

# **Cardinia Shire Council General Emergency Procedures**

Version 1.5 – June 2023



# Table of Contents

<b>1</b>	<b>Introduction</b>	<b>5</b>
1.1	Purpose	5
1.2	Scope	5
1.3	Approval and validity period	5
1.4	Document Control	5
1.5	Distribution	5
1.6	Review	5
<b>2</b>	<b>Related Documents</b>	<b>6</b>
<b>3</b>	<b>Emergency Notification and Management</b>	<b>6</b>
3.1	Notifying the Emergency Services	6
3.2	Emergency Notification and Management Flowchart	7
<b>4</b>	<b>General Emergency Procedures</b>	<b>8</b>
4.1	Emergency Procedure - Fire	9
4.2	Emergency Procedure - Medical Emergency	12
4.3	Emergency Procedure - Bomb Threat	13
4.4	Emergency Procedure - Aggressive or Violent Behaviour	17
4.5	Emergency Procedure - Hazardous Material	19
4.6	Emergency procedure - Handling Suspect Mail	21
4.7	Emergency procedure – Shelter in Place	25
4.8	Emergency procedure – Lockdown	27
<b>5</b>	<b>Training and Preparedness</b>	<b>29</b>
5.1	Training and preparedness record documents	29
5.2	Record Keeping	29
5.3	Emergency Control Organisation Meeting Guide and Agenda Template	30
5.3	Emergency Exercise Guide and Checklist	32
5.4	Emergency Evacuation and Response Evaluation Record	34
5.5	Site Emergency Procedure Refresher Training Record	36
5.6	Site Emergency Procedure Equipment Inspection Record	37

## Amendment History

No.	Version	Date	Amendment details	Made by
1	0.1	August 18	Draft document developed	Janette Schimleck/ Stewart Matulis/Ian Clark
2	1.0	November 18	Endorsed by Emergency Planning Committee	Stewart Matulis
3	1.1	October 19	Document reviewed. Section 2 – Related Documents added	Stewart Matulis/Ian Clark
4	1.2	June 20	Section 3 – Emergency Notification and Management Added	Stewart Matulis
5	1.3	August 21	Document reviewed Spelling corrections, addition of words 'triple zero' and updating of Sharepoint Link	Stewart Matulis
6	1.4	August 22	Document reviewed. Document and procedures re-endorsed by EPC.	Stewart Matulis
7	1.5	June 23	Document reviewed. Inclusion of Shelter in Place and Lockdown procedure. Updated Exercise Record and include ECO meeting template. Document and procedures re-endorsed by EPC.	Stewart Matulis

# **1 Introduction**

## **1.1 Purpose**

The primary purpose of these procedures is to:

- ensure the safety and wellbeing of staff, volunteers, contractors and visitors at the Council building and sites when an emergency occurs
- protect our assets as much as possible; and
- ensure that our systems and services recover following a major emergency or disaster

## **1.2 Scope**

These procedures apply to all Cardinia Shire Council staff and volunteers.

## **1.3 Approval and validity period**

These procedures has been approved by Council's Emergency Planning Committee and is valid for a maximum period of 3 years from the latest date.

## **1.4 Document control**

The master copy of this plan is located in Sharepoint via the following link:

[https://cardiniavicgovau.sharepoint.com/:w:/r/sites/EmergencyManagement/\\_layouts/15/Doc.aspx?sourcedoc=%7B02DA4D15-293C-4CEA-AC7A-3CE79F467465%7D&file=Cardinia%20Shire%20Council%20General%20Emergency%20Pr ocedures%20V1.1%20OCT%202019.DOCX&wdLOR=cEA6017A7-2D76-4490-9E57-C335824A708A&action=default&mobileredirect=true](https://cardiniavicgovau.sharepoint.com/:w:/r/sites/EmergencyManagement/_layouts/15/Doc.aspx?sourcedoc=%7B02DA4D15-293C-4CEA-AC7A-3CE79F467465%7D&file=Cardinia%20Shire%20Council%20General%20Emergency%20Pr ocedures%20V1.1%20OCT%202019.DOCX&wdLOR=cEA6017A7-2D76-4490-9E57-C335824A708A&action=default&mobileredirect=true)

## **1.5 Distribution**

An electronic version of these procedures is available on Council's intranet and hard copies will be kept at Council building and sites as appropriate.

## **1.6 Review**

These procedures will be reviewed annually (January) by the Emergency Control Organisation.

This procedures are administered by the Emergency Management Team of the Regulatory Services Business Unit of the Cardinia Shire Council.

Address all enquiries to:

Coordinator – Emergency Management  
Cardinia Shire Council  
PO Box 7  
Pakenham, Victoria. 3810  
Ph: 1300 787 624

## 2. Related documents

Type of document	Title and/or HPRM reference
Commonwealth/Victorian legislation	Occupational Health & Safety Act 2004 Occupational Health and Safety Regulations (2007) Emergency Management (Critical Infrastructure Resilience) Regulations 2015 Version No. 001 Emergency Management Act 2013 Version No. 010 Managing Exercises Handbook No3 (EMV – Emergency Management Victoria)
Policies, Forms, Procedures	INT1818309 Evacuation Diagrams Master List INT1815935 Facilities Emergency Management Plan Cardinia Civic Centre V4 Jul 2019 INT1965992 Civic Centre Site Specific Emergency Procedures V0.2 INT1977800 MASTER_Facilities Emergency Management Plan Cardinia Cultural Centre V2.0 INT1977817 MASTER_Cardinia Cultural Centre Site Specific Emergency Procedures V0.2 INT1969459 MASTER_Facilities Emergency Management Plan Cardinia Shire Operations Depot V2.0 INT1977853 MASTER_Cardinia Shire Operations Depot Site Specific Emergency Procedures V0.1 INT1874905 Emerald Lake Park Precinct Emergency Management Plan V1 INT1874906 Emerald Lake Park Precinct - Site Specific Emergency Procedures V1.1

## 3. Emergency Notification and Management

In the event of an emergency at a Council site it is important that notification is provided to all relevant Council staff, community members and emergency service personnel. It is also important that any emergency is managed appropriately.

