



# EMERGENCY MANAGEMENT POLICY & PROCEDURE

Adoption Date: 28 July 2020

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Responsible Officer: WHS Officer Rehabilitation Coordinator

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## POLICY STATEMENT

Walgett Shire Council is committed to protect the health and safety of employees, contractors, visitors and others from real or potential hazards present in council buildings in an emergency situation.

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## OBJECTIVES:

Walgett Shire Council will ensure that:

- Emergency procedures shall be developed and displayed for all Council owned and operated buildings and sites,
- Emergency procedures shall be communicated to Workers, Visitors, Contractors and any other building users,
- Workers, Visitors, Contractors, Service Providers and any other building users must comply with emergency procedures via Walgett Shire Council's Induction Process.
- Fire Wardens and those persons designated to assist in an emergency have the necessary authority to manage emergencies and emergency drills in accordance with this policy, procedure and associated evacuation procedures.
- Where co-tenancy exists with another organization all reasonable attempts shall be made to integrate emergency procedures
- Emergency procedures shall be tested at least twice per year.

## SCOPE:

This policy will apply to all Management, Workers, Contractors, Visitors and Volunteers of Walgett Shire Council and requires the full cooperation and assistance of all personnel. This policy will apply to all sites where Walgett Shire Council performs work.

Any work that is carried out by Walgett Shire Council or for Walgett Shire Council must comply with the relevant sections of the Work Health and Safety Act 2011 & Work Health and Safety Regulations 2011 and relevant Codes of Practice.

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## **Definitions**

### **Emergency**

Means any sudden danger that requires immediate action to prevent severe injury, illness, damage or distress.

Examples include:

- Fire
- Bomb threat
- Personal threat
- Medical emergency
- Evacuation

### **Emergency Control Personnel**

Means any worker of Walgett Shire Council who has been appointed under this procedure to the function of Chief Warden, Deputy Chief Warden or Warden.

During emergencies, evacuations and practices, the Chief Warden must wear a white helmet, the Deputy Chief Warden and other wardens wear a red helmet.

In the event of an emergency, the Chief Warden has full authority and all Wardens must be obeyed when giving direction for the duration of the emergency.

### **Emergency Services**

Means New South Wales Fire and Rescue, New South Wales Police, New South Wales Ambulance, and the New South Wales State Emergency Service, (SES).

### **Compliance**

Failure to comply with this policy and procedure or any procedure produced in accordance with this policy or procedure may result in disciplinary action in accordance with Walgett Shire Council's current discipline policy.

### **Council's Responsibilities**

Council is under a statutory obligation to make provision for the evacuation of persons in the event of an emergency at a place of work, as well as arrangement for emergency communication and appropriate medical treatment of injured persons.

### **Media**

In the event of an emergency the only person to provide information to the media is Walgett Shire Council General Manager. If any worker is approached by the media, they are to state politely that in this situation they are required to contact the General Manager to obtain information.

### **Worker and Contractor Responsibilities**

During an emergency, the Chief Warden will assume control and all workers, contractors, visitors and others shall:

- Follow the Wardens directions,
- Move in an orderly manner to the nearest clear emergency exit and proceed to the designated assembly area
- Advise the Wardens of anyone that you are aware of who requires assistance to evacuate
- Advise the Wardens of the whereabouts of any person known to be absent from the building at the time of the emergency
- Remain in the assembly area until advised by the Wardens to leave
- No one is to re-enter the building until given the all clear from the Chief Warden

## Actions

### Emergency Planning

The WHS Officer Rehabilitation Coordinator will develop, document and issue a set of Emergency Instructions for each building, area or activity. Emergency Instructions must:

- Address the risks of fire and serious injury
- Identify any other emergency situations relevant to the particular area or building
- List the steps to be followed in each case, including the method to be used to initiate an evacuation of the building. This may include verbally instructing people to evacuate, operating an evacuation siren etc
- Making special provision for people with disabilities

### Emergency Control Personnel

A Fire Warden will be appointed to each area or building by the WHS Officer Rehabilitation Coordinator. Each Fire Warden will identify suitable designated assembly points for evacuations in consultation with the WHS Officer Rehabilitation Coordinator. Each Fire Warden will be selected based on personal characteristics and availability rather than by considerations related to organizational or reporting structure.

