



Nilma Primary School

Emergency & Critical Incident

PROCEDURES

ASBESTOS

- Report the incident to the 24/7 'Asbestos Make Safe' line on 1300 133 468 and follow their advice. Depending on the circumstances they will send an Occupational Hygienist, asbestos removalist and/or contractor to assess the situation
- Isolate the area:
 - Vacate everyone from the affected area
 - Restrict entry to the identified area by i.e. locking a room; erecting temporary fencing and/or placing tape around the area
- Erect signage at entrances to affected area indicating unauthorised personnel must not enter
- Report the incident on eduSafe
- Seek advice from the OHS Advisory Service available for assistance with the implementation and ongoing management of the Occupational Health and Safety Management System – Asbestos Requirements. OHS Advisory Service can be contacted on 1300 074 715.
- Seek advice from the VSBA Asbestos Reform Unit on asbestos.reform@edumail.vic.gov.au

BOMB THREAT

If a suspicious object is found (or the threat identifies the location of a bomb)

Immediate response

- Immediately clear and cordon off the area in the vicinity of the object.
- Call **000** for police and seek and follow advice.
- Report the threat to the Chief Warden/principal who will coordinate the emergency response until police arrive.
- Report the emergency to the Incident Support and Operations Centre on 1800 126 126.
- Do not approach, touch, tilt or tamper with the object.

Evacuation

- Evacuate the school and:
 - Ensure students and staff are not directed past the object
 - Alert any other services co-located at the school site
 - Check that all students, staff and visitors are accounted for
 - Restrict all access to the site and ensure there are no barriers inhibiting access by police

Communication

- Provide police with details of the situation, including actions you have taken and intend to take. Follow any advice provided by police.
- Contact parents when evacuation is complete and it is safe to do so.
- Notify your regional emergency management contact and seek advice if necessary.
- Direct all Media enquiries to DET Media Unit on 8688 7776.
- Await "all clear" advice from police before returning to school buildings to resume normal school activities.

If a bomb/substance threat is received by telephone

- **DO NOT HANG UP**
- Keep the person talking for as long as possible and obtain as much information as possible.
- Without alerting the caller, signal a co-worker to:
 - call 000 for police on a separate phone
 - notify the Chief Warden/principal
 - report emergency to the Incident Support and Operations Centre on 9589 6266.
- Fill out the *Bomb Threat Checklist* and record the following details while you are on the phone to the caller (The *Bomb Threat Checklist* is provided in the "**Related forms**" section of your on-line EMP. The checklist should be located with staff who normally answer in-coming phone calls):
 - gender of caller
 - age of caller
 - accents and speech impediments
 - background noises
 - key phrases used
 - 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 Incident Support and Operations Centre on 1800 126 126
 - 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 Incident Support and Operations Centre on 1800 126 126

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 Incident Support and Operations Centre 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:
 - Move students away from windows and glass doors or other potentially hazardous areas
 - Use caution to avoid debris that could be hot or sharp
 - Call 000 for emergency services and seek and follow advice
 - Report the emergency to the Incident Support and Operations Centre on 1800 126 126
 - Be aware of any potential secondary explosions
 - Limit use of phones as communications systems may become congested.

BUILDING FIRE

- **Call 000** for emergency services and seek and follow advice.
- Activate the fire alarm.
- If appropriate, follow the procedure for on-site evacuation.
- Report the emergency immediately to the Chief Warden who will convene your IMT if necessary.
- Extinguish the fire (only if safe to do so).
- Evacuate to the school oval closing all doors and windows (if safe to do so)
- Check that all areas have been cleared and notify the Chief Warden.
- Check that all students, staff, visitors and contractors are accounted for.
- Report emergency to the Incident Support and Operations Centre on 1800 126 126.
- Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.
- Contact parents as required.
- Direct all Media enquiries to DET Media Unit on 8688 7776

BUSHFIRE/GRASSFIRE

A bushfire/grassfire is observable or identified via a VicEmergency App alert, emergency services and/or other advice and within approximately [insert number] km from the school

