Emergency Plan

Lewis Street Childcare Centre

11 Lewis Street Balgowlah Heights NSW 2093

Version 1.0

Date of Issue: 22 June 2021

Contents

1. INTRODUCTION

1.1. PURPOSE and SCOPE

The purpose of this Emergency Plan is to document the organisational arrangements, systems, strategies and procedures of Lewis Street Childcare Centre, 11 Lewis Street Balgowlah Heights NSW 2093, relating to the response and management of emergencies. The audience of this Emergency Plan is the workers and management of the facility.

Procedures for specific emergencies have been included based on an assessment of the type of emergencies that has the potential to impact the facility. This Emergency Plan is to be read and, where necessary, activated in conjunction with existing business continuity or crisis management plans.

This document has been prepared in accordance with and to comply with Australian Standard AS 3745 – 2010 Planning for Emergencies in Facilities and its Amendments.

1.2. REVIEW and AMENDMENT

It is the responsibility of the Emergency Planning Committee (EPC) to ensure the Emergency Plan is reviewed, tested and amended (if required) at least annually. Revisions of the Emergency Plan should be recorded to maintain version control and any amendments should be distributed to the Distribution List. Revisions are to be recorded in the table below.

Revision No.	Revision Date	Sections Amended	Brief Description of Amendment	Revised By
1				
2				
3				
4				
5				

1.3. DISTRIBUTION

A copy of the Emergency Plan is to be distributed to the Emergency Planning Committee (EPC) and Emergency Control Organisation (ECO). The distribution of the Emergency Plan is to be recorded in the register below.

Emergency Planning Committee Distribution

Position	Name	Date Issued

Emergency Control Organisation Distribution

Position	Name	Date Issued
Chief Warden		
Room Wardens		

1.4. SITE INFORMATION

Site Name:	Lewis Street Childcare Centre
Site Address:	11 Lewis Street Balgowlah Heights NSW 2093
Hours of Operation:	TBA - Monday to Friday, 7am – 6pm
Phone:	TBA
Description of Site:	The Centre occupies 2 levels with basement parking and reception on the ground floor.
Nearest Cross Street:	Ernest Street

1.5. ROLE OF WORKPLACE EMERGENCY MANAGEMENT

Workplace Emergency Management Pty Ltd has been engaged to provide emergency management services and will conduct training and provide documentation in accordance with the engagement agreement. This Emergency Plan has been prepared in accordance with Work Health and Safety Regulation 2011 and Australian Standard AS 3745 – 2010 Planning for Emergencies in Facilities and its Amendments.

1.6. INDEMNITY

Australian Standard AS 3745 – 2010, and Amendments, recommends that facility owners, managers, occupiers, and employers should obtain professional advice on the level of indemnity provided to EPC and ECO members. EPC and ECO members should be advised of the level of indemnity provided.

2. ORGANISATION

2.1. EMERGENCY PLANNING COMMITTEE (EPC)

The Emergency Planning Committee (EPC) shall be **formed** by the person(s) responsible for the facility or its occupants and visitors. This typically includes building or facility owners, agents, occupiers, lessors or employers.

The EPC shall **consist of at least two people** who are representative of the stakeholders in a facility, one of which shall be management. At least one member of the EPC shall be a 'competent' person, i.e., a person who has acquired through training, education, qualification, experience, or a combination of these, the knowledge and skills to correctly perform the required task.

The EPC shall **meet at least annually** and a record of meetings made and retained.

The EPC is **responsible** for the development, implementation and maintenance of the emergency plan, emergency response procedures and related training.

The **duties** of the EPC shall include:

- Identifying events that could reasonably produce emergency situations.

- Developing an emergency plan in accordance with Section 3 of AS3745–2010 and Amendments.

- Ensuring resources are provided to enable the development and implementation of the emergency plan.

- Nominating the validity period for the emergency plan and evacuation diagram (this should not exceed 5 years).

- Ensuring the emergency plan is readily identifiable and available to the appropriate persons.

- Establishing an Emergency Control Organisation (ECO) to operate in accordance with the emergency plan.

- Establishing a specialist Emergency Response Team (ERT), if deemed necessary.

