



# EMERGENCY MANAGEMENT PLAN

VALID TO 2023

V3

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## Key contacts

|   |                           |
|---|---------------------------|
| <b>Fire brigade CFA</b>                                 | <b>000</b>                |
| <b>Police</b>   | <b>000</b>                |
| <b>Ambulance</b>  | <b>000</b>                |
| Victorian State Emergency Service (SES)                 | 132 500                   |
| Electricity - Ausnet Services                           | 13 17 99                  |
| Fire Maintenance Contractor – Celsius Fire Services     | 03 9543 8999              |
| Water & sewerage - GVW                                  | 1800 454 500              |
| Poisons Information Centre                              | 131 126                   |
| Environmental Protection Authority                      | 1300 372 842              |
| Mansfield Shire Council                                 | 5775 8555                 |
| Department of Families, Fairness and Housing (DFFH)     | 1300 650 172<br>5722 0555 |
| National Security Hotline                               | 1800 123 400              |
| DET NE district Stuart Brain                            | 0427 895 398<br>8392 9579 |
| Department of Health - Emergency Response and Help Line | 1800 078 709              |

## Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how Mansfield Autism Statewide Services (MASS) will prepare for, respond to and recover from critical incidents and emergencies. The NDIS requires that the risks to the health, safety and wellbeing of clients that may arise in an emergency or disaster are considered and mitigated and ensures the continuity of supports critical to the health, safety and wellbeing of clients.

This plan aims to ensure the safety of all staff, clients and visitors in the event of a critical incident or emergency at any or all of the MASS facilities.

This EMP sets minimum standards for:

- Documenting or delivering fire and emergency management procedures and training.
- Management structures that should be in place.
- Training and exercising that should be provided.


## The Fire and Emergency Procedures document for each facility forms part of the MASS Emergency Management Plan.

It must be noted that the students and clients of MASS may have complex needs and managing them during an incident or emergency can be complicated and tricky. In addition, the timing, nature and extent of emergency situations is completely unpredictable. The skills and knowledge of the MASS staff is acknowledged and this plan supports their professional knowledge and intuitive responses to emergency situations.

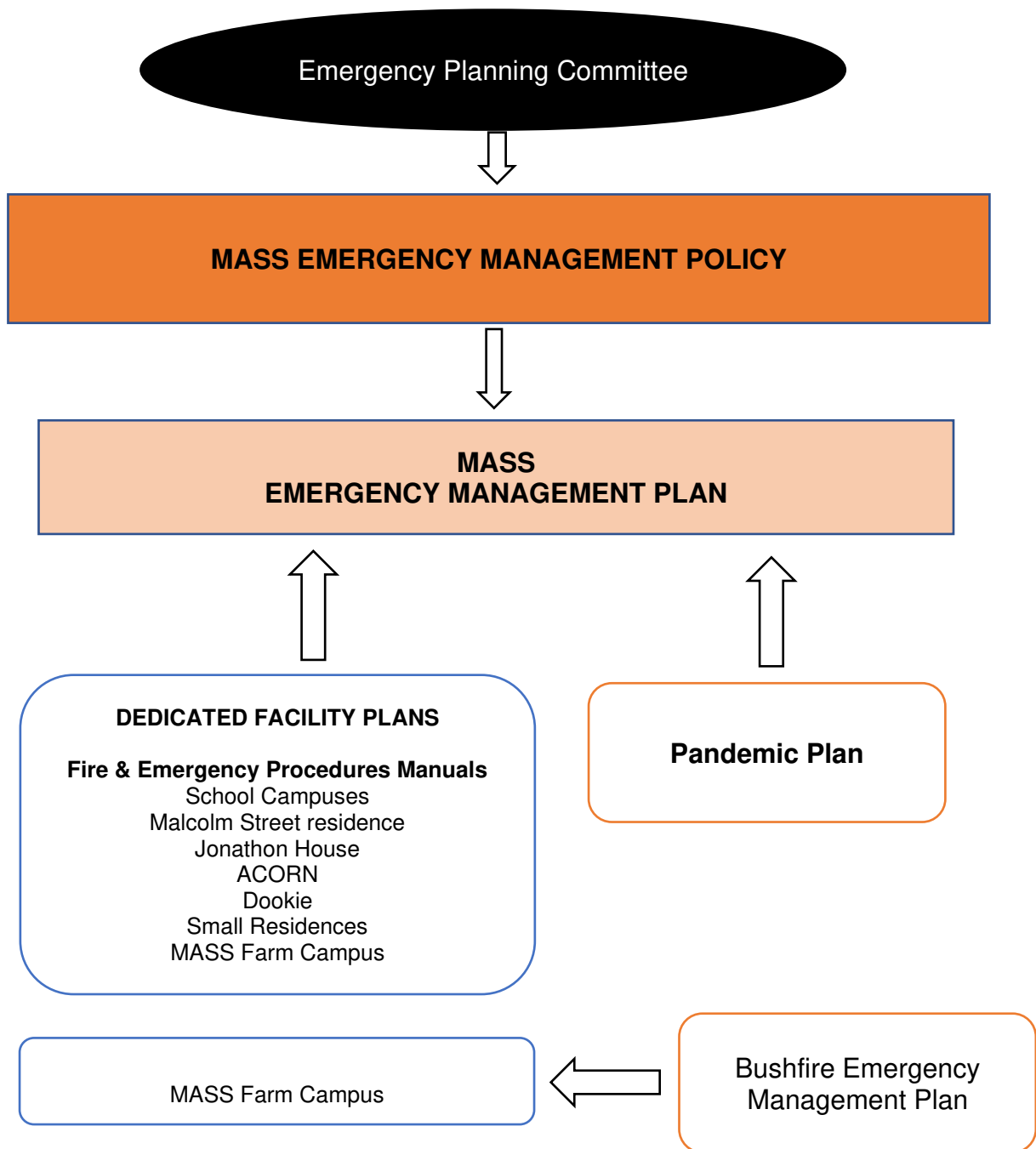
This EMP also supports MASS to continue to deliver its services during and post any emergency.