- If immediate assistance is required phone '000'
- Contact Vic Emergency Hotline on 1800 226 226 for information on the fire
- Report the emergency immediately to the Chief Warden who will convene your Incident Management Team and in consultation with emergency services determine the appropriate response
- Report the emergency to the Incident Support and Operations Centre (24 hour, 7 days) on 1800 126 126
- Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required
- Continue to monitor local conditions (wind changes, size of fire, direction of travel) and emergency warnings and advice messages through the VicEmergency App, TV, battery powered radio tuned to an emergency broadcaster (local ABC radio)
- Ensure staff and students do not hinder emergency services or put themselves at risk by going near damaged buildings or trees
- Direct all Media enquiries to DET Media Unit on 8688 7776
- Contact parents as required
- Staff will remain with children until they are collected by parents or relocated by emergency services.

If sheltering-in-place is required, move all students, staff and visitors to the [Shelter in Place], if possible, following the identified egress route:

- Take your emergency kit/first aid kit (including your student and staff attendance lists and a copy of your EMP)
- 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
- 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
- Check all windows and doors in **Shelter in Place** are closed (but doors are not locked).
- Turn off Gas
- Staff, wherever possible, will wear full length clothing in the event they need to patrol the school for embers
- Confirm fire equipment (including torches, water, batteries, radio, water, mops, buckets, school portable phone and mobile phone are in the **Shelter in Place**.
- Any sprinkler system around the school grounds to be turned on (if this does not compromise other water based defence systems).
- If safe to do so, relocate cars and any other movable combustible objects to greater than 20m from the [Shelter in Place] and the evacuation path between the **Shelter in Place** and **on site evacuation location** or **off-site evacuation location**
- Staff to check that students have their shoes on and drink bottles with them
- Staff will endeavour to keep students as calm and hydrated as possible
- Staff will identify and wherever possible attend to students who show signs of or are known to be susceptible to smoke. If possible supply these students with smoke masks and any medication they require.
- A nominated person is to monitor the phones and radios to ensure, as far as possible, that communication is maintained.
- Consider notifying parents that staff and children are sheltering in place in the [Shelter in Place]
- Should parents arrive at the school, parents remain in the **Shelter in Place** with their child. Any decision to leave should only occur on advice and with direct support from emergency services
- Continually monitor **Shelter in Place** for its integrity, immediately identify and suppress any building ignitions, where safe to do so.
- If the building's fire alarm activates then staff to check if activating due to smoke or if the building has ignited. If the building has ignited and is not safe to extinguish –evacuate to the **Onsite Evacuation location** or **Offsite Evacuation location** via the defined route

While sheltering at the **onsite evacuation location** or the **offsite evacuation location**

- Check that all students, staff, visitors and contractors are accounted for.
 - Assemble all staff and students in a tight group maximising the distance to potential sources of fire, with the more vulnerable people towards the centre of the group.
 - Staff to check that children have their shoes on and drink bottles with them
 - Staff will endeavour to keep students as calm and hydrated as possible
 - Administer first aid if required
 - Staff will identify and attend to students who show signs of or are known to be susceptible to exposure to smoke. Where possible supply these students with smoke masks.
 - Maintain communication with emergency services and remain in place until emergency services or additional support arrives
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- Communicate to all parents once the all clear has been given.
 - Ensure any students, staff or visitors with medical or other needs are supported.
 - Advise the Incident Support and Operations Centre on 1800 126 126 that the event 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.
 - Seek support from Student Support Services 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.
 - Direct all Media enquiries to DET Media Unit on 8688 7776.