### Emergency Floor Plans

A minimum of one (1) Emergency Floor Plan must be prominently displayed on each floor of each building/area. The Council administration building must display a minimum of five (5) floor plans on each floor. Each floor plan must clearly illustrate:

- The name of the building and the floor level;
- The location of the plan itself (“You Are Here”) on the floor;
- The emergency exists for that floor
- The location of fire-fighting equipment;
- The location of any break glass alarm; and
- The location of the First Aid kit.

Immediately next to the floor plan, a one page summary of the Emergency Instructions must be displayed.

## Emergency Instructions

### General Emergency Instructions

If you are the first person at the scene of an emergency – Assess, Alert and Assist by doing the following:

- Assess the situation for immediate dangers to your own safety and take the appropriate steps
- Alert persons around you, the relevant emergency services (000) and the Fire Warden where possible
- Assist any persons around you if it is safe to do so
- Contain or combat the emergency only if it is safe to do so.
- Evacuate to a safe location
- Notify the immediate supervisor or relevant director of the incident. They should be notified of any incidents that are likely to cause distress to the persons involved

### Building Evacuation Instructions

**All staff, contractors, consultants and visitors must do the following if instructed** to evacuate a building or area by means of an automatic or manual alarm:

- Make all equipment safe
- Evacuate promptly from the building, closing doors behind you if practicable
- Assemble at the designated assembly point for that building or area
- Report to the Fire Warden assigned to that area and await further instructions
- Do not leave the area
- Follow instructions from Fire Warden or emergency services personnel

**All Fire Wardens must:**

Initiate an immediate evacuation if there is an automatic evacuation alarm or instruction to evacuate by emergency services personnel

Investigate an emergency and decide if an evacuation is necessary if there has been a report of an emergency by others or there is an indication of an incident or problem

In the case of an evacuation the Fire Warden must:

- Follow the Emergency Instructions to initiate evacuation
- Ensure that the appropriate emergency services have been contacted by phone (000 for emergency)
- Put on the Fire Warden hat
- Conduct a thorough search of the area advising people to evacuate to the assembly point
- Proceed to the assembly point
- Determine whether the assembly point is safe and take appropriate action if not
- Determine if anyone may be missing
- Report to the Emergency Services personnel and advise the result of the area search and the head count
- Take steps to prevent unauthorized persons from entering the building if necessary

**Bomb Threats**

Written Threat – any Councillor or employee receiving a written bomb threat must:

- Avoid unnecessary handling of the letter, envelope, parcel etc;
- Preserve the evidence by placing it into an envelope or sleeve (preferably clear); and
- Immediately report the matter to the Manager/Supervisor who must contact emergency services (call 000) and the Fire Warden.

Telephone Threat – The Manager/Supervisor must contact emergency services (call 000) and the Fire Warden.

Suspect Object or Mail Item – any Councillor or employee who discovers a suspect object or receives a suspect item of mail must:

- Avoid handling the object or item;
- Alert nearby people and retreat from the immediate area;
- Immediately report the matter to the Manager/ Supervisor who must contact emergency services (call 000) and the Fire Warden.

Walgett Shire Council Emergency Instructions

Name of Area:	Phone Number:
Location:	Phone Number:
Fire Warden:	Phone Number:

Designated Assembly Point:

General Emergency Instructions

Building Evacuation Instructions:

## STANDARD FIRE ORDERS

**IF YOU SEE FIRE OR SMOKE DO NOT PANIC OR SHOUT  
REMAIN CALM – REMEMBER R.A.C.E**

- RESCUE PEOPLE:** - From Immediate Danger (If safe to do so)
- ALARM:** - Call Fire Brigade – **Dial 000**  
Provide Name, Address,  
Nearest Cross Street,  
Nature of Incident
- CONTAIN FIRE** - If practical, close all doors  
& **SMOKE:** and windows (If safe to do so)
- EXTINGUISH:** - Only attempt to extinguish the  
Fire using the appropriate fire  
Fighting equipment (If trained and safe to do so)

Prepare to evacuate if necessary.

Leave lights on.

Save records if possible.

The order in which these actions are performed will depend upon the particular fire situation.



## **BOMB THREAT**

### **IF YOU RECEIVE A BOMB THREAT**

- REMAIN CALM:** Treat call as genuine, record exact information, prolong the conversation and do not hang up.
- ATTRACT THE ATTENTION OF A SECOND PERSON:** **DO NOT ALERT CALLER TO YOUR ACTIONS**  
Get a second person to **call 000** – Police, and report the call
- BE ATTENTIVE:** Note distinguishing background noises, music, traffic etc. Note voice characteristics. Does the caller know the building?
- RECORD:** **DETAILS IMMEDIATELY**  
(Refer to Bomb Threat Checklist)
- NOTIFY:** Supervisor or Director
- PREPARE:** To follow instructions of Supervisor or Director. Evacuate if necessary. Assist in search if required.
- IF OBJECT FOUND:** **DO NOT TOUCH**  
Report Find. Open doors and windows where possible and evacuate area.