## Endorsement:

This Plan was endorsed by:

| Name          | Title | Signature  | Date            |
|---------------|-------|--|-----------------|
| Simone Reeves | CEO   |  | <b>16.02.22</b> |

## Emergency Management Policy and Planning



## References:

Click on the following links to be taken directly to the document:

- [Occupational Health and Safety Act 2004](#)
- [Mansfield Shire Municipal Emergency Management Plan](#)
- [MASS Strategic Plan](#)
- [National Disability Standards](#)
- [Vulnerable people in emergencies policy](#)
- [DFFH Human Services Standards](#)
- [DFFH Critical Client Incident Management Instruction, technical update 2014](#)  
[Victorian Child Safe Standards](#)
- [Department of Education and Training emergency and critical incident management planning](#)
- [Emergency Management Act](#)
- [State Emergency Management Plan](#)
- [CFA Act](#)
- [Building Act and Regulations](#)
- [University of Melbourne Dookie Campuses Emergency Management Plan](#)
- [DH Relocation, sheltering and evacuation guide](#)
- [NDIS Practice Standards and Quality Indicators](#)

## Fire and emergency management policies, procedures and programs

The **MASS Emergency Planning Committee** has developed and maintains an overarching **Emergency Management Plan** (EMP) defining the fire safety and emergency response strategy and procedures, including evacuation of the facilities.

These include but are not limited to:

- raising the alarm and alerting response agencies and management
- dynamic risk assessment to determine methods for the movement or evacuation of occupants to a safe location in an orderly manner
- attempting to manage the incident if safe to do so, or confinement of the room of origin or compartment affected to slow or stop the spread of the fire or other hazard
- notification of the situation and reporting through the chain of command
- formally recording staff training and exercises.

Each facility has a dedicated **Fire and Emergency Procedures Manual** which documents a set of procedures for facility-specific hazards and risks for that facility. The MASS Farm Campus on Ogilvies Road also has a dedicated Bushfire Emergency Management Plan.

MASS oversees an ongoing program of rectification works or new/amendment of procedures to rectify any gaps or newly established risks post an annual review or compliance audit or inspection. Records are retained of all maintenance undertaken.

Risk assessments are undertaken to identify any potential critical incident, fire and emergency hazards. Procedures are established to mitigate any identified risks.

Plans to respond to fires and other emergencies shall be reviewed at least yearly to take account of changes in the structure of facilities, their functions, fire protection and emergency management measures, including the storage and handling of dangerous goods, occupants and contents, and any other hazards and risks identified during the risk assessment process.

## Profile

**Mansfield Autism Statewide Service (MASS)** is an independent not for profit organisation, which supports young people living with autism, and their families. MASS is based in Mansfield in North East Victoria and also runs a Campus at Dookie, between Benalla and Shepparton.

Facilities include:

| <b>FACILITY</b>           | <b>ADDRESS</b>                        | <b>PHONE</b> | <b>CLIENTS</b>          | <b>MAX # IN FACILITY</b> |
|---------------------------|---------------------------------------|--------------|-------------------------|--------------------------|
| Mansfield Campus          | 81 Highett Street<br>Mansfield        | 5775 2876    | Children                | 25                       |
| Res 1                     | 64 – 66 Malcolm Street<br>Mansfield   | 5775 2054    | Children                | 12                       |
| Res 2                     | 68 Malcolm Street<br>Mansfield        | 0490 075 214 | Children                | 6                        |
| Res 3                     | 68 Malcolm Street<br>Mansfield (rear) | 0491 176 958 | Children                | 3                        |
| Res 4                     | 10 Farrell Court<br>Mansfield         | 0491 176 958 | Children                | 6                        |
| Johnathon House           | 81 Highett Street<br>Mansfield        | 0491 148 907 | Children                | 5                        |
| Dookie Campus             | 8 Ridge Road<br>Dookie College        | 5825 6480    | Secondary aged children | 18                       |
| Crossroads                | 17 Victoria Street<br>Mansfield       | 9999 1538    | Adults                  | 6                        |
| ACORN                     | 6-8 Highett Street<br>Mansfield       | 5775 1904    | Adults                  | 8                        |
| Ogilvies Road Farm Campus | 128 Ogilvies Road<br>Mansfield        | 57752876     | Children and families   | 252                      |