BUS EMERGENCY

Coordinating and client school principals will:

- Call 000 to request emergency assistance, if required.
- Monitor the VicEmergency website, app, emergency broadcast information on television or radio for ongoing emergency information and warnings
- Convene an Incident Emergency Management Team (IMT) as required
- Notify and seek advice from the SEIL and/or DET regional emergency management staff as required.
- Direct all media enquiries directly to the DET Media Unit on 8688 7776

Coordinating school principals will:

- Conduct the following additional actions as relevant to the situation:
 - When students are at school:*
 - determine whether to cancel an affected or potentially affected bus route
 - hold all students on affected services at the school until the all clear is given
 - liaise with bus operators and drivers and instruct drivers not to leave the school until the all clear is given
 - When students are enroute:*
 - inform emergency services of the status and location of bus services and seek advice
 - confirm or provide the bus driver with the final bus stop destination with preference to return to school if safe and practical to do so
 - Confirm bus's arrival at destination with the driver
 - When overnight or before school:*
 - determine whether the bus service is to be cancelled
- Notify the following stakeholders of the status of the school bus route/s and how bus users will be affected:
 - client school principals and other relevant organisations or individuals who are allocated places on affected bus services
 - parents/carers of affected students at their school
 - Incident Support and Operations Centre on 1800 126 126

- DET Regional EM staff

Client school principals will:

- Notify parents/carers of students of the affect to the bus service (as advised by the coordinating school principal).
- Contact the bus coordinating school principal to confirm that parents/carers of students have been notified.
- If bus is stopped at client school when students are at school:
 - liaise with the coordinating school principal, including to determine whether the bus is allowed to leave the school
 - hold all students on affected services at the school until the all clear is given
 - instruct the bus driver not to leave the school until the all clear is given

A copy of your schools Student Transport Emergency Management Plan, that details the emergency procedures in the event of a breakdown, accident, bushfire or other emergency situation, should be attached in the Additional Information section at the end of your school's EMP

CHILD ABUSE

Follow the four critical actions (of the PROTECT protocol) to respond to incidents, disclosures and suspicions of child abuse

1. Respond to an emergency:
 - by ensuring immediate safety
 - administering first aid
 - call '000' if immediate police/ambulance assistance is required
 - preserve evidence
2. Notification:
 - The staff member who has formed a reasonable belief regarding child abuse or neglect must also report to DHHS Child Protection; and to Victoria Police if the child is in immediate danger
 - If report is related to alleged student sexual offending (and child is over 10 years of age) – contact Victoria Police on '000'; and DHHS Child Protection if the victim's parent/carer are unable or unwilling to protect the child
 - Report the incident to the Incident Support and Operations Centre on 1800 126 126
 - Confirm with Victoria Police or DHHS Child Protection that it is appropriate to contact the child's parent/carer.
3. Inform the parent/carer of the suspected child abuse
4. Provide ongoing support
 - Establish regular communication with child's parent/guardian/carer
 - Develop and implement a student support plan informed by allied health and wellbeing professionals

EARTHQUAKE

- Call **000** if emergency services are needed and seek and follow advice.
- The Chief Warden will convene the IMT if necessary.
- Report emergency to the Incident Support and Operations Centre on 1800 126 126.
- Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.

If Outside

Instruct staff and students to:

- Stay outside and move away from buildings, streetlights and utility wires.
- DROP, COVER and HOLD
 - DROP to the ground
 - Take COVER by covering your head and neck with their arms and hands
 - HOLD on until the shaking stops.

If Inside

Instruct staff and students to:

- Move away from windows, heavy objects, shelves and so on
- DROP, COVER and HOLD
 - DROP to the ground
 - Take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and head in their arms
 - HOLD on until the shaking stops.

After the earthquake

- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
- If you evacuate, watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
- Arrange medical assistance where required.
- Help others if you can.
- Report any matter concerning the safety and wellbeing of students, staff and visitors to the Chief Warden.
- Contact parents as required.
- Tune in to ABC radio if you can and follow any emergency instructions.
- If the school property is damaged and it is safe to do so, take notes and photographs for insurance purposes.
- Direct all Media enquiries to DET Media Unit on 8688 7776

FLOOD

- **Call 000** if immediate/life threatening
- Monitor the VicEmergency website and/or VicEmergency App
- Contact the VicEmergency hotline on 1800 226 226 for information
- Monitor the Bureau of Meteorology website for weather updates and weather warnings and follow the advice
- Report emergency to the Incident Support and Operations Centre on 1800 126 126.

- Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.
- Listen to local radio or TV on battery-powered sets for weather warnings and advice.
- Do not drive, ride or walk through floodwater

GAS/CHEMICAL LEAK (ON-SITE)

- Contact the relevant utility faults/emergency line and follow advice
- **Call 000** for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden who will convene your IMT if necessary.
- Move staff and students away from the spill to a safe area and isolate the affected area.
- Report emergency to the Incident Support and Operations Centre on 1800 126 126.
- Seek advice in regards to clean up requirements, and if safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet and Safety Work Procedure.
- Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.
- Contact parents as required.
- Seek advice from OHS Advisory Service 1300 074 715
- Consider notification to WorkSafe 13 23 60
- Report on *eduSafe*.
- Direct all Media enquiries DET Media Unit on 8688 7776.

HEAT (EXTREME)

To minimise the risks associated with extreme hot weather, schools must develop appropriate strategies and measures. Actions may include the following:

- Call '000' if immediate medical assistance is required

Scheduling/Activities

- Restrict outdoor time.
- Cancel or re-schedule any outdoor activities by duration and intensity i.e. to start earlier or later in the day when the heat is less intense, and to include more rest breaks.
- Consider using alternative venues to modify and relocate activities during extreme hot weather (e.g. indoor recess and lunch, sports programs moved to gym/indoor area).
- Reschedule/move classes from classrooms with direct sunlight/no cooling.
- In extreme weather conditions, schools may:
 - reduce midday recess to no less than thirty minutes
 - adjust dismissal time accordingly.

- Ensure students make use of extra shade from both man-made structures (e.g. sails and umbrellas) and natural features such as trees to provide cooler environments for outdoor activities.
- Implement sun and UV protection policy as per School Policy and Advisory Guide (SPAG) as well as the SunSmart program.
- Where possible, ensure sufficient shelter is available for students awaiting pick-up by parents.

Hydration

- Ensure students and staff continue to hydrate and monitor the hydration of children with additional needs.
- Remind parents to provide their child with water and modified uniform
- Ensure staff monitor students for early signs of heat stress/dehydration.

Notification/Information

- Report any heat health impacts to the Incident Support and Operations Centre (24 hour, 7 days) on 1800 126 126.
- Seek advice from your SEIL or regional emergency management staff if required.
- Direct any media enquiries to DET Media Unit on 8688 7776.
- Notify parents about school heat conditions
- Brief staff to be extra vigilant during periods of prolonged heat

INFORMATION SECURITY

- Contact your IT specialist technician for advice and support
- If you require support from IMTD contact the Service Desk through one of the following mechanisms:
 - Phone 1800 641 943
 - Email servicedesk@edumail.vic.gov.au
 - Submit an IT Service Request through the Service Gateway
- If the incident involves sensitive and/or personal information that may identify an individual without their consent
 - Phone the privacy help desk on 8688 7967
 - Email privacy@edumail.vic.gov.au
 - Consider notifying the Media Unit on 8688 7776
- If the information security breach is considered malicious contact local police
- Offer impacted staff option to access EAP (as applicable)
- Offer Student Support Services support to impacted students (as applicable)

INTRUDER (KNOWN OR UNKNOWN)

- **Call 000** for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden.
- Do not do or say anything to the person to encourage irrational behaviour.

- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- Determine whether **evacuation, lock-down or shelter-in-place** is required. Do this in consultation with the Police where possible.
- Evacuation only should be considered if safe to do so.
- Report emergency to the Incident Support and Operations Centre on 1800 126 126.
- Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.
- Contact parents as required.
- Direct all Media enquiries to DET Media Unit on 8688 7776

LOSS OF ESSENTIAL SERVICES

When there is a loss of essential services (power, water, communications):

- Determine which services are affected and the extent of the impact.
- Respond to any immediate threat to student and staff safety and isolate/secure buildings/areas if necessary.
- Call 000 if emergency services are required to respond e.g. power lines down in front of school.
- Contact the relevant provider/s to report outage and ascertain when restoration will occur.
- Consider consequential impacts, e.g. power outage will impact on phone lines and IT systems.
- Contact your Senior Education Improvement Leader or regional Manager, Operations and Emergency Management for advice and support if necessary.
- Report the loss of essential services to the Incident Support & Operations Centre on 1800 126 126.
- Contact parents as required.
- Refer to the school's Business Continuity Management Plan

