are out of the classroom when a 'lock down' is actioned will go to the nearest classroom or specified area.
- Undertake a head count and roll check.
- Report any missing / extra children to the office or logistics warden.
- Do not answer any knocks on the door.
- Contact the office **only** if
  - There is a medical emergency
  - Missing students
  - Extra students

- The Incident controller will direct student release in person or by phone, **during this period NO children are to be released to any persons including family.**
- **Staff and Visitors not in charge of a class, must remain inside at all times until the "all clear" is given.**

1. Activate lock down using the predetermined activation signal:
  - Push page from office Telephone a 'Chime' signal will be activated across the P.A. system followed by the announcement 'Would all teachers please close their skylights.'**
2. Advise Victoria Police and other appropriate emergency service agencies (**000**)
  - Advise Emergency Service agencies of location of main entry point to school during lock down.
3. Advise ESMU (Government schools only) on 24/7 hotline – **1800 126 126.**
4. Activate the Incident Management Team
5. Ensure Emergency kit is readily available
6. Have an IMT member guide visitors and parents to safety.
7. Divert parents and returning groups from the school using either school SMS system (parents) or mobile phone (staff) contact.
8. Ensure a telephone line is kept free.
9. Keep public address system free
10. Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
11. Ascertain (as possible) if all children, staff and visitors are accounted for.
12. Await de-activation advice from Emergency Services personnel (if appropriate).
13. An **"All Clear"** announcement from the Incident Controller will end the lock down.
  - Maintain a record of actions/decisions undertaken and times.
  - Contact parents as required.

#### **Post Lock down Actions**

Determine if there is any specific information staff, children and visitors need to know (e.g. areas of the facility to avoid or parent reunification process).

Advise staff, children and visitors of any specific information they need to know.

Ensure any children, staff or visitors with medical or other needs are supported.

Print and issue pre-prepared parent letters and give these to children to take home.

Advise the DEECD Emergency Services Management Unit that the lock down is over (9589-6266).

Seek support from the Regional EM Coordinator as required.

De-brief staff on the incident.

Ensure all personnel are made aware of Employee Assistance Program contact details.

Use Post-Emergency Record to record details of actions undertaken and times.

	<p>Follow up with any children, staff or visitors who need support.</p> <p>Contact SSSO Coordinator to arrange for post-lock down support for staff, students and parents.</p> <p>Undertake operational debrief to review the lock down and procedural changes that may be required.</p>
<p>Lock-out procedure</p>	<p>When an internal immediate danger is identified and it is determined that students should be excluded from buildings for their safety the Incident Controller on-site will take charge and activate the Incident Management Team if necessary.</p> <ul style="list-style-type: none"> <li>• Call <b>000</b> for emergency services and seek and follow advice.</li> <li>• Announce lock-out with instructions about what is required. Instructions may include nominating staff to:             <ul style="list-style-type: none"> <li>○ Lock doors to prevent entry</li> <li>○ Check the premises for anyone left inside</li> <li>○ Obtain Emergency Kit</li> </ul> </li> <li>• Go to the designated assembly point at the Baptist Church (cnr Army and Murphy Road Pakenham)</li> <li>• Check that students, staff and visitors are all accounted for.</li> <li>• Report the emergency and lock-out to the Incident Support and Operations Centre (24 hour, 7 days) on 1800 126 126.</li> <li>• Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.</li> <li>• Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.</li> <li>• Maintain a record of actions/decisions undertaken and times.</li> <li>• Contact parents as required.</li> </ul> <p><b>Actions after lock-out procedure</b></p> <ul style="list-style-type: none"> <li>• Ensure any students, staff or visitors with medical or other needs are supported.</li> <li>• Advise the Incident Support and Operations Centre and the region (regional Manager, Operations and Emergency Management) that the lock-out is over.</li> <li>• Determine whether to activate your parent re-unification process.</li> <li>• Determine if there is any specific information students, staff and visitors need to know (for example, parent reunification process or areas of the facility to avoid).</li> <li>• Print and issue pre-prepared parent letters and give these to students to take home.</li> <li>• Direct all Media enquiries to DET Media Unit on 8688 7776.</li> <li>• Ensure all staff are made aware of Employee Assistance Program contact details.</li> <li>• Contact the SSSO Network Coordinator if required.</li> <li>• Seek support from your region/regional Manager, Operations and Emergency Management as required.</li> <li>• Undertake operational debrief with staff and Incident Management Team to identify any lock-out and procedural changes that may be required.</li> <li>• Complete your Post Emergency Record.</li> </ul>
<p>Shelter-in-place procedure</p>	<p>When an incident occurs outside the school and emergency services or the Incident Controller determines the safest course of action is to keep students and staff inside a designated building in the school (as evacuation might reasonably expose people to a greater level of danger until the external event is handled), the Incident Controller on-site will take charge and activate the Incident Management Team if necessary.</p> <ul style="list-style-type: none"> <li>• Call <b>000</b> for emergency services and seek and follow advice.</li> <li>• Chief Warden activates the Incident Management Team.</li> <li>• Move all students, staff and visitors to the pre-determined shelter-in-place area <b>BER</b> <b>Gymnasium</b></li> </ul>