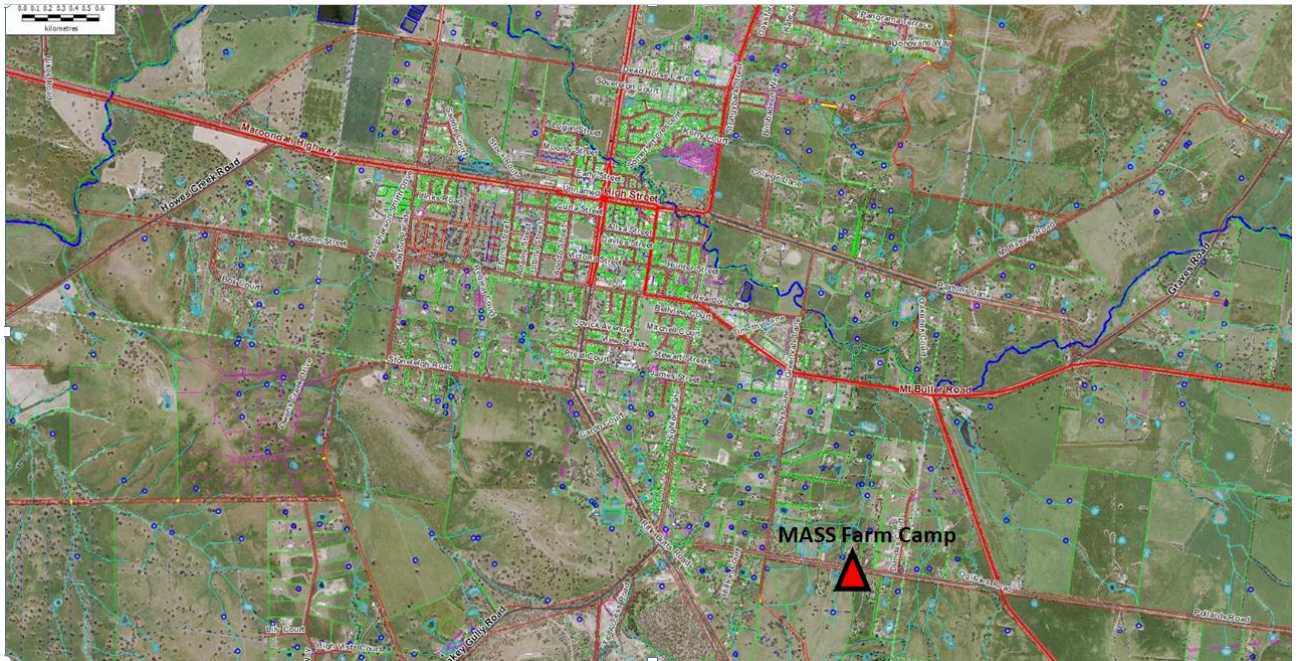
## Maps

### MASS facilities in Mansfield township



1. ACORN Day Centre
2. Crossroads residence
3. Residences 2, 3 Malcolm Street
4. Residence 1
5. MASS school
6. Residence 4 Farrell Street

# MASS Farm Campus – Ogilvie's Road



## Emergencies in Mansfield

The Mansfield Shire footprint is largely situated in forested and hilly terrain and a number of locations are identified as having 'Extreme' fire danger (Victorian Fire Risk Register). Over the past two decades the Shire has been impacted by five bushfire events as well as numerous smaller incidents annually.

The Shire is also subject to extreme weather events including heatwave, storms and flooding. Each summer there are a number of days which trigger the heat health alert and the number of days and extreme temperatures are climbing.

The Shire experiences both riverine and flash flooding due to being high up in the catchment. Flash flooding can occur at any time of year during and after heavy rain or thunderstorms.

In early 2020 the COVID-19 pandemic began to affect the Shire and the pandemic is ongoing.

Over the winter months it is not unusual for houses to be lost to fires that start within the structure, mainly in kitchens and fireplaces. Severe frosts can occur at this time of year causing water pipes to freeze and associated internal flooding.

Power outages are not common; although during 2019 the area experienced a 22hr power outage. Predictions are that due to increased extreme weather events, power outages will become more common and for a longer duration. Ausnet Services provides ample warning of planned outages and keeps customers well informed during power outages.

## Contacts

### Emergency Contacts MASS

| <b>NAME</b>        | <b>PHONE</b> | <b>ROLE</b>                |
|--------------------|--------------|----------------------------|
| Simone Reeves      | 0418 380 061 | CEO                        |
| Mercia Nelson      | 0447 312 597 | Child Services Team Leader |
| Sophie Walker      | 0419 887 106 | Adult Services Team Leader |
| Trish Wilks        | 0428 784 600 | Practice Leader            |
| Caroline Trenfield | 5775 2876    | HR Manager                 |
| Ian Geer           | 0417 545 606 | Project Manager            |
| Robin Mosley       | 5775 2876    | OH&S Officer               |
| Katrine Ziemer     | 5825 6480    | Dookie Teacher             |

### Key Organisational/Regional and State Contacts

|  |                           |
|--|---------------------------|
| Department of Families, Fairness and Housing<br>(Wangaratta)     | 5722 0555                 |
| Department of Education and Training NE district<br>Stuart Brain | 0427 895 398<br>8392 9579 |
| NDIS   | 1800 800 110              |

## Emergency Planning Committee

The **Emergency Planning Committee** is formed to ensure applicable legislative requirements are met; that is, Building Act and Regulations, Occupational Health and Safety Act, maintenance provisions of the Building Regulations, Dangerous Goods (Storage and Handling) Regulations and the Country Fire Authority Act, Department of Families, Fairness and Housing and Department of Education and Training policies.