- Authorising the release and implementation of the emergency plan, including:

    i. Disseminating information about emergency response procedures to occupants in a suitable format.

    ii. Developing a formalised training schedule to ensure relevant training is provided to ECO members and facility occupants. The training program shall be based on the emergency response procedures and be in accordance with Section 6 of AS3745–2010 and Amendments.

    iii. Testing the emergency response procedures within the first 12 months of implementation, ensuring the first emergency response exercise should be an evacuation exercise.

    iv. Reviewing and monitoring the effectiveness of the procedures at all stages of the implementation process, and amendments made accordingly.

- Establishing arrangements to ensure the continuing operation of the ECO (e.g., during holidays, resignations, training of deputies, etc.).

- Ensuring the register of ECO members is current and readily available.

- Establishing strategies to ensure visitors are made aware of emergency response procedures.

- Ensuring the emergency response procedures remains viable and effective by reviewing and testing the procedures at least annually.

- Ensuring the emergency plan is reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the emergency plan.

- Ensuring a permanent record of events for each emergency is compiled and retained.

- Identifying and rectifying deficiencies and opportunities for improvement in the emergency plan and emergency response procedures.

2.2. EMERGENCY CONTROL ORGANISATION (ECO)

The **primary role** of the Emergency Control Organisation (ECO) is to give priority to the safety of the occupants and visitors of the facility during an emergency. Preservation of life shall take precedence over asset protection during an emergency.

The ECO shall be appropriate to the facility and to the emergency response procedures as determined by the EPC. The ECO shall include the following **positions** as deemed necessary by the EPC:

- Chief Warden (required as a minimum)
- Deputy Chief Warden
- Room/Area Wardens (Staff)
- First Aid

An up-to-date **register** of all ECO members shall be kept readily available, with or via the Chief Warden.

<p style="text-align:center; color:red;">DURING EMERGENCIES, INSTRUCTIONS GIVEN BY THE ECO PERSONNEL SHALL TAKE PRECEDENCE OVER THE NORMAL MANAGEMENT STRUCTURE.</p>

2.2.1. Pre-emergency Duties and Responsibilities

The actions undertaken by the ECO prior to an emergency event may include the following:

CHIEF WARDEN

- Maintain a current register of ECO members
- Replace ECO members when a position becomes vacant
- Conduct regular exercises
- Coordinate the completion of Personal Emergency Evacuation Plan (PEEP)
- Ensure the emergency response procedures are kept up to date
- Attend meetings of the EPC, as appropriate
- Attend training and emergency exercises, as required by the EPC
- Ensure personal ECO identification is available

ROOM/AREA WARDEN – LEAD EDUCATOR

- Ensure occupants are aware of the emergency response procedures
- Ensure occupants are aware of the identity of their wardens
- Coordinate safety practices (e.g., clear egress paths) throughout their area of responsibility
- Attend training and emergency exercises, as required by the EPC
- Ensure personal ECO identification is available

2.2.2. Emergency Duties and Responsibilities

The actions to be undertaken by the ECO in the event of an emergency shall include, but is not limited to, the following:

CHIEF WARDEN

- Respond and take control, as appropriate
- Ascertain the nature of the emergency and implement appropriate action
- Ensure the appropriate Emergency Services has been notified
- Ensure the floor/area wardens are advised of the situation, as appropriate
- If necessary, initiate an action plan in accordance with the emergency response procedures and control entry to the affected areas
- Monitor the progress of the evacuation and record any action taken in an incident log
- Brief the Emergency Services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation
- Any other actions considered necessary, or as directed by Emergency Services

DEPUTY CHIEF WARDEN

The deputy chief warden carries out the duties of the chief warden if the chief warden is unavailable, or otherwise assists the chief warden as required.

ROOM/AREA WARDEN – LEAD EDUCATOR

On hearing an alarm or becoming aware of an emergency, the floor/area warden shall:

- Implement the emergency response procedures for their floor or area
- Ensure the appropriate Emergency Services have been notified
- Advise the chief warden of the circumstances as soon as possible and action taken
- Direct staff to check the floor or area for any abnormal situation, as required
- Communicate with the chief warden by whatever means available and act on instructions
- Commence evacuation if required
- Check that any fire doors and smoke doors are properly closed
- Close or open other doors in accordance with the emergency response procedure
- Search the area to ensure all people have evacuated
- Ensure orderly flow of people during the evacuation
- Report status of the required activities to the Chief Warden on their completion.