- Take your emergency kit/first aid kit (including your student and staff attendance lists and a copy of this EMP).
- Report the emergency to the Incident Support and Operations Centre (24 hour, 7 days) on 1800 126 126.
- Check that all students, staff and visitors are accounted for.
- Ensure communications with emergency services is maintained.
- Wait for emergency services to arrive or provide further information.
- Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.
- Where appropriate, confirm with emergency service personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times.
- Contact parents as required.

**Actions after shelter-in-place procedure**

- Ensure any students, staff or visitors with medical or other needs are supported.
- Advise the Incident Support and Operations Centre that shelter-in- place is over.
- Determine whether to activate your parent re-unification process.
- Determine if there is any specific information students, staff and visitors need to know (for example parent reunification process or areas of the facility to avoid).
- Direct all Media enquiries to DET Media Unit on 8688 7776.
- Print and issue pre-prepared parent letters and give these to students to take home.
- Ensure all staff are made aware of Employee Assistance Program contact details.
- Contact the SSSO Network Coordinator if required.
- Seek support from your region/regional Manager, Operations and Emergency Management as required.
- Undertake operational debrief with staff and Incident Management Team to identify any shelter-in-place and procedural changes that may be required.
- Complete your Post Emergency Record.

# Specific Emergency Response Procedures

Specific Procedures	Procedure Instructions
Building fire	<ol style="list-style-type: none"> <li>3. Call <b>000</b> for emergency services and seek and follow advice.</li> <li>4. Activate the fire alarm.</li> <li>5. If appropriate, follow the procedure for on-site evacuation.</li> <li>6. Report the emergency immediately to the Incident Controller who will convene your IMT if necessary.</li> <li>7. Extinguish the fire (only if safe to do so).</li> <li>8. Evacuate to the <b>BER Gymnasium or Oval</b>, closing all doors and windows.</li> <li>9. Check that all areas have been cleared and notify the Incident Controller .</li> <li>10. Check that all students, staff, visitors and contractors are accounted for.</li> <li>11. Report emergency to the Security Services Unit on 9603 7999.</li> <li>12. Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.</li> <li>13. Contact parents as required.</li> <li>14. Direct all Media enquiries to DET Media Unit on 9637 2871.</li> </ol>
Severe Weather Event/Grassfire/Bushfire	<ol style="list-style-type: none"> <li>4. Call <b>000</b> for emergency services and seek and follow advice.</li> <li>5. Activate the fire alarm.</li> <li>6. If appropriate, follow the procedure for on-site evacuation.</li> <li>7. Report the emergency immediately to the Incident Controller who will convene your IMT if necessary.</li> <li>8. Extinguish the fire (only if safe to do so).</li> <li>9. Evacuate to the <b>BER Gymnasium or Oval</b>, closing all doors and windows.</li> <li>10. Check that all areas have been cleared and notify the Incident Controller .</li> <li>11. Check that all students, staff, visitors and contractors are accounted for.</li> <li>12. Report emergency to the Security Services Unit on 9603 7999.</li> <li>13. Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.</li> <li>14. Contact parents as required.</li> <li>15. Direct all Media enquiries to DET Media Unit on 9637 2871.</li> </ol>
Bomb / Substance Threat	<ol style="list-style-type: none"> <li>4. Call <b>000</b> for emergency services and seek and follow advice.</li> <li>5. Activate the fire alarm.</li> <li>6. If appropriate, follow the procedure for on-site evacuation.</li> <li>7. Report the emergency immediately to the Incident Controller who will convene your IMT if necessary.</li> <li>8. Extinguish the fire (only if safe to do so).</li> <li>9. Evacuate to the <b>BER Gymnasium or Oval</b>, closing all doors and windows.</li> <li>10. Check that all areas have been cleared and notify the Incident Controller .</li> <li>11. Check that all students, staff, visitors and contractors are accounted for.</li> <li>12. Report emergency to the Security Services Unit on 9603 7999.</li> </ol>