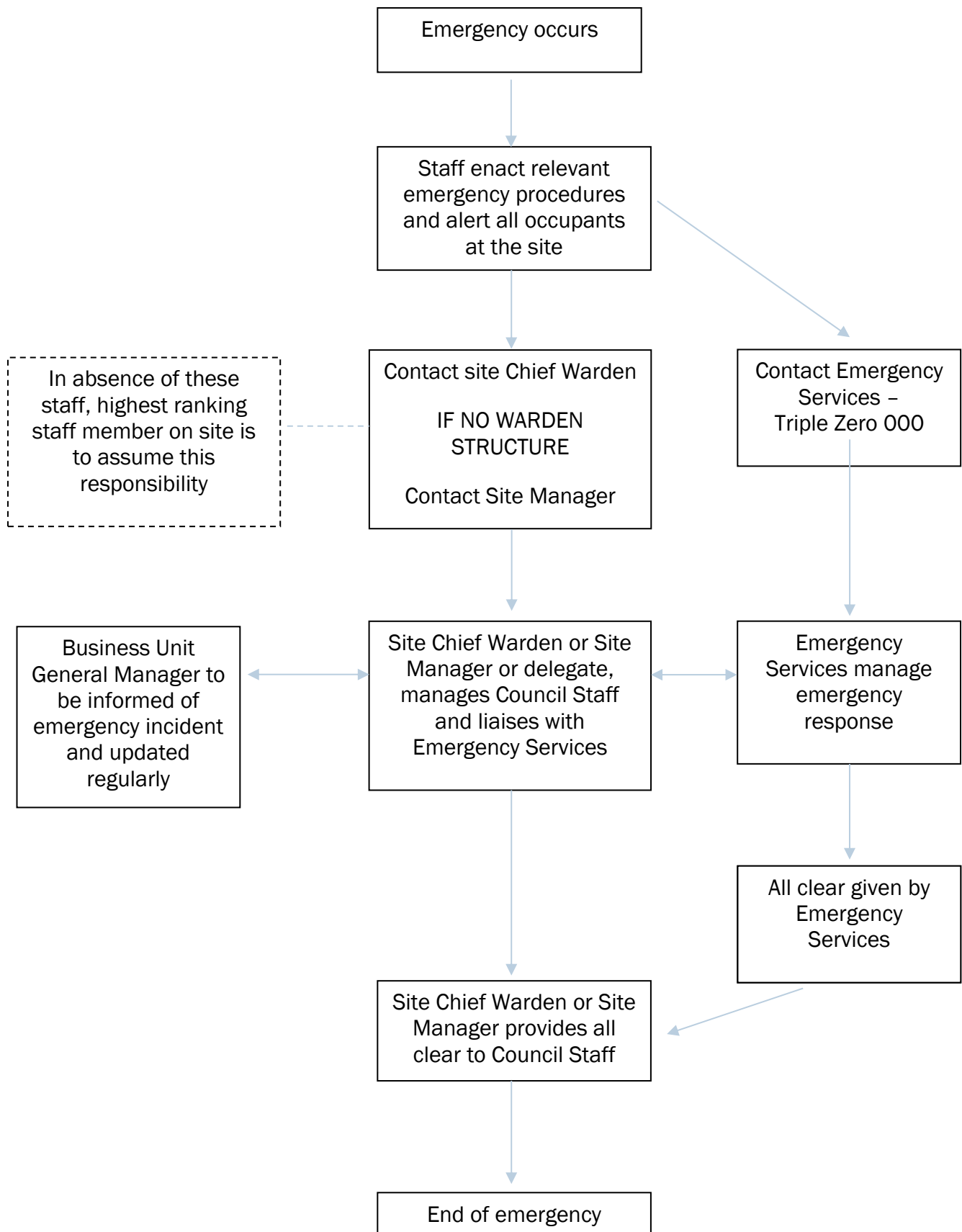
To support this process a flowchart has been developed which provides guidance on notification and management for an emergency. Please see Section 3.2.

### 3.1 Notifying the Emergency Services

If you are required to call Triple Zero 000, the following applies:

- call from a safe place
- use a mobile phone if practical
- answer all questions asked by the operator
- follow all directions given by the operator
- provide the address found on the emergency evacuation diagram for your site.
- do not hang up until told to do so by the emergency service

### 3.2 Emergency Notification and Management Flowchart



## **4. General Emergency Procedures**

The following procedures of Council buildings and sites have been developed:

- 4.1 Emergency Procedure - Fire
- 4.2 Emergency Procedure - Medical Emergency
- 4.3 Emergency Procedure - Bomb Threat
- 4.4 Emergency Procedure - Aggressive or Volent Behaviour
- 4.5 Emergency Procedure - Hazardous Material Spill
- 4.6 Emergency procedure - Handling Suspect Mail
- 4.7 Emergency procedure – Shelter in Place
- 4.8 Emergency procedure - Lockdown

These procedures should be used by all Council staff and volunteers as required.