2.2.3. Media Statements

In the event of an emergency, only the person appointed by the ECO should make any statements to the media. The Director/Chief Warden will provide the details to the head office as per the companies media policy and procedure.

When a significant emergency occurs, a media statement should be prepared as soon as possible and should include the following:-

- A description of the nature of the emergency
- The corrective action taken and its effectiveness
- When the emergency is expected to be over
- The investigative action that is to be taken
- Any assistance that can be given by the media

Only facts should be stated. Statements as to the cause and effects of the emergency should be avoided until a thorough investigation is carried out.

2.2.4. Post-Emergency Duties and Responsibilities

The actions to be undertaken by the ECO after an emergency should include, but are not limited to, the following:

CHIEF WARDEN

- Notify the ECO member to have occupants return to their facility
- Organise a debrief with ECO members
- Compile a report for the EPC and management

ROOM/AREA WARDENS AND WARDENS – LEAD EDUCATOR

- Compile a report of the actions taken during the emergency for the debrief

2.3. ECO STRUCTURE

The ECO structure is represented below.

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                    ┌──────────────────┐
                    │       EPC        │
                    └──────────────────┘
                             │
   ┌─────────────────────────┼──────────────────────────────┐
   │ ECO                     │                              │
   │              ┌──────────────────┐    ┌──────────────────┐
   │              │   Chief Warden   │────│   First Aiders   │
   │              └──────────────────┘    └──────────────────┘
   │                         │                              │
   │              ┌──────────────────┐                      │
   │              │   Room Wardens   │                      │
   │              └──────────────────┘                      │
   └─────────────────────────┼──────────────────────────────┘
                             ┆
                    Emergency Services
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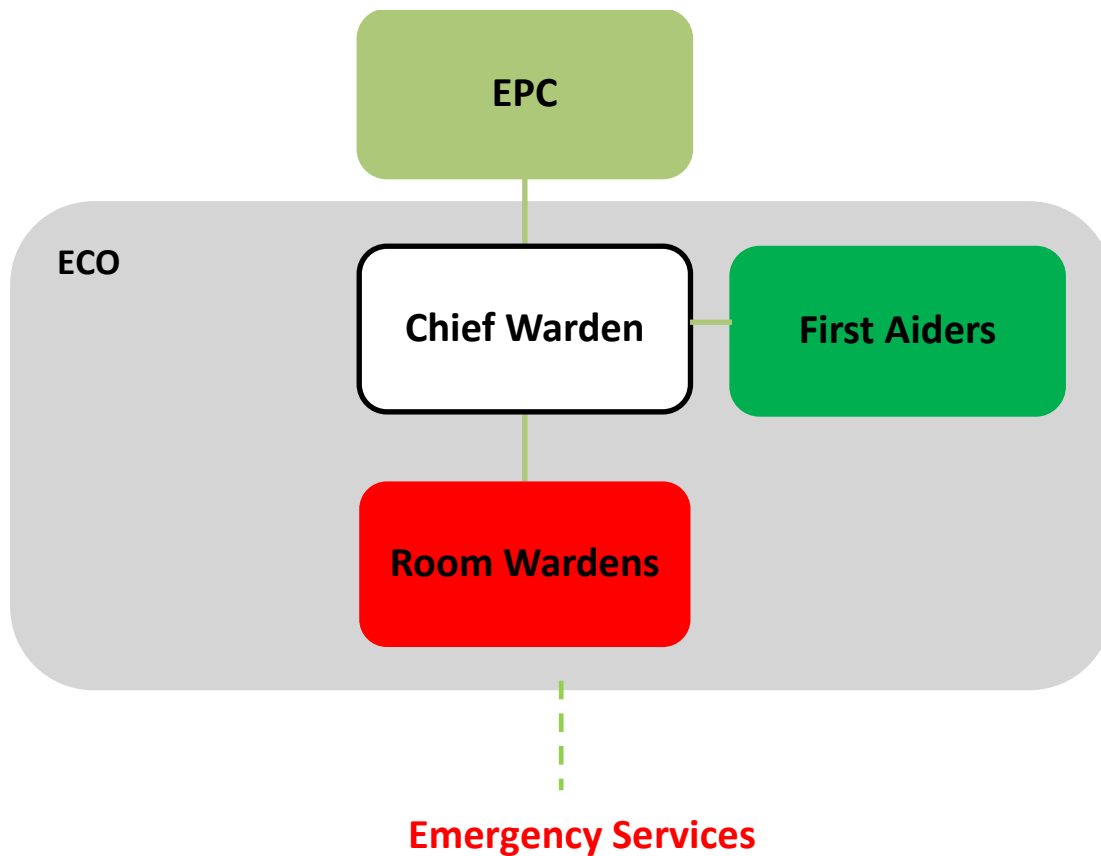
The role of the First Aider is to assist the ECO and take instructions from the Chief Warden in the event of an emergency. Depending on the nature of the emergency, the relevant Emergency Service may need to be contacted and may interact with occupants directly in the event the Chief Warden is not available.