	<p>13. Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.</p> <p>14. Contact parents as required.</p> <p>15. Direct all Media enquiries to DET Media Unit on 9637 2871.</p>
<p>Influenza pandemic</p>	<p>Appendix B of the DET Pandemic Influenza Incident Response Plan provides details of the key actions (<a href="https://edugate.eduweb.vic.gov.au/edrms/SEMD/_layouts/15/WopiFrame2.aspx?sourcedoc=/edrms/SEMD/SEMdoct/Pandemic%20Influenza%20Incident%20Response%20Plan%20June%202017.docx&amp;action=default">https://edugate.eduweb.vic.gov.au/edrms/SEMD/_layouts/15/WopiFrame2.aspx?sourcedoc=/edrms/SEMD/SEMdoct/Pandemic%20Influenza%20Incident%20Response%20Plan%20June%202017.docx&amp;action=default</a>) for schools to implement at each of the preparedness and response stages of a pandemic influenza event.</p>
<p>Bomb/substance threat</p>	<p><b>If a suspicious object is found (or the threat identifies the location of a bomb)</b></p> <p><i>Immediate response</i></p> <ul style="list-style-type: none"> <li>• Immediately clear and cordon off the area in the vicinity of the object.</li> <li>• Call <b>000</b> for police and seek and follow advice.</li> <li>• Report the threat to the Chief Warden/principal who will coordinate the emergency response until police arrive.</li> <li>• Report the emergency to the Security Services Unit on 9603 7999.</li> <li>• Do not approach, touch, tilt or tamper with the object.</li> </ul> <p><i>Evacuation</i></p> <ul style="list-style-type: none"> <li>• Evacuate the school and:             <ul style="list-style-type: none"> <li>○ Ensure students and staff are not directed past the object</li> <li>○ Alert any other services co-located at the school site</li> <li>○ Check that all students, staff and visitors are accounted for</li> <li>○ Restrict all access to the site and ensure there are no barriers inhibiting access by police</li> </ul> </li> </ul> <p><i>Communication</i></p> <ul style="list-style-type: none"> <li>• Provide police with details of the situation, including actions you have taken and intend to take. Follow any advice provided by police.</li> <li>• Contact parents when evacuation is complete and it is safe to do so.</li> <li>• Notify your regional emergency management contact and seek advice if necessary.</li> <li>• Direct all Media enquiries to DET Media Unit on 9637 2871.</li> <li>• Await "all clear" advice from police before returning to school buildings to resume normal school activities.</li> </ul> <p><b>If a bomb/substance threat is received by telephone</b></p> <ul style="list-style-type: none"> <li>• <b>DO NOT HANG UP</b></li> <li>• Keep the person talking for as long as possible and obtain as much information as possible.</li> <li>• Without alerting the caller, signal a co-worker to:             <ul style="list-style-type: none"> <li>○ call 000 for police on a separate phone</li> <li>○ notify the Chief Warden/principal</li> <li>○ report emergency to the Security Services Unit on 9589 6266.</li> </ul> </li> <li>• Fill out the <i>Bomb Threat Checklist</i> and record the following details while you are on the phone to the caller (The <i>Bomb Threat Checklist</i> is provided in the "<b>Related forms</b>" section of your on-line EMP. The checklist should be located with staff who normally answer in-coming phone calls):             <ul style="list-style-type: none"> <li>○ gender of caller</li> <li>○ age of caller</li> <li>○ accents and speech impediments</li> <li>○ background noises</li> <li>○ key phrases used</li> </ul> </li> </ul>

- whether the threat is automated/taped/recorded.