# Emergency Procedure – Fire (Building)

Version 1.0 – October 2018

**Scope** This Emergency Procedure applies to all Council employees or volunteers.

**Objective** To provide instruction to staff and volunteers in case of fire at a Council building or site.

**Procedure**


**IF YOU DISCOVER A FIRE OR SMOKE**

1. Alert all persons nearby and request assistance
2. Assist any person in immediate danger
3. **Call Triple Zero 000 to report the fire**
4. Attempt to put the fire out with a portable fire extinguisher **ONLY** when:
  - You have been properly trained
  - The fire is small (wastebasket size)
  - You have the correct fire extinguisher type to fight the fire
  - You are not alone
  - A safe escape route is present
 If this is not the case, evacuate the area.
5. **Evacuate by the nearest exit or exit stairwell.** Do not block/wedge exit doors in an open position. The doors must remain closed to keep smoke out and keep stairwells safe for evacuation and fire personnel. Use the building’s Emergency Evacuation Diagrams to assist you in locating exits. **DO NOT USE LIFTS.**
6. **Go to the Emergency Assembly Point,** located outside the building depending on the exits used. Use the building’s Emergency Evacuation Diagrams to assist you in locating assembly points
7. Await further instructions from Emergency Services and/or supervisor. If required contact your supervisor as soon as practicable.

**IF YOU HEAR OR SEE A FIRE ALARM**

1. Never assume the fire alarm is a false alarm.

- 2. **Evacuate by the nearest exit or exit stairwell.** Do not block/wedge exit doors in an open position. The doors must remain closed to keep smoke out and keep stairwells safe for evacuation and fire personnel. Use the building's Emergency Evacuation Diagrams to assist you in locating exits. **DO NOT USE LIFTS.**
  
- 3. **Go to the Emergency Assembly Point,** located outside the building depending on the exits used. Use the building's Emergency Evacuation Diagrams to assist you in locating assembly points.
  
- 4. Call Triple Zero 000 to report the fire alarm.
  
- 5. Await for further instructions from Emergency Services and/or supervisor. If required contact your supervisor as soon as practicable.

Date to be Reviewed:	Date to Cease:	Date Endorsed:	Endorsed By:
30/06/24	30/06/25	30/06/23	 Stewart Matulis Chair – Emergency Planning Committee Cardinia Shire Council

## Emergency Procedure – Medical Emergency

Version 1.0 – October 2018

**Scope** This Emergency Procedure applies to all Council employees or volunteers.

**Objective** To provide instruction to staff and volunteers in case of a medical emergency at a Council building or site.


**Procedure**

**IN THE EVENT OF A MEDICAL EMERGENCY:**

1. Check for any hazards and remove or control them (if safe to do so).

**If you cannot remove or control the hazards, do not approach the casualty. Complete next steps from a safe distance.**

2. Remain with the casualty and provide appropriate support. **Do not move them unless they are in immediate danger of further injury**
3. Assess whether the situation requires first aid personnel or ambulance.
4. If first aid personnel are required, direct someone nearby to notify a first aid officer
5. If an ambulance is required call Triple Zero 000. Provide the following information:
  - Building name and location
  - Floor or room number
  - Nature of injury
  - Location of injured person
  - Age of injured person
  - Sex of injured person
  - Current condition
  - Any known medical history
6. Designate someone to meet the ambulance and direct it to the location of the casualty
7. Notify the chief warden of your site (if applicable), or your supervisor as soon as practicable.

Date to be Reviewed:	Date to Cease:	Date Endorsed:	Endorsed By:
30/06/24	30/06/25	30/06/23	 Stewart Matulis Chair – Emergency Planning Committee Cardinia Shire Council

# Emergency Procedure – Bomb Threat

Version 1.0 – October 2018

**Scope** This Emergency Procedure applies to all Council employees or volunteers.

**Objective** To provide instruction to staff and volunteers in case of a bomb threat at a Council building or site.

**Procedure**

**TELEPHONE BOMB THREAT**

Council personnel receiving telephoned threats should get as much information as possible from the caller and report it immediately to their immediate supervisor. The supervisor and the recipient will discuss the threat and call Triple Zero 000 if deemed necessary.

Any bomb threat will be reported to the Chief Warden (If applicable) or supervisor as soon as it occurs and he/she will assess whether it is necessary to evacuate the building.

The recipient should try to keep the caller talking and note as many details as possible as per the information below. Alternatively staff and volunteers can use the Phone Bomb Checklist [INT1742867](#)

Exact time of call:

Exact words of caller


**QUESTIONS TO ASK**

1. When is the bomb going to explode?
2. Where is the bomb?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. Where are you calling from?
9. What is your address?
10. What is your name?

CALLERS VOICE (circle)      Male      Female

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

	<p>If voice is familiar, whom did it sound like?          Were there any background noises?          Person receiving call:</p> <p>Date: _____ Telephone number call received at: _____</p>
	<p><b><u>IF A SUSPICIOUS OBJECT IS FOUND:</u></b></p> <ol style="list-style-type: none"> <li>1. Do not touch</li> <li>2. Clear the area and restrict access</li> <li>3. Do not use electronic devices near the object</li> <li>4. Notify a chief warden (if applicable) or supervisor immediately</li> <li>5. Prevent all persons from entering the area where the device is located.</li> <li>6. Refer to Emergency Procedure – Handling Suspect Mail/Packages</li> </ol> <p><b><u>WRITTEN THREAT</u></b></p> <p>If Council personnel receive written threats, they should report it immediately to their supervisor. The supervisor and the recipient will discuss the threat and call Triple Zero 000 if deemed necessary.</p> <p>Any threat will be reported to the Chief Warden (If applicable) or supervisor as soon as it occurs and he/she will assess whether it is necessary to evacuate the building.</p>

Date to be Reviewed:	Date to Cease:	Date Endorsed:	Endorsed By:
30/06/24	30/06/25	30/06/23	 Stewart Matulis Chair – Emergency Planning Committee Cardinia Shire Council

## PHONE BOMB THREAT CHECKLIST – Remember to keep calm

### Important questions to ask

Where did you put it?