## **BOMB THREAT CHECKLIST**

**Exact wording of threat:** \_\_\_\_\_

**Questions to ask:**

When is the bomb going to explode? \_\_\_\_\_  
Where did you put the bomb? \_\_\_\_\_  
When did you put it there? \_\_\_\_\_  
What does the bomb look like? \_\_\_\_\_  
What kind of bomb is it? \_\_\_\_\_  
What will make the bomb explode? \_\_\_\_\_  
Why did you place the bomb? \_\_\_\_\_  
What is your name? \_\_\_\_\_

**Callers Voice**

Sex of caller: Male / Female  
Callers voice: Asian American English Australian European Other \_\_\_\_\_  
Voice: Loud / Soft / Other \_\_\_\_\_ Speech: Loud / Soft / Other \_\_\_\_\_  
Impediment: Lisp / Stutter Other \_\_\_\_\_ Manner: Calm Emotional / Other \_\_\_\_\_  
Did you recognize the voice? Yes / No  
Was the caller familiar with the area? Yes / No

**Threat Language**

Well-spoken Yes / No Incoherent Yes / No Taped Yes / No  
Message read by caller Yes / No Abusive Yes / No  
Other \_\_\_\_\_

**Background Noises:**

Local call \_\_\_\_\_ STD \_\_\_\_\_ Music \_\_\_\_\_  
Voices \_\_\_\_\_ Street noise \_\_\_\_\_ Aircraft \_\_\_\_\_  
House noise \_\_\_\_\_ Machinery \_\_\_\_\_ Other \_\_\_\_\_

**Call Taken:**

Time \_\_\_\_\_ Date \_\_\_\_\_

Duration of call \_\_\_\_\_

**Additional Information:**

Number called \_\_\_\_\_  
Call taken by \_\_\_\_\_  
Signature \_\_\_\_\_

## **PERSONAL THREAT**

**PERSONAL THREATS INCLUDE ASSAULTS, CONFRONTATIONS WITH ARMED AND UNARMED PERSONS, ARMED HOLD UPS, HOSTAGE AND KIDNAP SITUATIONS AND ROBBERY.**

<b>REMAIN CALM:</b>	Do not panic or shout, avoid eye contact, do not make any sudden movements
<b>DO NOT TAKE RISKS:</b>	Hand over whatever is requested Do not do anything which may antagonise the assailant.
<b>DO ONLY WHAT YOU ARE TOLD:</b>	Do not volunteer other information
<b>OBSERVE OFFENDER'S</b>	Face, height, voice, clothing, tattoos, jewellery, items touched
<b>CHARACTER:</b>	<u>Also Note:</u> Type of vehicle used for escape, registration number if possible and direction of escape
<b>ALERT:</b>	Other staff members if safe to do so
<b>TELEPHONE:</b>	Police, Dial "000" from the nearest extension. Give your location, name and request urgent assistance
<b>RECORD:</b>	Immediately after assailant has departed, write down all details which may be relevant

## **MEDICAL EMERGENCY**

### **IN THE EVENT OF A CARDIAC ARREST OR THE NEED FOR URGENT MEDICAL ASSISTANCE.**

**REMAIN CALM:** Do not panic

**ASSESS PATIENT:** Danger  
Response  
Airway  
Breathing  
Circulation

**RAISE ALARM:** Call for Help  
Do not leave the patient  
Call an ambulance “000”  
Provide Name, address, nearest cross street, nature of the incident

**COMMENCE:** CPR (Cardiopulmonary Resuscitation)  
or  
First Aid as required, if trained

**FIRST AID KIT LOCATED:** On wall in the kitchen

## **EMERGENCY TELEPHONE NUMBERS**

<b>Fire Brigade</b>	000
<b>Police</b>	000
<b>Ambulance</b>	000
<b>R.F.S</b>	000
<b>S.E.S.</b>	132 500
<b>Walgett Hospital</b>	6828 6000
<b>Lightning Ridge Hospital</b>	6829 1022
<b>Collarenebri Hospital</b>	6756 4888
<b>Aboriginal Medical Service</b>	6828 1611
<b>Country Energy</b>	132356 or 132080
<b>Council On-Call</b>	0428 420 588