**Ask the caller:**

- where exactly is the bomb/substance located?
- what time will the bomb explode/the substance be released?
- what will make the bomb explode/how will the substance be released?
- what does the bomb look like?
- what kind of device/substance is it?
- who put the bomb/substance there? Why was it put there?
- what kind of substance is it (gas, powder, liquid)? How much is there?
- where are you? Where do you live?
- what is your name? What are your contact details?
- Once the call is finished:
  - **DO NOT HANG UP** - it may be possible for police to trace the call if the telephone line is kept open, regardless of whether the caller hangs up.
  - Immediately:
    - inform the Chief Warden/principal if this has not yet been done
    - call 000 to report threat to police if this has not yet been done - use a different telephone line or mobile phone
    - clear and cordon off the area if the caller identified the location of the object. Do not approach, touch, tilt or tamper with the object.
  - implement evacuation and communication procedures as indicated in section "**If a suspicious object is found**" above
  - report the emergency to the Security Services Unit on 9589 6266
  - ensure all of the caller information has been written down and provided to police on arrival.

**If a bomb/substance threat is received by letter**

- Place the letter in a clear bag or sleeve and store in a secure place
- Avoid any further handling of the letter or envelope
- Call 000 for police and seek and follow advice
- Notify the Chief Warden/principal
- If the letter identifies the location of a device, immediately clear and cordon off the nominated area. Do not approach, touch, tilt or tamper with the object.
- Implement evacuation and communication procedures as indicated in section "**If a suspicious object is found**" above.
- Report emergency to the Security Services Unit on 9589 6266.

**If a bomb/substance threat is received electronically e.g. by email**

- **DO NOT DELETE THE MESSAGE**
- Call 000 for police and seek and follow advice
- Notify the Chief Warden/principal
- If the email identifies the location of a device, immediately clear and cordon off the area. Do not approach, touch, tilt or tamper with the object.
- Implement evacuation and communication procedures as indicated in section "**If a suspicious object is found**" above.
- Report emergency to the Security Services Unit on 9589 6266.

**If you are at the site of an explosion**

- Direct staff to shelter students under sturdy tables or desks if objects are falling around you.
- Implement evacuation and communication procedures as indicated in section "**If a suspicious object is found**" above. Do not retrieve personal belongings or make phone calls when evacuating.
- Help others to leave the area. Use stairs instead of elevators.
- Be aware of weakened floors and stairways and watch for falling debris.
- Once out of the affected building:



	<ul style="list-style-type: none"> <li>▪ Move students away from windows and glass doors or other potentially hazardous areas</li> <li>▪ Use caution to avoid debris that could be hot or sharp</li> <li>▪ Call 000 for emergency services and seek and follow advice</li> <li>▪ Report the emergency to the Security Services Unit on 9589 6266</li> <li>▪ Be aware of any potential secondary explosions</li> <li>▪ Limit use of phones as communications systems may become congested.</li> </ul>
Severe weather event	<ul style="list-style-type: none"> <li>• <b>Call 000</b> if emergency services are needed and seek and follow advice.</li> <li>• Before the storm, store or secure loose items external to the building, such as outdoor furniture and rubbish bins.</li> <li>• Secure windows (close curtains and blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.</li> <li>• During a severe storm:             <ul style="list-style-type: none"> <li>○ Remain in the building and keep away from windows.</li> <li>○ Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm.</li> </ul> </li> <li>• Report any matter concerning the safety and wellbeing of students, staff and visitors to the Chief Warden.</li> <li>• Disconnect electrical equipment - cover and/or move this equipment away from windows.</li> <li>• Report emergency to the Security Services Unit on 1800 126 126.</li> <li>• Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.</li> <li>• Listen to local radio or TV on battery-powered sets for weather warnings and advice.</li> </ul>
Intruder	<ul style="list-style-type: none"> <li>• <b>Call 000</b> for emergency services and seek and follow advice.</li> <li>• Report the emergency immediately to the Incident Controller .</li> <li>• Do not do or say anything to the person to encourage irrational behaviour.</li> <li>• Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.</li> <li>• Determine whether <b>evacuation, lock-down or shelter-in-place</b> is required. Do this in consultation with the Police where possible.</li> <li>• Evacuation only should be considered if safe to do so.</li> <li>• Report emergency to the Security Services Unit on 9603 7999.</li> <li>• Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.</li> <li>• Contact parents as required.</li> <li>• Direct all Media enquiries to DET Media Unit on 9637 2871.</li> </ul>
Loss of essential services	<p><b>When there is a loss of essential services (power, water, communications):</b></p> <ul style="list-style-type: none"> <li>• Determine which services are affected and the extent of the impact.</li> <li>• Respond to any immediate threat to student and staff safety and isolate/secure buildings/areas if necessary.</li> <li>• <b>Call 000</b> if emergency services are required to respond e.g. power lines down in front of school.</li> </ul>