2.4. IDENTIFICATION

The members of the ECO and in-house first aid personnel shall be identifiable by coloured helmets or caps (alternatively, you may choose to use tabards or vests instead of or in addition to these), as follows:

ECO POSITION	COLOUR	
Chief Warden	White	
Deputy Chief Warden	White	
Room Warden (Lead Educator)	Red	

(All above should have a sticker with the relevant position on the front)

First Aid	Green (white cross on a green background)	

2.5. FACILITY EQUIPMENT

This facility has been installed with equipment that may be used during an emergency. This equipment is required to be maintained to relevant Australian Standards and be accessible for immediate use during an emergency. The location of equipment should be appropriately identified through relevant signage.

2.5.1. Emergency Lighting

Emergency lighting will provide illumination in the event there is a power outage or the usual lighting fails.

2.5.2. Exit Signs / Exit Lights

Exit signs indicate the location of the nearest emergency exit in the event there is an emergency. Exit lights are designed to be illuminated with or without power supply.

2.5.3. Fire Blankets

Fire blankets are highly flame-resistant blankets that are designed to extinguish a small fire (e.g., kitchen fire) by smothering the source and not allowing oxygen to the fire. They may also be used to wrap around a person whose clothing has caught fire. Fire blankets should only be used once and immediately replaced after use. Refer to the fire blanket cover for instructions on how to use.

2.5.4. Fire Extinguishers

Fire extinguishers are located throughout the facility and it is important occupants are familiar with the types of extinguishers, their location and the type of fire for which each extinguisher can be used. Refer to Appendix I for further information on types of extinguishers.

Fire extinguishers should only be used by occupants trained in their use and only when it is safe to do so.

2.5.5. First Aid Kits

First Aid Kits are located throughout the facility and only occupants trained in First Aid should provide treatment. Appendix H outlines what items are recommended to be contained in the kits.

2.5.6. Hose Reels

Hose reels contain a constant supply of water to extinguish or contain a fire and should only be used by occupants trained in their use whilst removing people from danger.

2.5.7. Hydrants

Hydrants are used by Emergency Services (e.g., Fire & Rescue) only. Wardens may need to advise Emergency Services of their location during an emergency.

PLEASE NOTE: If a fire is discovered, please also contact the Emergency Services immediately (see Section 3.2 – Procedures - Fire).

2.5.8. Telephone System

The telephone Intercom is used to page all rooms with a verbal announcement in the case of emergency

2.5.9. Evacuation Cots & Baby Harness

Pre-walking children are placed in the Evacuation Cots & Harness as evacuation aids to move children to Assembly Area (for this age group).

2.5.10   Fire Stairs

The Fire Stairs are used in the evacuation procedures in case of emergency

2.6. EMERGENCY LOCATIONS

Wardens need to have knowledge of emergency location points for communicating and transferring information to other occupants, wardens and Emergency Services during an emergency. The type of emergency location points are identified below:

2.6.1. Assembly Area

The Assembly Area is located (via the emergency exit fire stairs – level 1), on the footpath area outside the neighbouring School property, on Lewis Street as per Evacuation Diagrams. Unless unsafe to do so, or advised otherwise, this is the emergency evacuation point for facility occupants.

2.6.2. Secondary Assembly Area

The Secondary Assembly Area will be at another location nominated and advised at time of emergency by Chief Warden. This point will be used as the emergency evacuation point for facility occupants if the primary assembly area is unsafe to use.