### Membership of the Emergency Planning Committee

| Name               | Position                 |
|--------------------|--------------------------|
| Simone Reeves      | CEO                      |
| Trish Wilks        | Practice Leader          |
| Ian Geer           | Project Manager          |
| Caroline Trenfield | HR Manager               |
| Rob Mosely         | OH&S Officer             |
| Kate Bourayou      | Adult Service Supervisor |
| Katrine Ziemer     | Dookie Teacher           |
| Tina Stewart       | Shift Supervisor         |

The Emergency Planning Committee where necessary, in collaboration with managers, staff, occupiers, employers and contractors, shall be responsible for the development, implementation and maintenance of the **MASS Emergency Management Plan** (EMP). This should include training and procedure preparation for fire, emergency and critical incident preparedness, response and evacuation. This may be undertaken in conjunction with relevant emergency services.

The Emergency Planning Committee shall consist of not less than two people who shall be representative of the stakeholders in a facility, one of which shall be management and include the emergency coordinator, where appointed. Other members of the committee should comprise of specialist facility personnel.

The duties of the Emergency Planning Committee shall include but not be limited to the following:

- Ensure a risk assessment has been completed to identifying events that could reasonably produce emergency situations and the minimum mitigation and treatment strategies, programs and procedures to achieve a level of acceptable risk.

- Develop an emergency management plan. The EMP must include prevention, preparedness, response (including evacuation) and recovery arrangements.
- Ensure that resources and expertise are provided to enable the development and implementation of the emergency management plan. **Note:** Resources include time, finance, equipment and personnel.
- Nominate the validity period for the EMP, including the evacuation diagram. The validity period should not exceed five years but may be less than five yearly, depending on the requirements of a maintenance cycle, a major change to the facility or an accreditation regime.
- Ensure that the EMP is readily identifiable and available to the appropriate persons.
- Train all staff members to operate in accordance with the EMP.
- Authorise and implement the EMP. The following shall apply to the implementation process:
  - conduct a **risk assessment** for the facilities
  - **awareness of the critical incident and emergency management procedures** – information about the procedures shall be disseminated to staff and occupants
  - **training** – a formalised training schedule shall be developed to ensure that relevant training is provided to emergency response team members and facility occupants. The training program shall be based on fire and emergency prevention, preparedness and response procedures.
  - **testing the procedures** – the Emergency Planning Committee should ensure that the emergency and incident procedures are tested.
  - **review of procedures** – the effect of the procedures on an organisation should be monitored at all stages of the implementation process. Amendments shall be made to rectify any deficiencies or inaccuracies that are identified in the procedures
- Ensure that the register of all staff members is current and readily available.
- Establish strategies to ensure visitors and contractors are made aware of emergency preparedness and response procedures.
- Review and testing the EMP at least annually to ensure that the fire and emergency prevention, preparedness, response and recovery procedures remain viable and effective.
- Ensure that the emergency management plan is reviewed at the end of the validity period, after an emergency, an exercise or any changes that affect the emergency management plan such as facility extensions and alterations.
- Ensure that a permanent record of events for each emergency is compiled and retained.
- Identify and rectifying deficiencies and opportunities for improvement in the emergency management plan.

## Emergency Planning Committee Meetings

Emergency Planning Committee shall meet at least annually.

A record of Emergency Planning Committee meetings shall be made and retained in accordance with the DFFH policy requirements. This may include minutes of meetings, communication, financial position, reports and specialist advice.

## Hazard assessment and risk management

### Introduction

The **Occupational Health and Safety Act 2004**, DFFH and DET policies require the MASS, its employees and contractors to eliminate or reduce risks to health and safety so far as is reasonably practicable.

To achieve the requirements of the Act, the policies and the aims of this plan, the Emergency Planning Committee has established a fire and emergency program that incorporates the following activities, all of which are critical for the achievement of a high level of fire and emergency safety within the MASS facilities:

- Risk assessment and management program
- Fire and emergency training including evacuation and lock down drills
- Fire and emergency procedures manuals for each facility and residence
- Building maintenance program – fire prevention.

Risks have been assessed and managed based on **National Emergency Risk Assessment Guidelines** consistent with **AS/NZS ISO 31000:2009** Risk management – principles and guidelines to identify hazards that warrant specific procedures within the Fire and Emergency Procedures Manuals.

### MASS risk assessment and rating

By identifying the risks that could affect MASS clients, facilities and business then assessing against the likelihood of the risk occurring and the consequences if it does results in a risk rating. The higher the rating the greater level of planning should be undertaken to mitigate the risk and plan for the response to reduce the impact should that risk occur.

Due to its location and the different facilities that are being constructed on the MASS Farm Campus, the site has been assessed separately.



## Risk rating table

|            |  | Consequences  |  |   |  |  |
|------------|--|---|--|---|--|--|
|            |  | Insignificant (1)<br>No injuries / minimal financial loss | Minor (2)<br>First aid treatment / medium financial loss | Moderate (3)<br>Medical treatment / high financial loss | Major (4)<br>Hospitalable / large financial loss | Catastrophic (5)<br>Death / massive financial loss |
| Likelihood | <b>Almost Certain (5)</b><br>Often occurs / once a week                              | Moderate (5)  | High (10)  | High (15)   | Catastrophic (20)                                | Catastrophic (25)                                  |
|            | <b>Likely (4)</b><br>Could easily happen / once a month                              | Moderate (4)  | Moderate (8)   | High (12)   | Catastrophic (16)                                | Catastrophic (20)                                  |
|            | <b>Possible (3)</b><br>Could happen or known it to happen / once a year              | Low (3)   | Moderate (6)   | Moderate (9)  | High (12)  | High (15)  |
|            | <b>Unlikely (2)</b><br>Hasn't happened yet but could / once every 10 years           | Low (2)   | Moderate (4)   | Moderate (6)  | Moderate (8)                                     | High (10)  |
|            | <b>Rare (1)</b><br>Conceivable but only on extreme circumstances / once in 100 years | Low (1)   | Low (2)  | Low (3)   | Moderate (4)                                     | Moderate (5)                                       |