	<ul style="list-style-type: none"> <li>• Contact the relevant provider/s to report outage and ascertain when restoration will occur.</li> <li>• Consider consequential impacts, e.g. power outage will impact on phone lines and IT systems.</li> <li>• Contact your Senior Education Improvement Leader or regional Manager, Operations and Emergency Management for advice and support if necessary.</li> <li>• Report the loss of essential services to the Security Services Unit on 1800 126 126.</li> <li>• Contact parents as required.</li> <li>• Refer to the school’s Business Continuity Management Plan if the essential services are likely extend beyond 24 hours.</li> <li>• Insert any additional steps, including mitigation steps that you have identified in your risk assessment</li> </ul>
<p>Child Abuse</p>	<p>In the event of an incident, disclosure, or suspicion of child abuse, the school will:</p> <ul style="list-style-type: none"> <li>• Follow the <i>Four Critical Actions for Schools about Responding to Incidents, Disclosures and Suspicions of Child Abuse</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_ChildAbuse.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_ChildAbuse.pdf</a></li> <li>• Report the incident internally to the Incident Support and Operations Centre (ISOC) by calling 1800 126 126. If you require additional advice and support with managing the incident, ask to consult with the Incident Management and Support Unit (IMSU), available on the same phone number.</li> </ul> <p>This is an abridged version of schools’ obligations which are outlined in more detail in <i>Identifying and Responding to All Forms of Abuse in Victorian Schools</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/ChildSafeStandard5SchoolsGuide.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/ChildSafeStandard5SchoolsGuide.pdf</a></p> <p>For suspected student sexual offending, the school will:</p> <ul style="list-style-type: none"> <li>• Follow the <i>Four Critical Actions for Schools on Responding to Student Sexual Offending</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_SSO.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_SSO.pdf</a>.</li> <li>• Report the incident internally to ISOC by calling 1800 126 126. If you require additional advice and support with managing the incident, ask to consult with the IMSU, available on the same phone number.</li> </ul> <p>The Four Critical Actions is a summary of schools’ obligations which are outlined in greater detail in <i>Identifying and Responding to Student Sexual Offending</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/SSO_Policy.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/SSO_Policy.pdf</a></p> <p>In the event of an incident, disclosure, or suspicion of child abuse, the school will:</p> <ul style="list-style-type: none"> <li>• Follow the <i>Four Critical Actions for Schools about Responding to Incidents, Disclosures and Suspicions of Child Abuse</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_ChildAbuse.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_ChildAbuse.pdf</a></li> <li>• Report the incident internally to the Incident Support and Operations Centre (ISOC) by calling 1800 126 126. If you require additional advice and support with managing the incident, ask to consult with the Incident Management and Support Unit (IMSU), available on the same phone number.</li> </ul> <p>This is an abridged version of schools’ obligations which are outlined in more detail in <i>Identifying and Responding to All Forms of Abuse in Victorian Schools</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/ChildSafeStandard5SchoolsGuide.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/ChildSafeStandard5SchoolsGuide.pdf</a></p>