2.6.3. Safety Data Sheets (SDS)

The SDS provides information on the properties of hazardous substances, including emergency procedures. The SDS will need to be presented to the Emergency Services if required.

3. EMERGENCY RESPONSE PROCEDURES

3.1. EMERGENCY CONTACTS

The emergency contact numbers include the following:

CONTACT	PHONE
Police	000
Fire	000
Ambulance	000
SES	132 500
Chief Warden	Responsible Person
Room/Area Warden	Lead Educators in each Room
Local Police Station	(02) 9976 8099 – Manly Police Station
Nearest Hospital	(02) 9105 5000 – Northern Beaches Hospital
Local Medical Clinic	(02) 9948 5557 – Balgowlah Medical Centre

3.2. EMERGENCY COLOUR CODES

Type of Emergency	Procedure	Colour Code
Fire and/or Smoke	3.3	Red
Medical Emergency	3.4	Blue
Bomb or Substance Threat	3.5 & 3.6	Purple
Internal Emergency	3.7 & 3.8	Yellow
External Emergency	3.9 - 3.13	Brown
Personal Threat	3.14 & 3.15	Black
Evacuation	3.16	Orange
For the all clear the relevant code shall be stated followed by all clear		

3.3. PROCEDURES - FIRE – FIRST FLOOR PROCEDURE

The following procedure is to be followed when a fire incident occurs and it is safe to do so. A fire incident involves any event where potential hazard presents itself in the form of fire, smoke or their derivatives such as embers, ash or electrical sparks regardless of origin. **Do not use the lift in an emergency situation.**

Person Who Discovers

- Remove people from immediate danger if safe to do so
- Activate emergency alarm using whistle (sound whistle three times)
- Using telephone Intercom page all rooms with verbal announcement – "Fire Evacuation" with fire location
- Ensure Chief Warden (Nominated Supervisor/Responsible Person) is notified

Chief Warden

- Remove children, staff and visitors from immediate danger
- Contact Emergency Services (via "000") stating the name and address of the centre, as well as the nearest cross street
- Collect personal mobile phone (if accessible) and the first aid kit (including EpiPen and inhaler)
- Assist wardens in evacuating each room and yard area through the designated evacuation paths (see Evacuation Plans displayed in each area)
- Support nursery staff, floats and chef at fastening their harnesses (where applicable) and evacuating the children into the safety refuge of the stairwells. Any adult visitors who are physically unable to descend the stairs are to remain in the safety refuge until Emergency Services arrive to support
- Ensure a warden is assigned to retrieve emergency cots for ground floor evacuation of pre-walking children
- Conduct a final sweep of the first floor (where safe to) to ensure the premises has been fully evacuated and continue through designated evacuation route
- From assembly point, confirm all children, staff and visitors are present. If anyone is missing and unaccounted for inform emergency services as soon as possible
- From the assembly area, the Responsible Person/Chief Warden continues to liaise with Emergency Services and other relevant agencies
- Remain at the assembly area until advised by Emergency Services it is safe to return to the education and care service
- Advise staff it is safe to re-enter the building and co-ordinate re-entry
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Collect the Emergency Evacuation pack (from within each room)
- Identify the most suitable evacuation point and guide the other staff members in gathering and walking the children calmly there
- All other able adults are to assist with babies and younger children. Pre-walking children are to be placed in the evacuation cot and wheeled to the designated evacuation route as required
- Wardens and staff members within the nurseries are to fasten on their harnesses and begin to escort the pre-walking children through the evacuation route and down the fire stairs

- Close windows and doors when exiting, if possible
- Support and supervise children at all times until families arrive and ensure all children are signed out as they are collected
- Remain at the assembly area until advised by Emergency Services it is safe to return to the education and care service

3.4. PROCEDURES - FIRE – GROUND FLOOR PROCEDURE

The following procedure is to be followed when a fire incident occurs and it is safe to do so. A fire incident involves any event where potential hazard presents itself in the form of fire, smoke or their derivatives such as embers, ash or electrical sparks regardless of origin. **Do not use the lift in an emergency situation.**

Person Who Discovers

- Remove people from immediate danger if safe to do so
- Activate emergency alarm using whistle (sound whistle three times)
- Using telephone Intercom page all rooms with verbal announcement – "Fire Evacuation" with fire location
- Ensure Chief Warden (Nominated Supervisor/Responsible Person) is notified