MEDICAL EMERGENCY

If a medical emergency occurs on a school site or on a camp/excursion

- Call '000' if immediate/life threatening
- Administer first aid
- Contact parent/guardian of affected student
- Contact Incident Support and Operations Centre (ISOC) on 1800 126 126
- Record evidence (if applicable)
- Keep other students away from the emergency/incident
- Provide support for students who may have witnessed early stage of emergency

MENTAL STRESS

- If there is immediate and/or life threatening concern for an individual's health or wellbeing contact '000'
- Administer first aid (if appropriate) – keep physically and emotionally safe
- Report the incident to the Incident Support and Operations Centre on 1800 126 126
- Consider whether the following supports are appropriate:
 - School's student wellbeing officers
 - Student Support Services
 - Doctors in Secondary Schools
 - Kids Helpline - 1800 55 1800
 - Headspace in schools 0458 559 736
 - Lifeline - 13 11 14
 - Referral to the Navigator program for wraparound support for disengaged learners
 - Suicide prevention resources from Beyond Blue and/or Headspace
 - CAT Team – acute mental health triage

MISSING CHILD/STUDENT

If student/child is missing and/or cannot be accounted for:

- Search the immediate area
- Contact the parent/carer
- Contact '000' for police to report child missing
 - Provide a description, time last seen and location
- Report the incident to the Incident Support and Operations Centre on 1800 126 126

NEARBY – INDUSTRIAL/FACTORY FIRE

In the event of an industrial fire or chemical emissions incident at a nearby location:

- Call 000 for emergency services and seek and follow any advice from Emergency Services
- Report the emergency immediately to the Chief Warden
- If you can detect smoke or fumes, move all staff, students, visitors and contractors indoors. Close windows and doors and turn off air-conditioning.
- Check staff, students and visitors are accounted for
- Check staff, students and visitors with respiratory/relevant illnesses or conditions that may make the particularly vulnerable to smoke or fumes. If at any time you determine the situation poses an unacceptable risk to these individuals, consider arranging for their evacuation from the school.
- Report the emergency to the Incident Support Operations Centre (ISOC) on 1800 126 126
- Notify your region and seek further advice from your regional Manager, Operations and Emergency Management if required
- Monitor the VicEmergency website at www.emergency.vic.gov.au, or the VicEmergency App on your mobile device, for any warnings and advice
- Contact families and advise them that students are safe and not to come to the school until further notice (or the end of the school day)
- Await advice from emergency services or from the Department before resuming normal school activities outdoors

- Direct all media enquiries to the DET Communications Division (Media Unit) on 8688 7776
- Follow-up communications with parents as required.

Specific actions prior to the start of school:

- Monitor the situation and if it is determined to pose an unacceptable risk to staff and students based on local assessment of risk, consider:
 - Contacting families and advising them that students are not to come to the school until further notice
 - Follow relevant steps in the School Bus Program Emergency Management Guidelines:
 - For bus coordinating schools, enact the Rapid Onset Emergencies – Actions for Coordinating Principals as part of the 2018/19 Emergency Response Procedures and notify client schools
 - For bus client schools, contact the coordinating bus school to alert them to the incident and any necessary route cancellations or shortenings that should be enacted.

Specific actions at the end of the day:

- Await advice from emergency services or further advice before resuming normal end of day procedures
- Consider contacting families and advising and not to come to the school for collection until the 'all clear' has been given
- If the situation is determined to pose an unacceptable risk to student transportation routes ensure parents are informed and organise alternative arrangements and follow the relevant steps in the School Bus Program Emergency Management Guidelines:
 - For bus coordinating schools, enact the Rapid Onset Emergencies – Actions for Coordinating Principals as part of the 2018/19 Emergency Response Procedures for School Bus Coordinating Schools and notify client schools
 - For bus client schools, contact the coordinating bus school to alert them to the incident and any necessary route cancellations or shortenings that should be enacted.