**When giving an address to an Emergency Services Operator state the following:**

<b>Name of Business</b>	Walgett Shire Council
<b>Street Address</b>	77 Fox Street
<b>Town</b>	Walgett
<b>Nearest Cross Street</b>	Euroka Street
<b>Nature of Incident</b>	Fire, Medical etc
<b>Number of Persons</b>	Trapped or injured etc

## **EVACUATION**

**EVACUATION IS THE RAPID REMOVAL OF PEOPLE FROM IMMEDIATE OR THREATENED DANGER IN A SAFE AND ORDERLY MANNER.**

**REMAIN CALM:**                    **DO NOT PANIC**

**ALERT:**                            Fellow Employees  
    Ensure Emergency Services has been alerted

**ASSEMBLY:**                    Assembly area is at **GRAY PARK**

**EVACUATE:**                    1. People in immediate danger  
    2. People out of immediate danger  
    3. Out of Section of Building  
    4. Total Evacuation of Building

**CHECK:**                            All rooms, especially toilets and storage areas, behind doors, upstairs, all offices etc

**RECORDS:**                        If safe to do so, save as many records as possible

**HEAD COUNT:**                    Wardens will conduct a head count

**DO NOT** leave the assembly area until told to do so by the Warden

**DO NOT** re-enter the building until cleared and told by the Fire Brigade

**REPORT:**                            To the Chief Warden  
    Notify Emergency Service of any persons unaccounted for

## **EXTERNAL EMERGENCY**

**AN EXTERNAL EMERGENCY COULD BE CAUSED BY NATURAL DISASTERS, BUSHFIRE, EARTHQUAKE, FLOODING, MAJOR ROAD ACCIDENTS, AIRCRAFT CRASH, CIVIL DISTURBANCES ETC.**

**CONTACT:** The person receiving notification of a disaster should contact the relevant emergency service if assistance is required.

**PREPARE FOR:** Evacuation if considered necessary.  
Isolate services such as electricity, gas and water.

**ADVISE:** Fellow workers of the situation.  
Calmly explain the situation and how it will affect them.

**RECOVERY:** Plan how you will recover from the disaster. Have continuity plans.

**DO NOT USE TELEPHONES – WAIT TO BE CALLED.**

## **INTERNAL EMERGENCY**

**OTHER THAN FIRE / SMOKE, AN INTERNAL EMERGENCY COULD BE CAUSED BY EXPLOSION, ELECTRICAL POWER FAILURE, WATER SUPPLY FAILURE, SPILLAGE OR LEAK OF HAZARDOUS SUBSTANCES, ILLEGAL OCCUPANCY**

**REMAIN CALM:** **DO NOT PANIC**

**ALERT:** Call “000” (If appropriate)

State exact location and nature of the emergency

Give your name.

**RESTRICT ACCESS:** To affected Area

### **DO NOT ATTEMPT ANY ACTION WHICH PUTS YOUR LIFE IN DANGER**

Follow instructions of the warden

Prepare to evacuate if necessary

### **ESSENTIAL SERVICES FAULTS:**

Essential Services faults include faults in electricity water, gas, telephones, plumbing, security services or computers.

### **PROCEDURE:**

- When an essential service is faulty or fails, the warden is to be notified.
- After assessment of failure, a decision is made on the urgency of the matter.
- If the situation or the likely consequences are considered urgent, appropriate action should be taken immediately.
- If the situation is non-urgent, appropriate action should be taken as soon as possible.

## **Training**

All Wardens shall be trained in emergency procedures and the use of firefighting equipment.

All new workers will be instructed during the initial induction, evacuation procedures, location of fire extinguishers, location of exits and location of the assembly areas.

An emergency evacuation drill will be practiced at least twice a year.

## Revision Register

<b>Edition</b>	<b>Issue Date</b>	<b>Review Date</b>	<b>Authorised by</b>	<b>Position</b>
1	March 2016	March 2017	Donald Ramsland	General Manager
2	August 2017	August 2018	Donald Ramsland	General Manager
3	May 2020	May 2021	Michael Urquhart	A. General Manager

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## POLICY IMPLEMENTATION PROCEDURES, GUIDELINES AND DOCUMENTS

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Local Government Act 1993
- Local Government (State) Award 2017
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## RELATED WSC POLICIES