Chief Warden

- Follow procedures for Fire Evacuation – First Floor

Delegated Warden/Staff

- Collect the personal mobile phone and the office/foyer first aid kit (including EpiPen and inhaler)
- Identify the most suitable evacuation point and guide the other staff members/visitors in walking calmly to the assembly point
- Additional Wardens are to support staff members at the external emergency exit points to guide the children safely to the assembly area
- At the level exit point there will be an emergency cot to place the pre-walking children in so they can be wheeled to the designated assembly area – as required
- Close windows and doors when exiting, if possible
- Support and supervise children at all times until families arrive and ensure all children are signed out as they are collected
- Remain at the assembly area until advised by Emergency Services it is safe to return to the education and care service

3.5. PROCEDURES - MEDICAL

The following procedure is to be followed when a medical incident occurs. A medical incident usually occurs to one person at a time and is an isolated incident that has occurred without warning. For example: chest pain/cardiac arrest; faint or collapse; mechanical injury e.g., Slips and falls; chemical spills; burns; allergies; shortness of breath; stroke; seizures; hypoglycaemic events; sickness; pregnancy related emergencies including labour; behavioural disturbances, etc.

Person Who Discovers

- Remove people from immediate danger if safe to do so
- Contact Emergency Services
- Contact Chief Warden

Chief Warden

- Gather information about the medical incident
- Confirm contact with Emergency Services has been made/contact if required
- Contact and support the First Aider
- Inform parents/guardians or NOK of the patient
- Advise relevant occupants
- Assign a staff member to greet Emergency Services upon arrival
- Report information to Emergency Services
- Take instruction from Emergency Services
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Report to Chief Warden
- Take instructions from the Chief Warden
- Confirm contact with Emergency Services has been made/contact if required
- Contact First Aider and support as needed

3.6.   PROCEDURES - BOMB THREAT

The following procedure is to be followed when a bomb threat incident occurs. A bomb threat is when a telephone call or written correspondence is received that relate to an item which may have the potential to explode causing extensive damage and threaten lives.

Person Who Discovers

- Gather as much information as possible
- Fill out a Bomb Threat Checklist (refer Appendix D)
- Contact Chief Warden
- Take instructions from Chief Warden

Chief Warden

- Obtain information about the bomb threat from the staff member who discovered it
- Contact Emergency Services and take instructions
- Unless instructed otherwise, decide to: Search without evacuation; Evacuate and search or Evacuate without search
- Assign a staff member to greet Emergency Services upon arrival
- Report information to Emergency Services
- Take instruction from Emergency Services
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Report to Chief Warden
- Take instructions from the Chief Warden and report back once instructions have been completed

3.7. PROCEDURES - SUSPICIOUS ITEM

The following procedure is to be followed when a suspicious item is discovered. A suspicious item refers to any item that is out of place, does not belong to any staff or is not recognised as belonging to any known personnel as is deemed as a potential hazard. It may be but is not limited to, a bag, box of goods, furniture, computer or equipment, etc.

Person Who Discovers

- Do not touch or move the item
- Remove occupants from the immediate area and cordon off to prevent access
- Gather as much information about the item as possible (e.g., size, location, why it is suspicious, etc.)
- Contact Chief Warden
- Take instructions from Chief Warden

Chief Warden

- Obtain information about the suspicious item from the staff member who discovered it
- Investigate suspicious item and determine ownership or origin
- Contact Emergency Services if deemed necessary
- Advise occupants of incident if deemed necessary
- Advise occupants to Evacuate or Standby for further instructions if deemed necessary
- Greet Emergency Services upon arrival or assign a staff member to do so
- Report information to Emergency Services
- Take instruction from Emergency Services
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Report to Chief Warden
- Take instructions from the Chief Warden and report back once instructions have been completed
- Take instruction from Emergency Services

3.8.   PROCEDURES - FLOOD

The following procedure is to be followed when a flood occurs. An incident of flood is when the location has been inundated with uncontrollable volumes of water. It may be due to a burst water pipe, fire sprinklers, blocked drainage, heavy rain or any other water source.