	<p>For suspected student sexual offending, the school will:</p> <ul style="list-style-type: none"> <li>• Follow the <i>Four Critical Actions for Schools on Responding to Student Sexual Offending</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_SSO.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_SSO.pdf</a>.</li> <li>• Report the incident internally to ISOC by calling 1800 126 126. If you require additional advice and support with managing the incident, ask to consult with the IMSU, available on the same phone number.</li> </ul> <p>The Four Critical Actions is a summary of schools' obligations which are outlined in greater detail in <i>Identifying and Responding to Student Sexual Offending</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/SSO_Policy.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/SSO_Policy.pdf</a></p> <p>In the event of an incident, disclosure, or suspicion of child abuse, the school will:</p> <ul style="list-style-type: none"> <li>• Follow the <i>Four Critical Actions for Schools about Responding to Incidents, Disclosures and Suspicions of Child Abuse</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_ChildAbuse.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_ChildAbuse.pdf</a></li> <li>• Report the incident internally to the Incident Support and Operations Centre (ISOC) by calling 1800 126 126. If you require additional advice and support with managing the incident, ask to consult with the Incident Management and Support Unit (IMSU), available on the same phone number.</li> </ul> <p>This is an abridged version of schools' obligations which are outlined in more detail in <i>Identifying and Responding to All Forms of Abuse in Victorian Schools</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/ChildSafeStandard5_SchoolsGuide.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/ChildSafeStandard5_SchoolsGuide.pdf</a></p> <p>For suspected student sexual offending, the school will:</p> <ul style="list-style-type: none"> <li>• Follow the <i>Four Critical Actions for Schools on Responding to Student Sexual Offending</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_SSO.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/FourCriticalActions_SSO.pdf</a>.</li> <li>• Report the incident internally to ISOC by calling 1800 126 126. If you require additional advice and support with managing the incident, ask to consult with the IMSU, available on the same phone number.</li> </ul> <p>The Four Critical Actions is a summary of schools' obligations which are outlined in greater detail in <i>Identifying and Responding to Student Sexual Offending</i> hyperlinked at <a href="https://www.education.vic.gov.au/Documents/about/programs/health/protect/SSO_Policy.pdf">https://www.education.vic.gov.au/Documents/about/programs/health/protect/SSO_Policy.pdf</a></p>
<p>Information Security</p>	<ul style="list-style-type: none"> <li>• Contact your IT specialist technician for advice and support</li> <li>• If you require support from IMTD contact the Service Desk through one of the following mechanisms: <ul style="list-style-type: none"> <li>○ Phone 1800 641 943</li> <li>○ Email <a href="mailto:servicedesk@edumail.vic.gov.au">servicedesk@edumail.vic.gov.au</a></li> <li>○ Submit an IT Service Request through the Service Gateway</li> </ul> </li> <li>• If the incident involves sensitive and/or personal information that may identify an individual without their consent</li> <li>• Phone the privacy help desk on 8688 7967</li> <li>• Email <a href="mailto:privacy@edumail.vic.gov.au">privacy@edumail.vic.gov.au</a></li> <li>• Consider notifying the Media Unit on 8688 7776</li> <li>• If the information security breach is considered malicious contact local police</li> <li>• Offer impacted staff option to access EAP (as applicable)</li> <li>• Offer Student Support Services support to impacted students (as applicable)</li> </ul>