The **Emergency Planning Committee** has recommended procedures to respond to the following hazards/risks to be incorporated into the **Fire and Emergency Procedures Manuals**.

| RISK                        | LIKELIHOOD     | CONSEQUENCES  | RATING   |
|-----------------------------|----------------|---------------|----------|
| Structure fire              | Unlikely       | Catastrophic  | High     |
| Bush/grass fire             | Possible       | Major         | High     |
| Storm                       | Likely         | Minor         | Moderate |
| Power outage                | Likely         | Minor         | Moderate |
| Epidemic/pandemic           | Unlikely       | Moderate      | Moderate |
| Extreme heat                | Almost certain | Insignificant | Moderate |
| Flood                       | Rare           | Minor         | Low      |
| Bomb threat                 | Rare           | Minor         | Low      |
| Civil disturbance/invasion  | Rare           | Minor         | Low      |
| Utility failure             | Possible       | Insignificant | Low      |
| Venomous snakes and insects | Rare           | Moderate      | Low      |

## RISK MITIGATION TABLE

| Identified Hazards and Potential Threats | Description of Risk  | Risk Rating | Risk Control Measures Implemented  | Revised risk rating (post mitigation) |
|--|--|-------------|--|---------------------------------------|
| <b>Structure fire</b>                    | <p><b>Probable cause:</b></p> <ul style="list-style-type: none"> <li>• Electrical failure</li> <li>• Misuse of flammables</li> <li>• Vermin chewing electrical cabling</li> </ul> <p><b>Most probable consequence:</b></p> <ul style="list-style-type: none"> <li>• Smoke inhalation and burns</li> <li>• Structure damage or complete loss</li> </ul>                                   | <b>High</b> | <ul style="list-style-type: none"> <li>• Fire safety planning and procedures</li> <li>• Fire extinguishers and blankets</li> <li>• Fire alarms</li> <li>• Testing and tagging</li> <li>• Vermin control</li> <li>• Safe storage of flammable items</li> </ul>  | <b>Low</b>                            |
| <b>Bushfire or grass fire</b>            | <p><b>Probable Cause:</b></p> <ul style="list-style-type: none"> <li>• Embers from nearby bushfire causing fire at facility.</li> <li>• Less likely - grassfire reaching Campuses</li> </ul> <p><b>Most probable consequence:</b></p> <ul style="list-style-type: none"> <li>• Injury from burns, smoke inhalation, heat stress.</li> <li>• Structure damage or complete loss</li> </ul> | <b>High</b> | <ul style="list-style-type: none"> <li>• Fire safety planning and procedures</li> <li>• Building preparation pre summer</li> <li>• CFA annual walk through</li> <li>• Monitor fire danger ratings and warnings</li> <li>• Grass around all structures kept &lt;10cm, vegetation close to buildings removed, flammable items moved away from buildings during fire danger months</li> </ul> | <b>Moderate</b>                       |

|                                |  |                 |  |            |
|--------------------------------|--|-----------------|--|------------|
| <b>Pandemic</b>                | <b>Probable cause:</b> <ul style="list-style-type: none"> <li>Uncontrollable spread of virus through community</li> </ul> <b>Most probable consequence:</b> <ul style="list-style-type: none"> <li>Staff home sick – unable to deliver services</li> </ul>   | <b>Moderate</b> | <ul style="list-style-type: none"> <li>Pandemic plan</li> <li>Hygiene training</li> <li>Soap, paper towel and sanitiser available</li> </ul>   | <b>Low</b> |
| <b>Storm</b>                   | <b>Probable cause:</b> <ul style="list-style-type: none"> <li>Damage to infrastructure</li> </ul> <b>Most probable consequence:</b> <ul style="list-style-type: none"> <li>Unable to use part or all of buildings</li> </ul>   | <b>Moderate</b> | <ul style="list-style-type: none"> <li>Business continuity planning</li> <li>Emergency management planning and procedures</li> </ul>   | <b>Low</b> |
| <b>Power outage (extended)</b> | <b>Probable cause:</b> <ul style="list-style-type: none"> <li>Extreme weather; tree falling on lines</li> </ul> <b>Most probable consequence:</b> <ul style="list-style-type: none"> <li>Food and medications not able to be kept at optimum temperature</li> <li>IT not operational</li> <li>No lights, cooking in residences</li> <li>Student/client stress</li> </ul> | <b>Medium</b>   | <ul style="list-style-type: none"> <li>IT back up</li> <li>Alternative locations</li> <li>EM procedures</li> <li>Battery back ups, torches etc</li> <li>Under consideration – generator points and hire or purchase of backup generator</li> </ul> | <b>Low</b> |
| <b>Extreme heat</b>            | <b>Probable cause:</b> <ul style="list-style-type: none"> <li>Heatwave – prolonged</li> </ul> <b>Most probable consequence:</b> <ul style="list-style-type: none"> <li>Heat stress – serious illness</li> <li>Heat stroke – possible death</li> </ul>  | <b>Moderate</b> | <ul style="list-style-type: none"> <li>Monitor BoM</li> <li>Heat health alerts</li> <li>Extreme heat planning and procedures</li> <li>Power outage planning and procedures</li> </ul>  | <b>Low</b> |