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When is the bomb going to explode?

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What does it look like?

### The exact wording of the threat

*The threat.*

### General questions to ask

How will the bomb explode?

Or

How will the substance be released?

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Did YOU put it there?

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Why was it put there?

### Bomb threat questions

What type of bomb is it?

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What is in the bomb?

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What will make the bomb explode?

### Chemical/biological threat questions

What kind of substance is in it?

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How much of the substance is there?

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How will the substance be released?

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Is the substance a liquid, powder or gas?

### Other questions to ask

What is your name?

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Where are you?

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What is your address?

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### Notes for after the call

Accent (specify)

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Any speech difficulties (specify)	
Voice (loud or soft)	
Speech (fast or slow)	
Dictation (clear or muffled)	
Manner (calm, emotional) specify	
Did you recognise the caller?	
If so, who do you think it was?	
Was the caller familiar with the area?	
<b>Threat Language    ✓ or X</b>	
Well spoken;	Taped/Recorded message;
Incoherent;	Abusive;
Irrational;	Other;
<b>Background noises    ✓ or X</b>	
Street noises;	Music;
House noises;	Machinery;
Aircraft;	Local call noise;
Voices;	STD Call;
<b>Other</b>	
Sex of caller;	
Duration of call;	Number called;
Reported call to who;	
Phone number you reported to;	
<b>Who received the call</b>	
Name;	Signature:
Telephone number;	
Date call was received	



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## Emergency Procedure – Violence or Aggressive Behaviour

Version 1.0 – October 2018

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**Scope**            **This Emergency Procedure applies to all Council employees or volunteers.**

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**Objective**        To provide instruction to staff and volunteers in case of violence or aggressive behaviour at a Council building or site.

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**Preamble**        Unacceptable behaviour within all industries is an issue that is becoming more prevalent within our workplaces and society. We all should understand that extreme acts of violence of any kind is unacceptable, but we also need to understand that the scale of unacceptable behaviour, should also be known to us. Some examples of these are;

- aggressive gestures or expressions such as eye rolling and sneering
- verbal abuse such as yelling, swearing and name calling
- intimidating physical behaviour such as standing in an individual's personal space or standing over them
- physical assault such as biting, spitting, scratching, pushing, shoving, tripping and grabbing
- extreme acts of violence and aggression such as hitting, punching, strangulation, kicking, personal threats, threats with weapons, sexual assault.

These negative behaviours may be caused by a number of factors, and may or may not have any connection to you or your dealings in a given situation. Factors may include;

- Intoxication or drug abuse
- Mental health concerns
- Stress or anxiety
- Anger management issues or concerns

It is important to recognise the signs because you may or may not be able to de-escalate this behaviour


Procedure

**STEPS TO TAKE IF YOU WITNESS AN EVENT OR IF A PERSON IS VIOLENT OR AGGRESSIVE WHILST CONDUCTING COUNCIL BUSINESS:**

1. Assess the signs. 'Are you feeling intimidated or uncomfortable in anyway?'
2. **If yes, face the individual and back away to a safe distance or space.**
3. Alert support staff to monitor the situation. Notify your supervisor as soon as practicable. You should delegate this if possible.
4. If required call Triple Zero 000 and ask for POLICE. You should delegate this if possible.

**AT ALL TIMES COUNCIL STAFF AND VOLUNTEER SAFETY IS THE FIRST PRIORITY. IF IT IS NOT SAFE TO ENGAGE WITH THE PERSON, RETREAT TO A SAFE DISTANCE AND SPACE.**

5. Do not invade 'personal space
6. Keep other persons from getting involved, so keep it one on one. (If safe to do so)
7. Be calm and speak slowly and clearly while keeping communications short, simple and to the point
8. Be patient, and repeat information where necessary.
9. Personalise your communications (first name basis and acknowledge their feelings)
10. Never confront a person who seems intoxicated or who has any lack of control (use your instincts)


Date to be Reviewed:	Date to Cease:	Date Endorsed:	Endorsed By:
30/06/24	30/06/25	30/06/23	 Stewart Matulis Chair – Emergency Planning Committee Cardinia Shire Council

# Emergency Procedure – Hazardous Material Spill

Version 1.0 – October 2018

<b>Scope</b>	This Emergency Procedure applies to all Council employees or volunteers.
<b>Objective</b>	To provide instruction to staff and volunteers in case of a Hazardous material spill at a Council building or site.