<p>Medical Emergency</p>	<p>If a medical emergency occurs on a school site or on a camp/excursion</p> <ul style="list-style-type: none"> <li>• Call '000' if immediate/life threatening</li> <li>• Administer first aid</li> <li>• Contact parent/guardian of affected student</li> <li>• Contact Incident Support and Operations Centre (ISOC) on 1800 126 126</li> <li>• Record evidence (if applicable)</li> <li>• Keep other students away from the emergency/incident</li> <li>• Provide support for students who may have witnessed early stage of emergency</li> </ul>
<p>Mental Stress</p>	<ul style="list-style-type: none"> <li>• If there is immediate and/or life threatening concern for an individual's health or wellbeing contact '000'</li> <li>• Administer first aid (if appropriate) – keep physically and emotionally safe</li> <li>• Report the incident to the Incident Support and Operations Centre on 1800 126 126</li> <li>• Consider whether the following supports are appropriate: <ul style="list-style-type: none"> <li>○ School's student wellbeing officers</li> <li>○ Student Support Services</li> <li>○ Doctors in Secondary Schools</li> <li>○ Kids Helpline - 1800 55 1800</li> <li>○ Headspace in schools 0458 559 736</li> <li>○ Lifeline - 13 11 14</li> <li>○ Referral to the Navigator program for wraparound support for disengaged learners</li> <li>○ Suicide prevention resources from Beyond Blue and/or Headspace</li> <li>○ CAT Team – acute mental health triage</li> </ul> </li> </ul>
<p>Missing person - school or school camp/excur- sion</p>	<p>If student/child is missing and/or cannot be accounted for:</p> <ul style="list-style-type: none"> <li>• Search the immediate area</li> <li>• Contact the parent/carer</li> <li>• Contact '000' for police to report child missing <ul style="list-style-type: none"> <li>○ Provide a description, time last seen and location</li> </ul> </li> <li>• Report the incident to the Incident Support and Operations Centre on 1800 126 126</li> </ul>
<p>Traumatic Death/Injur- y/Grief</p>	<p>If death or injury occurs on a school site (that impacts or risks impacting the health, safety and wellbeing of students or staff):</p> <ul style="list-style-type: none"> <li>• Contact '000' for police/ambulance attendance</li> <li>• Contact the Incident Support and Operations Centre (ISOC) on 1800 126 126</li> <li>• Seek Student Support Services support</li> <li>• Refer to the '<i>Managing Trauma</i>' guide to support, plan for, and lead an effective recovery including:</li> <li>• Develop a Communications Plan – check what information can be released: <ul style="list-style-type: none"> <li>○ Notification (as appropriate) to school community – letter, newsletters, emails, phone calls, text messages or SMS alert</li> <li>○ Limit exposure to ongoing trauma, distressing sights, sounds and smells</li> <li>○ Continue to identify those most at risk and triage for support</li> <li>○ Consider tribute, memorial, ritual</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor the wellbeing of staff</li> <li>• Actively implement self-care strategies</li> <li>• If the incident occurs on school premises/camp/excursion             <ul style="list-style-type: none"> <li>○ Preserve the evidence</li> <li>○ Contact Region – i.e. Senior Education Improvement Leader, regional Manager, Operations and Emergency Management</li> <li>○ Contact Legal Division on 9637 3146</li> <li>○ Consider a Worksafe Notification 13 23 60</li> <li>○ Contact Communications Division/Media Unit on 8688 7776</li> </ul> </li> </ul>
<p>Violence, Aggression and/or harassment</p>	<p>Violence, aggression, harassment, on school site:</p> <ul style="list-style-type: none"> <li>• Intervene only if safe to do so</li> <li>• Contact '000' if immediate/life threatening and require police/ambulance attendance</li> <li>• Initiate action to confine or isolate the aggressor</li> <li>• Determine whether evacuation, lock-down or Shelter in Place is required.</li> <li>• Administer first aid if required and safe to do so</li> <li>• Contact parent/guardian of student(s) impacted</li> <li>• Report the incident to the Incident Support and Operations Centre (ISOC) on 1800 126 126</li> <li>• Seek Student Support Services or School Wellbeing Officer support to develop a behaviour management plan</li> <li>• Record evidence (if applicable)</li> <li>• If multiple students involved and/or witness incident, isolate to preserve the integrity of the evidence until interviews etc can take place</li> </ul> <p>If staff are directly impacted:</p> <ul style="list-style-type: none"> <li>• Consider lodging an eduSafe report</li> <li>• Consider whether a report to WorkSafe is required</li> <li>• Contact Employee Assistance Program for support</li> <li>• Consider liaison with the Principal Early Intervention Program</li> </ul> <p>If there is an allegation of reportable conduct:</p> <ul style="list-style-type: none"> <li>• Notify the Employee Conduct Branch on 9637 2595 or <a href="mailto:employee.conduct@edumail.vic.gov.au">employee.conduct@edumail.vic.gov.au</a> and follow their advice</li> </ul>
<p>COVID-19</p>	<p>Key steps to respond to suspected or confirmed COVID-19 cases are outlined in the Safety Management Plan for COVID-19 (COVIDSafe Plan):</p> <ul style="list-style-type: none"> <li>• For all suspected or confirmed cases of COVID-19 in schools, refer to the advice in the Operations Guide for <b>Managing a suspected or confirmed case of coronavirus (COVID-19)</b></li> <li>• For suspected cases in staff, refer to the advice in the Operations Guide regarding <b>Required actions for suspected cases of coronavirus (COVID-19) in staff in schools</b> and <b>Required actions for multiple suspected cases of coronavirus (COVID-19) in staff in schools</b></li> <li>• Also see the advice in the Operations Guide regarding <b>Management of an unwell student or staff member</b></li> <li>• Principals are also to implement the actions outlined within the action checklist for principals PDF or in a word accessible version.</li> </ul>