|                                    |   |            |  |            |
|------------------------------------|---|------------|--|------------|
| <b>Civil disturbance / invader</b> | <p><b>Probable cause:</b></p> <ul style="list-style-type: none"> <li>Physically aggressive person – custodia/parental dispute</li> <li>Drug affected person</li> </ul> <p><b>Most probable consequence:</b></p> <ul style="list-style-type: none"> <li>Physical and/or psychological injury to staff and students/clients</li> </ul>  | <b>Low</b> | <ul style="list-style-type: none"> <li>EM planning and procedures</li> <li>Security procedures e.g. reception staff, keypad locks</li> <li>Lockout drills and procedures</li> <li>Staff carry mobile phones</li> <li>Staff are trained in managing difficult situations</li> </ul> | <b>Low</b> |
| <b>Bomb threat</b>                 | <p><b>Probable cause:</b></p> <ul style="list-style-type: none"> <li>Extortion</li> <li>custody/parental dispute</li> </ul> <p><b>Most probable consequence:</b></p> <ul style="list-style-type: none"> <li>Physical and/or psychological injury to staff and students/clients</li> <li>Stress requiring extensive clinical support for multiple persons</li> </ul>                                     | <b>Low</b> | <ul style="list-style-type: none"> <li>EM planning and procedures</li> <li>Staff aware of bomb threat checklist in procedures</li> <li>Desktop drills</li> </ul>   | <b>Low</b> |
| <b>Poisoning/c hemicals</b>        | <p><b>Probable cause:</b></p> <ul style="list-style-type: none"> <li>Ingesting poisonous chemicals</li> <li>Food allergy</li> <li>Contact with external poisons eg plant sprays, insecticides</li> <li>Gas leak</li> </ul> <p><b>Most probable consequence:</b></p> <ul style="list-style-type: none"> <li>Severe illness or possible death</li> <li>Stress event requiring clinical support</li> </ul> | <b>Low</b> | <ul style="list-style-type: none"> <li>All staff have first aid training</li> <li>Poisonous items securely stored</li> <li>Student/client information sheets up to date and available to staff</li> </ul>  | <b>Low</b> |

|   |   |                   |   |                   |
|---|---|-------------------|---|-------------------|
| <p><b>Venomous snakes and insects</b></p> | <p><b>Probable cause:</b></p> <ul style="list-style-type: none"> <li>• Mansfield and Dookie are rural settings and sightings are common</li> <li>• Snake, wasps and spider bites</li> </ul> <p><b>Most probable consequence:</b></p> <ul style="list-style-type: none"> <li>• Severe illness or possible death</li> </ul> | <p><b>Low</b></p> | <ul style="list-style-type: none"> <li>• All staff trained in first aid and anaphylaxis</li> <li>• Assess outdoor areas before use</li> <li>• Wear closed shoes and long pants if outdoors in areas where snakes could be</li> <li>• Snake bandages in first aid kits</li> <li>• Keep outside areas clean and maintained – short grass, remove possible snake habitats e.g. rocks, fallen timber</li> <li>• Inside of buildings kept free of insects - screens</li> <li>• Annual spraying inside and outside buildings</li> </ul> | <p><b>Low</b></p> |
|---|---|-------------------|---|-------------------|

## Emergency preparedness

### Building maintenance

MASS properties are continually maintained to a high standard consistent with the [Victorian Health Building Authority building standards](#):

- All installed active and passive fire protection equipment is regularly maintained to the required standards; that is, smoke alarms, residential/ domestic sprinkler systems and portable fire extinguishers by a qualified practitioner and be checked according to MASS standards.
- The local fire brigade knows the MASS facilities and their special features that may affect the control of an emergency including security devices fitted, door locks, client complexities etc.
- Good facility housekeeping practices are maintained, for example, means of escape are not locked or blocked; areas are kept free of rubbish.
- Facility evacuation plans are developed and displayed.
- All relevant documentation on students and clients is up to date, including levels of mobility and medication information.
- Emergency contact numbers are correct and up to date.
- Any faults are reported and rectified at the earliest possible time and staff know the process to report faults.
- Any facility that has overnight stays and does not have dedicated fire protection systems installed must have a staff member providing 24 hour supervision.

### Pre summer building maintenance and preparation

Each spring the MASS facilities are prepared for bushfire or grass fire risk consistent with the recommendations of the CFA <https://www.cfa.vic.gov.au/plan-prepare>

While the MASS facilities in the Mansfield township are unlikely to be affected directly by bushfire or grass fire, it is possible that they could be affected by 'ember attack' and steps should be taken to reduce the risk of fire due to embers.

Steps that should be taken include:

- Clear all leaf litter from gutters and around the buildings
- Cut back any vegetation close to the buildings
- Keep mulch away from buildings and remove any dry grass, leaves, twigs and loose barks
- Keep grass areas mowed to 10cm or less
- Move flammable items away from buildings including firewood, doormats, cardboard boxes etc

The MASS Farm Campus is situated in a rural location and will maintain a dedicated Bushfire Emergency Management Plan.

## **Supplies and equipment and pharmaceuticals,**

Each facility:

- has appropriate pharmaceuticals, supplies and equipment for various emergencies to ensure a rapid and effective response
- must ensure that pharmaceuticals, supplies and equipment are located at suitable places within the facility to ensure a rapid effective response
- must ensure that there is an appropriate means of storing and transporting the pharmaceuticals, supplies and equipment to the site of the emergency
- has protocols for the cleaning, restocking and maintenance of all pharmaceuticals, supplies and equipment.