<b>Procedure</b>	<p><b><u>IF YOU DISCOVER A POSSIBLE HAZARDOUS MATERIAL SPILL:</u></b></p> <ol style="list-style-type: none"> <li>1. If possible and safe to do so, confirm the type of spill, chemical name, form (solid/liquid/gas) and stability (spreading/static).  If material is contained and can be safely disposed of, complete disposal steps as per the MSDS for the material with the approval and supervision of your supervisor.</li> </ol> <p><b>If the spill is large, if the chemical is not easily identifiable or if the chemical is extremely hazardous then:</b></p> <ol style="list-style-type: none"> <li>2. Restrict access to the area affected. If inside, turn off air conditioning, close doors and windows if possible.</li> <li>3. Alert/notify personnel from affected and adjacent areas. Contact your supervisor as soon as practicable</li> <li>4. Evacuate the affected and adjacent areas.</li> <li>5. Call Triple Zero 000 ask for FIRE and report the spill.</li> <li>6. If any persons have been exposed to the material or experiencing adverse physical symptoms, call 000 ask for Ambulance. <b>Isolate persons who may have been contaminated.</b> Follow Council Emergency Procedure – Medical Emergency</li> <li>7. If the release cannot be contained in the area, notify the chief warden (if applicable) or supervisor who may activate a building evacuation. Use the building’s Emergency Evacuation Diagrams to assist you in locating exits.</li> <li>8. Once evacuated stay upwind of the building. Use the building’s Emergency Evacuation Diagrams to assist you in locating assembly points <b>Note: Use the Emergency Assembly Point which is upwind of the building.</b></li> <li>9. Await further instructions from Emergency Services and/or supervisor</li> </ol>
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Date to be Reviewed:	Date to Cease:	Date Endorsed:	Endorsed By:
30/06/24	30/06/25	30/06/23	 <p>Stewart Matulis  Chair – Emergency Planning  Committee  Cardinia Shire Council</p>

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# Emergency Procedure – Handling Suspect Mail/Packages

Version 1.0 – October 2018

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<b>Scope</b>	This Emergency Procedure applies to all Council employees or volunteers.
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<b>Objective</b>	To provide instruction to staff and volunteers in case of suspect mail at a Council building or site.
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<b>Preamble</b>	<p>A suspect letter or parcel may exhibit one or more of the following features:</p> <ul style="list-style-type: none"><li>• Excessive securing material</li><li>• Excessive weight</li><li>• Protruding wires or tin foil</li><li>• Lopsided or unevenly weighted</li><li>• Oily stains or discolouration</li><li>• Stiff or rigid envelope</li><li>• Unexpected package</li><li>• Visual distractions/distortions</li><li>• Excessive postage</li><li>• Proper names and titles not used at all or incorrectly used</li><li>• Address ie handwritten or poorly typed</li><li>• Restrictive markings ie 'Confidential'</li><li>• Common words miss-spelt</li><li>• Foreign stamps</li><li>• Lacks address of sender</li></ul>
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<b>Procedure</b>	<p><b><u>IF YOU DISCOVER WHAT YOU BELIEVE TO BE SUSPICIOUS MAIL/PACKAGE – EXPLOSIVE DEVICE</u></b></p> <ol style="list-style-type: none"><li>1. Do not touch or further handle the package.</li><li>2. Clear the area and restrict access.</li><li>3. Do not use electronic devices near the package</li><li>4. Notify a chief warden (if applicable) or supervisor immediately</li><li>5. Follow the directions given</li><li>6. Prevent all persons from entering the area where the device is located</li><li>7. Complete steps as per Handling Suspect Mail Checklist.</li></ol> <p><b><u>IF YOU DISCOVER WHAT YOU BELIEVE TO BE SUSPICIOUS MAIL/PACKAGE – CHEMICAL BIOLOGICAL HAZARD</u></b></p> <ol style="list-style-type: none"><li>1. Do not touch or further handle the package.</li><li>2. If substance has spilt from package do not try and clean it up.</li></ol>
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3. Do not cover the item with a waste bin or blanket as this may cause hazardous material to become airborne.
4. Clear the area and restrict access. turn off air conditioning, close doors and windows if possible.
5. Notify a chief warden (if applicable) or supervisor immediately
6. Alert/notify personnel from affected and adjacent areas. Limit staff movement.
7. Call Triple Zero 000 ask for FIRE and report the incident.
8. If any persons have been exposed to the material or experiencing adverse physical symptoms, call 000 ask for Ambulance. **Isolate persons who may have been contaminated.** Follow Council Emergency Procedure – Medical Emergency

**Persons who have or may been contaminated with any substance should keep their hands away from their face and if possible wash hands. However, they should not leave the area and should be isolated from other staff.**


**Consider all persons in the immediate area of the substance contaminated.**

9. Complete steps as per Emergency Procedure – Hazardous Material Spill and Handling Suspect Mail Checklist.

### **WRITTEN THREAT**

If Council personnel receive written threats, they should report it immediately to their supervisor. The supervisor and the recipient will discuss the threat and call 000 if deemed necessary.

Any threat will be reported to the Chief Warden (If applicable) or supervisor as soon as it occurs and he/she will assess whether it is necessary to evacuate the building.

<b>Date to be Reviewed:</b>	<b>Date to Cease:</b>	<b>Date Endorsed:</b>	<b>Endorsed By:</b>
30/06/24	30/06/25	30/06/23	 <b>Stewart Matulis</b> Chair – Emergency Planning Committee Cardinia Shire Council

## HANDLING SUSPECT MAIL CHECKLIST

**IF AN ITEM IS CONSIDERED SUSPECT FOR WHATEVER REASON, THEN THE FOLLOWING STEPS MUST BE TAKEN TO ENSURE THE SAFETY OF ALL PERSONNEL**

- **Confirm that the mail has come through the postal system**

*Note; An item that has come through the postal system will not normally have the same degree of sophistication as a device that has been placed or delivered, for example. By Courier or Express Delivery*

- **Check with the addressee or sender**

*Note; If you do think it is suspicious, then a simple call to the sender or the addressee will let you know if the item is legitimate. DO NOT MOVE OR FURTHER HANDLE THE ITEM.*

- **Isolate the article**

*Note; leave the item where it is and inform the Chief Warden, Manager or Supervisor and restrict access to the area.*

- **Evacuation**

*Note; The Chief Warden, manager or Supervisor, will activate the Emergency Management Plan and will be guided by that. Emergency Services will determine the course of action*