PANDEMIC AND COMMUNICABLE DISEASES

Appendix B of the DET Pandemic Influenza Incident Response Plan provides details of the key actions for schools to implement at each of the preparedness and response stages of a pandemic influenza event.

Incident response

In April, (or at the time of the overseas detection if earlier), prepare to enact pandemic response section of your EMP with stakeholders and prepare to activate IMT.

Hygiene measures

Reinforce basic hygiene measures including:

- provide students and staff with information about the importance of hand hygiene (more information is available at Better Health)
- provide convenient access to water and liquid soap and alcohol-based hand sanitiser
- educate staff and students about covering their cough with tissue or inner elbow to prevent the spread of germs
- careful disposal of used tissues.

- Ensure germicidal wipes are available in stationary supplies for staff to clean staff administrative area, telephones etc.

Communications

- In May, (or at the time of the overseas detection, if earlier), ensure hygiene information/posters are communicated/ displayed.
- In late May, (or at the time of the overseas detection, if earlier), consider providing information sessions for staff and parents/carers to communicate:
 - the status of the situation
 - the risk of influenza and how to identify pandemic influenza symptoms and cases of possible influenza based on the current, up-to-date case definition by the Chief Health Officer, DHHS
 - best practice hygiene measures
 - measures for vulnerable students.
- Access and follow Chief Health Officer, DHHS/Principal Medical Advisor advice provided by DET and distribute consistent messaging to staff, students and parents/carers.
- Encourage staff and parents/carers to obtain seasonal flu vaccination as appropriate (especially those people/families at a greater risk of infection).
- School Nursing Program nurses may assist with information dissemination (provided by the DHHS) as directed by Area School Nurse Managers (based at regional offices).
- Prepare sample letters for parents/carers for the next stage (if required).

Travel advisories

- Encourage staff and parents/carers to access the smartraveller website prior to international travel.
- Where appropriate, consider implementing procedures to repatriate staff and students who are overseas on a school trip if there is a risk of travel restrictions and overseas border closures, or risk of pandemic in a nearby country.
- For international students studying in Australia, provide advice to students and their parents/carers that in the event of an increased influenza pandemic risk, students may be sent home and, if travel restrictions apply, how the school will meet its duty of care obligations etc.

Business continuity

- Ensure currency of business continuity plan which:
 - identifies minimum requirements and key staff for continued operations (including planning for the absence of the principal)
 - considers workforce strategies to enable continued operations, if pandemic affects a portion of the workforce.

SEVERE WEATHER EVENT

- **Call 000** if emergency services are needed and seek and follow advice.
- Before the storm, store or secure loose items external to the building, such as outdoor furniture and rubbish bins.

- Secure windows (close curtains and blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
- Monitor the VicEmergency website and/or VicEmergency App
- Monitor the Bureau of Meteorology website for weather updates and weather warnings
- During a severe storm:
 - Remain in the building and keep away from windows.
 - Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm.
- Report any matter concerning the safety and wellbeing of students, staff and visitors to the Chief Warden.
- Disconnect electrical equipment - cover and/or move this equipment away from windows.
- Report emergency to the Incident Support and Operations Centre on 1800 126 126.
- Notify your region and seek advice from your regional Manager, Operations and Emergency Management if required.
- Listen to local radio or TV on battery-powered sets for weather warnings and advice.

SMOKE

This procedure may be used if you are not under direct threat from a fire and are remaining in smoky conditions.

Medical

- **Call 000** if anyone is experiencing wheezing, chest tightness and difficulty breathing.
- Closely monitor for adverse effects of smoke on students and staff.
- Students and staff with existing heart or lung conditions (including asthma) should follow the treatment plan advised by their doctor.
- Asthmatics must follow their personal asthma action plan and keep a reliever or inhaler on hand.
- Notify parents about school conditions and to ensure they cater for their child's needs e.g. extra inhaler.

Activities/Indoors

- Restrict outdoor activities or as appropriate, cancel, re-schedule or use alternative venues for any outdoor activities.
- Close windows and doors.
- Switch air conditioners to 're-circulate' or 'reuse air' (turn it off if it doesn't have this function)
- Limit prolonged or heavy physical activity relative to the conditions.