## **Staff induction and training**

All of the MASS staff are trained in first aid and anaphylaxis response and are aware of the location of fire extinguishers and blankets, location of the evacuation packs, first aid kits, emergency exits and assembly areas, evacuation procedures and the information in the Fire and Emergency Procedures Manuals.

## **Drills and exercises**

Each facility conducts at least one drill or exercise every six months for every shift, so that each worker participates in at least one drill every twelve months. At least one exercise each year should cover the period when residents are in bed.

The number of staff on duty will vary between facilities. It is therefore essential that training and exercises are based on a credible scenario reflecting the different staffing and that all staff and occupants are clear on their role and responsibilities.

Drills and exercises can be conducted as training or desktop exercises to limit disruption to vulnerable students and clients. A record of the drill and actions for improvement will be kept and filed.

## **Emergency services inspection**

Each year (usually around springtime) representatives of the Mansfield CFA Brigade visit the MASS facilities to familiarise themselves with the layout, fire prevention systems, the risks and the emergency management planning. Staff answer any questions they may have and provide them with a copy of the MASS EMP and associated documents.

## Emergency response procedures

An individual's response in an emergency is often difficult to predict. Behaviour can change due to a change in routine (fear, evacuation at night, bedtime), effects from medication, of heat and smoke, and the confusion of having different people present (emergency services).

The circumstances of the emergency will frighten and confuse most people including experienced staff, and they may need intensive care, support and supervision depending on their age, medical or emotional condition.

## Emergency information

For external emergencies such as bushfire, storms, floods, extreme heat etc, up-to-date information can be sourced from:

- **Vic Emergency phone line 188 226 226**
- [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)
- **Vic Emergency phone app**
- **Radio Mansfield 99.7FM**
- **ABC Radio 774FM**

### For incidents and emergencies affecting a MASS facility:

- First, call 000 and advise members of the EPC
- Attempt to isolate the affected room or area to reduce spread to other areas
- Evacuate all persons from immediate danger to a safer location.
- Move people out of a room affected by fire or other hazards and close the door, then immediately go outside.
- Consider the number of staff likely to be on duty at different times.
- Ensure all rooms and areas have been checked for people. Make sure it is closed.
- Call the emergency services on 000 to inform them of the emergency and advise if there is immediate threat to life (for example, persons trapped) This will allow the emergency services to ensure they provide the appropriate emergency response.
- Ensure that the emergency exit from each room of the facility is clear. Consider the distance to outside doors and possibility of escape through windows.
- Consider security devices on doors and windows which will prevent them from being used for escape or evacuation.
- Keep the route to the assembly area free from obstructions, such as locked gates and cars.
- Establish two evacuation assembly areas for larger facilities. This is important in the case of one assembly area being unusable due to the nature of the emergency or the weather conditions (for example, toxic smoke).



- Consider access to your facility and the location of arriving emergency vehicles. Ensure your assembly areas are well away from these areas.
- If confronted with smoke, crawl low to the ground to the outside. Close doors quickly when exiting rooms to prevent smoke travel.

## Evacuation

Evacuating students and clients from MASS facilities is likely to be more complicated and problematic than evacuating from other schools and residences. Maintaining calm and control is of the utmost importance and the staff will know best how to manage individual students.

The **Fire and Emergency Procedures Manual** for each facility details the evacuation plan and assembly areas. The Department of Health shares a **Relocation, sheltering and evacuation guide** and this should be used to support any possible evacuations or relocations and can be found on the link below and kept in hard copy with this EMP.

[DH Relocation, sheltering and evacuation guide](#)

## Fire and Emergency Procedures Manuals

The facility **Fire and Emergency Procedures Manuals** written specifically for each facility should be read in conjunction with this MASS EMP. The Manuals should also be reviewed and updated annually at the same time as the MASS EMP.

Each Manual features a series of 'emergency procedures' charts that dot point the steps to be taken in a range of emergencies including:

- Emergency or alarm
- Evacuation
- Structure fire
- Bushfire or grass fire
- Storm
- Power outage
- Utility failure
- External flood
- Bomb threat
- Civil disturbance or invasion
- Extreme heat

## Evacuation Packs

Each facility is equipped with an **Evacuation Pack**. The location of the pack is detailed in each Fire and Emergency Procedures Manual. These packs include:

- EpiPen
- Asmol inhaler and spacer
- Small first aid kit
- Snake bite kit
- Plastic disposable gloves
- Information sheets re Emergency contacts, Asthma, photo sheet of clients with summary of medication, student enrolment information

- **Fire and Emergency Procedures Manual** with phone contacts and evacuation details
- Pen and notebook

### Reporting incidents

Staff are trained to take notes during an incident and a notebook and pen is kept in the evacuation pack for this purpose.

Immediately after any incident or emergency, staff should complete a MASS incident form and brief managers on what happened and the current situation.

A **near miss** is a situation that could have caused harm to people or property but was averted. Near misses should also be reported and recorded so risk management process can be undertaken to avoid the situation occurring again.

In more serious emergencies, an operational post-incident debriefing should be conducted as soon as practicable after every emergency or training exercise.

Debriefing has two purposes:

- to review emergency management plan preparedness and response and identify lessons learned
- to identify and initiate any necessary changes to the emergency management plan as part of the continuous improvement process.