- **Obtain as much information as possible (without handling the item further)**

Size (dimensions); Width ( ) mm: Height ( ) mm: Length ( ) mm

Markings;

Any history of other threats;

Type of construction;

Shape;

Approximate weight;

Location of article;

- **Under no circumstances should any attempt be made to open the item**

*NOTE; It is usually this action that will cause the device to function or activate*

- **The suspect item MUST NOT be immersed in WATER as this may cause the device to function or activate**

- **Suspect item MUST NOT be placed into confined spaces such as;**

- Filing cabinets or cupboards

*Note; This will only amplify the damage and power of the device if it explodes*

- **Suspect items MUST NOT be carried or transported through busy or congested areas.**

**CALL 000 - POLICE**

**Who received the article**

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Name;

---

Telephone number;

---

Date it was received;

---

Time it was delivered;

---

Who delivered it;  
(Man/Woman/Child)

---

How was it delivered (Aust  
Post/Courier)

---

Signature;

**Who did you report it to**

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Name;

---

Telephone number;

---

Time;

---

Signature;

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# Emergency Procedure – Shelter In Place (Building)


Version 1.0 – June 2023

**Scope** This Emergency Procedure applies to all Council employees or volunteers.

**Objective** To provide instruction to staff and volunteers in case of need to Shelter in Place at a Council building or site. Shelter in Place means finding a safe location indoors and staying there until you are given an “all clear”. This procedure should be used when a threat outside building poses a risk to employee safety ie weather event, external emergencies.

<b>Procedure</b>	<p><b><u>IF YOU DISCOVER AN EXTERNAL HAZARD</u></b></p> <ol style="list-style-type: none"> <li>1. Alert all persons nearby and notify site chief warden/supervisor</li> <li>2. Assist any person in immediate danger, if safe to do so.</li> <li>3. Move to safe location within the building/site</li> </ol> <p><b><u>SITE CHIEF WARDEN/SITE SUPERVISOR ACTIONS</u></b></p> <ol style="list-style-type: none"> <li>4. <b>Inform all site personnel of the hazard and provide shelter in place instruction.</b> This can be completed via:             <ul style="list-style-type: none"> <li>• Email</li> <li>• Internal communications systems</li> <li>• Face to face communication</li> </ul> <p>Use site wardens where available to assist.</p> <p>Shelter in Place actions include:</p> <ul style="list-style-type: none"> <li>• Move inside building away from hazard (this can include away from external facing windows)</li> <li>• Limiting access to vulnerable sections of the building</li> <li>• Shutting off heating/cooling system as appropriate</li> <li>• Closing external windows/curtains/doors as appropriate</li> <li>• Continuing normal business as usual as much as possible</li> </ul> </li> <li>5. <b>Deter egress from building.</b> Exits should be staffed to deter staff egress from building due to the hazard. Use site wardens where available to assist.</li> <li>6. <b>Monitor external hazard and provide updates as appropriate.</b> Site Chief warden/supervisor to provide regular updates to site personnel as appropriate. Modify response if required.</li> <li>7. <b>Provide “all clear” once hazard has passed.</b> Site Chief warden/supervisor to provide all clear to site personnel once hazard as</li> </ol>
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	passed/no longer present. "All clear" status is a return to normal activity at the site.
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Date to be Reviewed:	Date to Cease:	Date Endorsed:	Endorsed By:
30/06/24	30/06/25	30/06/23	 Stewart Matulis Chair – Emergency Planning Committee Cardinia Shire Council

# Emergency Procedure – Lockdown (Building)


Version 1.0 – June 2023

<b>Scope</b>	This Emergency Procedure applies to all Council employees or volunteers.
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<b>Objective</b>	To provide instruction to staff and volunteers in case of need to Lockdown a Council building or site. Lockdown is the process of controlling movement and access/egress of staff/visitors in response to an identified risk. This means finding a safe location and staying there until you are given an “all clear”. This procedure should be used when a threat outside or inside the building poses a risk to employee safety ie act/threat of violence.
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<b>Procedure</b>	<p><b><u>IF YOU DISCOVER AN HAZARD REQUIRING LOCKDOWN</u></b></p> <ol style="list-style-type: none"> <li>1. Alert all persons nearby and notify site chief warden/supervisor, if safe to do so.</li> <li>2. Contact the emergency services on ‘Triple Zero’ 000, if safe to do so.</li> <li>3. Assist any person in immediate danger, if safe to do so.</li> <li>4. Move to safe location within the building/site.</li> </ol> <p><b><u>SITE CHIEF WARDEN/SITE SUPERVISOR ACTIONS</u></b></p> <ol style="list-style-type: none"> <li>5. <b>Inform all site personnel of the hazard and provide Lockdown instruction.</b> This can be completed via:             <ul style="list-style-type: none"> <li>• Email</li> <li>• Internal communications systems – If PA system is available use the phrase <b>“LOCKDOWN LOCKDOWN LOCKDOWN”</b></li> <li>• Face to face communication</li> <li>• <b>DO NOT USE EVACUATION TONE OR INITIATE BUILDING EVACUATION</b></li> </ul> <p>Use site wardens where available to assist.</p> <p>Lockdown instructions include:</p> <ul style="list-style-type: none"> <li>• Encourage others to remain calm.</li> <li>• Move into a room and lock doors and windows. If not possible move furniture/equipment in front of them to barricade them.</li> <li>• Move away from doors and windows, get down and stay close to floor, stay under furniture.</li> <li>• Remain quiet and calm, turn off any lights and set any mobile phones/devices/equipment to silent.</li> <li>• Do not respond to requests to open the door – Emergency Services will have means to access the room as required.</li> </ul> </li> </ol>
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6. **Maintain Lockdown until threat has passed. Provide all clear once hazard has passed.** Site Chief warden/supervisor to provide all clear to site personnel once hazard as passed/no longer present. Chief Warden should await advice from the emergency services. "All clear" status is a return to normal activity at the site.
7. **Ensure all staff are provided a debriefing after the event.** This may include an opportunity to access further supports as appropriate ie EAP/counselling services.