Notification/Information

- As appropriate:
 - report the incident to the Incident Support and Operations Centre (24 hour, 7 days) 1800 126 126

- notify your region and seek advice from your SEIL or regional Manager, Operations and Emergency Management if required
- direct all Media enquiries to DET Media Unit on 8688 7776.
- For health information about smoke go to: www.betterhealth.vic.gov.au/bushfiresmoke or <http://www.betterhealth.vic.gov.au/plannedburns>
- For information about planned burns in your area call 1800 226 226, download the VicEmergency app. Detailed information about the time, location and status of planned burns for the next 10 days can be found at <http://www.delwp.vic.gov.au/fire-and-emergencies/planned-burns-for-the-next-ten-days>
- Tune in to your ABC Radio station and keep listening for advice and warnings. You can find your local station on the ABC Radio frequency finder as well as listen online or via the ABC Radio app.

SNAKES

- Treat the snake as venomous – almost all snakes occurring on or entering school properties in Victoria are venomous.
- Remain calm and alert students and staff - advise them to stay calm, move away slowly and keep away.
- If the snake is very close to you (around 1.5 metres or less) remain motionless until the snake moves away.
- If the snake is not agitated or defensive, calmly and slowly move to a safe distance away from the snake observing its position at all times.
- If the snake is located around buildings and playgrounds consider the need to activate a Lock Down procedure.
- If the snake is located inside a building, consider the need to evacuate the classroom or building.
- Leave the snake alone and give it the opportunity to escape. If possible, monitor the snake from a safe distance (at least 5 metres away) in order to see where it goes and to direct a snake catcher to the snake (or its shelter site) if one is called.
- If the snake remains on school grounds, call the local licensed snake catcher on insert local snake catcher contact details here.
- Report the incident to the Incident Support and Operations Centre on 1800 126 126.

TRAUMATIC DEATH/INJURY/GRIEF

If death or injury occurs on a school site (that impacts or risks impacting the health, safety and wellbeing of students or staff):

- Contact '000' for police/ambulance attendance
- Contact the Incident Support and Operations Centre (ISOC) on 1800 126 126
- Seek Student Support Services support
- Refer to the '*Managing Trauma*' guide to support, plan for, and lead an effective recovery including:

- Develop a Communications Plan – check what information can be released
- Notification (as appropriate) to school community – letter, newsletters, emails, phone calls, text messages or SMS alert
- Limit exposure to ongoing trauma, distressing sights, sounds and smells
- Continue to identify those most at risk and triage for support
- Consider tribute, memorial, ritual
- Monitor the wellbeing of staff
- Actively implement self-care strategies
- If the incident occurs on school premises/camp/excursion
 - Preserve the evidence
 - Contact Region – i.e. Senior Education Improvement Leader, regional Manager, Operations and Emergency Management
 - Contact Legal Division on 9637 3146
 - Consider a Worksafe Notification 13 23 60
 - Contact Communications Division/Media Unit on 8688 7776

VIOLENCE AND/OR AGGRESSION

Violence, aggression, harassment, on school site:

- Intervene only if safe to do so
- Contact '000' if immediate/life threatening and require police/ambulance attendance
- Initiate action to confine or isolate the aggressor
- Determine whether evacuation, lock-down or Shelter in Place is required.
- Administer first aid if required and safe to do so
- Contact parent/guardian of student(s) impacted
- Report the incident to the Incident Support and Operations Centre (ISOC) on 1800 126 126
- Seek Student Support Services or School Wellbeing Officer support to develop a behaviour management plan
- Record evidence (if applicable)
- If multiple students involved and/or witness incident, isolate to preserve the integrity of the evidence until interviews etc can take place

If staff are directly impacted:

- Consider lodging an eduSafe report
- Consider whether a report to WorkSafe is required
- Contact Employee Assistance Program for support
- Consider liaison with the Principal Early Intervention Program

If there is an allegation of reportable conduct:

- Notify the Employee Conduct Branch on 9637 2595 or employee.conduct@edumail.vic.gov.au and follow their advice