Emergencies may have adverse short- and long-term effects on personnel directly and indirectly involved. Provision for identification and management of adverse effects should be an integral part of emergency planning.

A debrief template can be found in the Appendices.

## Communications

### Emergency warnings

Emergency warnings and information assist in making informed decisions about how to respond to a situation.

It is essential to have a range of methods to access up-to-date information during an emergency including internet, phone apps and radio. Arrangements must be made to access information during power outages which might also mean no mobile phone.

These should include:

- Phones and laptops kept fully charged
- Fully charged battery backups on hand
- A battery operated radio with a spare set of batteries

- Be prepared to go to Council, the Police Station or community meetings to gather information
- Do not gather information from social media unless it is from a trusted site such as EMV, Council, Vic Pol, CFA, SES etc

Emergency warnings and information are generated by the control agency (CFA, DELWP, SES, Police) and disseminated by Emergency Management Victoria (EMV) and other organisations such as Council and accredited media outlets.

The most accessible and reliable source of information is EMV via their Vic Emergency phone app or website <https://emergency.vic.gov.au/respond/> EMV also run a phone help line 1800 226 226

The EMV website is also an excellent source of readiness and recovery information. CFA, SES, Council etc will carry the same information during a response.

The ABC 774FM and Radio Mansfield 99.7FM are accredited emergency broadcasters.

### **MASS Communications**

- The CEO is responsible for communications within MASS to staff and contractors
- The CEO or Strategic Projects Officer are responsible for communications externally to clients and stakeholders

**NOTE:** All emergency related communications should be signed off by the CEO or Strategic Projects Officer.

Communications should be clear, concise and written in plain English. Information should include at a minimum:

- What is known
- What is not known
- What MASS is currently doing about the situation
- What action the recipients should take
- Contacts for more information.

The most appropriate method for communications to be delivered should be identified and used e.g., phone calls if urgent, email if not so urgent. Updates post an incident may be delivered via newsletters.

It is imperative that information that has not been verified is not disseminated. Sharing information that is unfounded or opinions can cause major issues and reputational damage

Depending on the situation, a communication plan may need to be developed to keep all of the school community and stakeholders informed as MASS progresses through recovery to business as usual. A range of communications tools can be used to keep the school and broader community updated including emails, website content, social media and newsletters.

## Epidemic or pandemic

MASS has developed and adopted a dedicated **Pandemic Plan** as a subplan to the **MASS Emergency Management Plan**. This plan recognises that the effects of an epidemic or pandemic could be catastrophic to the MASS community. The Pandemic Plan can be found under Staff Resources on Teams.

## Business continuity

Refer to separate document Business Continuity Plan.

The Business Continuity Plan provides information on how MASS will continue to provide services to clients as a result of an emergency situation. The plan includes information of how the health, safety and wellbeing of the clients is managed throughout an emergency. MASS will work to ensure the continuity of critical supports to clients.

## Recovery

Recovery is those activities that continue beyond the emergency period to restore business as usual and continue to provide critical supports to clients that address their health, safety and wellbeing. Recovery activities may include:

- Debriefing and reviews
- Counselling
- Regular communications with school community and stakeholders
- IT recovery
- Recovery planning
- Relocation to a temporary premises
- Media management
- Briefing and reporting - DFFH and DET etc
- Rebuilding
- Updates to planning and procedures
- Insurance claims

Recovery usually does not happen quickly – it can be frustratingly slow and seemingly full of obstacles. A recovery plan should be developed with input from staff and key stakeholders and divided into short, medium and long term actions. MASS management should lead the planning and the establishment of time-frames as the management and staff have the best level of knowledge and judgement in this regard.

Recovery references:

[Mansfield Shire Council Emergency Relief and Recovery Plan](#)  
[Vic Emergency](#)  
[Bushfire Recovery Victoria – recovery framework](#)

## Appendices

### Amendment Record

The following amendments have been made to this Manual.

| Amendment no | Issue date | Date amended | Amended by   | Details   |
|--------------|------------|--------------|--------------|---|
| Version 02   |            | 06/09/2021   | S Hare       | Included Ogilvies Road Farm Campus details<br>Updated DHHS to DFFH<br>Addition of Mansfield maps and Business Continuity table<br>General updates |
| Version 03   |            | 31/1/2022    | D Stephenson | Updated to address NDIS Practice Standard (Nov 2021), Emergency and Disaster Management   |

### Distribution List

| Copy   | Issued to                      | Date of issue | Issued by    |
|--------|--------------------------------|---------------|--------------|
| Master | <i>Simone Reeves</i>           | 06/09/2021    | Paul Valente |
| 01     | <i>MASS School Staff</i>       |               |              |
| 02     | <i>Mansfield Shire Council</i> |               |              |
| 03     | <i>Mansfield CFA</i>           |               |              |
| 04     | <i>Mansfield SES</i>           |               |              |
| 05     | <i>Dookie CFA</i>              |               |              |

# MASS Debrief Template



## MASS Incident and Emergency Debrief Template

Date:

Description of the incident/emergency:|

Attendees:

|   |
|---|
| How are you feeling? (to check those involved are in the right frame of mind to go over the incident and they are well supported) |
|   |
| Why did the incident happen?  |
|   |
| Could it have been prevented and how?   |
|   |
| How quickly was the incident/emergency responded to?  |
|   |

What was done that worked really well?

If it happened again – what should be done differently?

Any further comments?