Date to be Reviewed:	Date to Cease:	Date Endorsed:	Endorsed By:
30/06/24	30/06/25	30/06/23	 Stewart Matulis Chair – Emergency Planning Committee Cardinia Shire Council

## **5. Training and Preparedness**

### **5.1 Training and Preparedness Record Documents**

Council prepares and trains regularly for emergencies at its buildings and sites. This training occurs as required for the specific risk for each Council building and site. The following documents should be used when documenting this training at a council building or site:

#### **Emergency Control Organisation Meeting Guide and Agenda Template**

This document should be used to support and record any Emergency Control Organisation (ECO) meetings conducted at any Council building or site.

#### **Emergency Exercise Guide and Checklist**

This document should be used to support and record any emergency exercise scenario conducted at any Council building or site. This document should be completed as soon as possible after the exercise.

#### **Emergency Evacuation and Response Evaluation Record**

This document should be used to record any emergency evacuation/response conducted at any Council building or site. This document should be completed as soon as possible after the scenario.

#### **Site Emergency Procedure Refresher Training Record**

This document is to be completed after a facilitated review of the emergency procedures for the required site. These reviews are to occur for staff and volunteers as required for the risk for specific sites.

#### **Site Emergency Procedure Equipment Inspection Record**

This document is to be completed after an inspection of the emergency equipment for the required site. These reviews are to occur for staff and volunteers as required for the risk for specific sites.

### **5.2 Record Keeping**

Once the documents listed in 5.1 are completed, it is the responsibility of the person in charge at the specific site to enter the document/s into the relevant Sharepoint Folder and forward a copy of the completed document to the Coordinator – Emergency Management via [emergency@cardinia.vic.gov.au](mailto:emergency@cardinia.vic.gov.au)



## EMERGENCY CONTROL COMMITTEE MEETING GUIDE

**Cardinia**

### MEETING PREPARATION

- At the start of the year, book in at least 2 ECO Meetings per year with Buildings Wardens and Key Stakeholders.
- These meetings can be face to face, virtual or hybrid.
- At least 1 week before an ECO, send all members an agenda for the meeting. (Use the template to assist you)
- 

### RUNNING THE MEETING:

- Follow the agenda and complete any notes for minutes. (Minutes only need to be a summary of any discussion or a record of any decisions made) It may help to have someone to assist you with this.
- All decision are to be made via a majority consensus.

### POST MEETING

- Complete minutes and send these to all members of the ECO. Minutes can be completed on the Agenda Template. A copy should also be sent to [emergency@cardinia.vic.gov.au](mailto:emergency@cardinia.vic.gov.au) so the Emergency Management Team can establish compliance is met by the site.
- Follow up any actions items as required.

### IF YOU REQUIRE ASSISTANCE

If at any stage you have any questions or require assistance organising or conducting your meeting please contact Council's Emergency Management Team via email [emergency@cardinia.vic.gov.au](mailto:emergency@cardinia.vic.gov.au)

## Emergency Control Organisation Meeting Agenda Template

<b>Meeting:</b>	(site Name) ECO Meeting	<b>Date:</b>	(To be held at least twice at year)		
<b>Chair:</b>	(site Manager/Chief Warden)	<b>Location:</b>			
<b>Minute taker</b>		<b>Start</b>		<b>End:</b>	
<b>Participants:</b>	(Site Wardens and Stakeholder Representatives)				
<b>Guest Speakers:</b>					
<b>Apologies</b>					

Item	Subject	Who
1	<b>Review Minutes of Previous Meeting</b> - To be endorsed by ECO	Chair
2	<b>Review Action Items</b> - Update these with any progress or relevant information - Use action items to keep tasks on track	Chair
3	<b>Exercise Preparedness</b> - ECO must organise at least 1 exercise/drill each year – Use this time to plan these.	ALL
4	<b>Equipment Preparedness</b> - Is all of your emergency equipment available and in working order? - Use this time to check these - Essential Safety Measures (ESM) faults (ie exit signs, fire extinguisher) should be referred to the Buildings and Facilities Team <a href="mailto:buildingfacilities@cardinia.vic.gov.au">buildingfacilities@cardinia.vic.gov.au</a>	ALL
5	<b>Warden Training</b> - Have all wardens completed the online training in the last 12 months? The packages are available in Cardinet's IThrive learning system and via an independent website <a href="http://www.cardiniawardentraining.online">www.cardiniawardentraining.online</a> for external people using council facilities. - Review one procedure from the General Emergency Procedures each meeting	ALL
6	<b>General Business</b> - Space for wardens to raise any Emergency related issues	ALL

### Action items

Item	Description	Update	Who	Due
1				



## EMERGENCY EXERCISE GUIDE

# Cardinia

### EXERCISE PREPARATION

Design a drill that best suits your site in consultation with your ECO. In most cases this will be an evacuation drill. When organising an evacuation drill you should complete the following steps:

- Decide on the scenario/exercise you are undertaking.
- Select a date and time (try to choose times which do not interrupt critical business as usual)
- Inform site wardens/ECO and key stakeholders of the drill date and time
- Ensure any required equipment is available and in working order
- Organiser at least 1 observer for your drill/exercise

### PRE EXERCISE BRIEFING:

Start by briefing any Wardens and/or staff on what the emergency exercise scenario will entail. Ensure to outline to the warden/staff on their roles and responsibilities in the exercise. These include:

- Alert all occupants of the emergency
- Simulate contact with the emergency services
- Evacuate occupants to the evacuation assembly area via the nearest safe exit. (Refer to your site-specific evacuation diagrams)
- Wardens/staff to search all buildings to ensure all occupants have left
- Assist anyone with a disability if safe to do so
- Restrict access to the site location to prevent anyone re-entering the building/site
- Confirm all occupants are at the evacuation assembly area
- Simulate a handover with the emergency services
- Stand down the emergency exercise
- Assist in the re-entry of the building/site

### RUNNING THE EXERCISE:

To start the emergency, ensure a clear announcement is made to occupants of the site/building. Methods of notification can include:

- Public Address announcement
- Megaphone
- Face to face

Remind occupants that it is a drill to avoid any unnecessary panic. Follow the evacuation checklist and ensure to record the time, date and any observations found within the exercise.

### POST EXERCISE

Once the exercise is complete, participate in a debrief with staff/wardens involved using the prompts within the debrief section of the checklist. It is important any suggested improvements/lessons learned are captured and actioned by your ECO.

Once the checklist has been completed, forward a copy to [emergency@cardinia.vic.gov.au](mailto:emergency@cardinia.vic.gov.au) so the Emergency Management Team can establish compliance is met by the site.

### IF YOU REQUIRE ASSISTANCE

If any stage you have any questions or require assistance organising or conducting your drill/exercise please contact Council's Emergency Management Team via email [emergency@cardinia.vic.gov.au](mailto:emergency@cardinia.vic.gov.au)





# EMERGENCY EXERCISE CHECKLIST & RECORD

# Cardinia

## RUNNING LIST:

- Brief the Wardens on their duties and expectations
- Start the scenario
- Control the re-entry of the site with wardens
- Participate in a debrief

## SCENARIO DETAILS:

Chief Warden's Name:

Building/Site name:

Nature of event:

Date:

Time Started:

Time Ended:

Participants/Wardens:

Observers:

## OBSERVATIONS:

YES/NO/COMMENTS

How was the alarm raised?

Was contact with the emergency services simulated?

Did staff/Wardens evacuate occupants?

Were staff/Wardens used to search and clear all areas?

Were building entrances secured?

Did occupants act as per instructions?

Was a head count and/or roll call used?

Did evacuees move to the evacuation assembly area calmly?

## DEBRIEF

What worked well?

What did not work well?

Comments:

## Emergency Evacuation & Response Evaluation Record

### Type of Evacuation:

(✓ or X)  False Alarm  Real Event

Date:

Time:

Location:

Chief Warden:

Deputy Chief Warden:

Communications Officer:

Area Wardens:


### Evacuation Checklist:

Manager or Authorised person advised (✓ or X)  Yes  No

Facility Manager/Chief Warden advised (✓ or X)  Yes  No

Local Emergency Services informed of event (✓ or X)  Yes  No

### Evacuation Sequence Record:

Alarm activated:

Nature / Location of emergency ascertained by Chief Warden:

Floor / Area Warden(s) response:

Wardens check floor or area:

Evacuation commenced:

Wardens report floor or area clear:

Persons with disabilities accounted for:

Arrive at assembly area, safe place:

Wardens perform head count:

Evacuation complete:

Exercise terminated:

**Evaluation of Evacuation – Comments:**

What did work well?

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What did not work well?

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**Recommended corrective actions:**

No.	Corrective action	Who	When
1			
2			
3			
4			
5			
6			

**Additional comments by Emergency Planning Committee:**

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**Other Comments:**

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## Site Emergency Procedure Refresher Training Record

**Site -**

**Date -**

**Attendee -**

I have reviewed and understand the emergency procedures for this site.

I understand my responsibilities in case of an emergency at this site.

I understand the communication plan in case of an emergency at this site.

I have raised the following concerns with the Supervisor:

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Signed:

**Attendee**

Date:

Signed:

**Site Supervisor**

Date:

### Instruction for use

- Attendees are to complete a facilitated review of the emergency procedures for the required site. This review is to occur as mandated.
- Upon completion of the facilitated review, attendees are to complete the Emergency Procedure Refresher Training Record.
- This record is to be given to the facilitator and signed by the site supervisor.
- It is the responsibility of the site supervisor to follow up concerns raised by attendees. This should be documented on the relevant record.
- Once completed all Emergency Procedure Refresher Training Record should be entered into the HPRM system.

## Site Emergency Procedure Equipment Inspection Record

**Site -**

**Date -**

**Person Completing Inspection -**

The equipment below is to sighted, tested and used to complete the tasks required by the emergency procedures for the particular site as per the operating procedures for that equipment.

Equipment name	Passed Test	Completed task with equipment as required by emergency procedure

I am competent to use the equipment above as required to carry out my responsibilities during an emergency at this site.

I have raised the following concerns with the site supervisor:

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Signed:

**Attendee**

Date:

Signed:

**Site Supervisor**

Date:

### Instruction for use

- Attendees are to complete an inspection of the equipment required for the conduct of emergency procedures for the site. This inspection is to occur as mandated.
- Upon completion of the inspection, attendees are to complete the Site Emergency Procedure Equipment Inspection Record.
- This record is to be given to and signed by the site supervisor.
- It is the responsibility of the site supervisor to follow up concerns raised by persons completing inspections. This should be documented on the relevant record.
- Once completed all Site Emergency Procedure Equipment Inspection Records should be entered into the HPRM system.