Person Who Discovers

- Remove anyone from immediate danger if safe to do so
- Contact Chief Warden
- Take instructions from Chief Warden
- If directed to do so, contact Emergency Services

Chief Warden

- Contact Emergency Services if deemed necessary
- Advise occupants of incident if deemed necessary
- Advise occupants to Evacuate or Standby for further instructions if deemed necessary
- Put into action plant & equipment shutdown procedures, using staff assistance as required
- Greet Emergency Services upon arrival or assign a staff member to do so
- Report information to Emergency Services
- Take instruction from Emergency Services
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Report to Chief Warden
- Take instructions from the Chief Warden and report back once instructions have been completed
- Take instruction from Emergency Services

3.9. PROCEDURES - LOCKDOWN

The following procedures are to be followed in the event of a Lockdown. A lockdown incident refers to a situation where the safety of children, staff and visitors is deemed higher inside the premises than outside. Such cases may include, but is not limited to, incidents inside and/or outside the location involving law enforcement personnel; protests; person(s) with weapons outside the premises, etc.

Person Who Discovers

- Remove people from immediate danger if safe to do so
- Advise all occupants, using safe words/phrase via Intercom, in the immediate area to move to a safe area within the building and away from present danger ensuring that they stay below window level
- Contact Emergency Services
- Contact Chief Warden

Chief Warden

- Advise occupants in the immediate area to move to a safe area within the building and away from present danger ensuring that they stay below window level
- Lock windows and external and internal doors, if safe to do so
- Confirm contact with Emergency Services has been made/contact if required
- Gather information from Wardens & staff members
- Co-ordinate the lockdown
- Move self to the allocated Safe Area
- Report findings to Emergency Services, if required
- Do not Exit the building until safe to do so
- Advise Occupants it is safe to exit the building and co-ordinate evacuation
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Contact Chief Warden
- Lock windows and doors, if safe to do so
- Direct all staff, children and other occupants to cease activities
- Move all occupants to a Safe Area within the building but away from present danger
- Account for children, staff & visitors at the Safe Area
- Report findings to Chief Warden
- Take instructions from the Chief Warden
- Staff are to keep children calm and occupied
- Do not exit building until advised by Chief Warden or Emergency Services
- Facilitate evacuation of occupants from the building when it is safe to do so

3.10. PROCEDURES - LIFT EMERGENCY

In the event of the lift failing to operate whilst you are inside you should;

Person(s) in the Lift

- Remain calm and do not attempt to exit lift
- Press & hold the phone/alarm button for 4 seconds. Await reply.
- If you have access to a working mobile phone call through to 000 stating name, address of service and nearest cross street
- Await advice from the relevant services

Chief Warden

- Supervise the relevant services on arrival
- Contact Emergency Services if deemed necessary
- Debrief the emergency with ECO and prepare a report for the EPC

3.11. PROCEDURES - EXTERNAL EMERGENCY

The following procedure is to be followed when an external incident occurs. An external incident includes those where an incident that threatens the safety of children, staff and visitors occurs outside of the location. It may include but is not limited to: bomb threats; siege incidents; protests; law enforcement incidents; severe weather; and/or traffic collisions; etc.

Person Who Discovers

- Contact Chief Warden
- Contact Emergency Services if required
- Take instructions from Chief Warden

Chief Warden

- Obtain information about the external incident from the staff member who reported it
- Contact Emergency Services if deemed necessary
- Advise occupants of incident if deemed necessary
- Advise occupants to Evacuate or Lockdown area
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Report to Chief Warden
- Contact Emergency Services if required
- Take instructions from the Chief Warden and report back once instructions have been completed

3.12. PROCEDURES - SEVERE WEATHER/STORM DAMAGE

The following procedure is to be followed when severe weather/storm damage occurs. Severe weather/storm damage include incidents of damage due to uprooted or fallen trees; dismantled structures; and heavy rainfall such as broken windows/glass, structural hazards, slippery surfaces, etc.

Person Who Discovers

- Contact Chief Warden
- Take instructions from Chief Warden
- Contact Emergency Services

Chief Warden

- Contact Emergency Services if deemed necessary
- Advise occupants of incident if deemed necessary
- Advise occupants to Evacuate or Standby for further instructions as deemed appropriate
- Put into action plant & equipment shutdown procedures, using staff assistance as required
- Greet Emergency Services upon arrival or assign a staff member to do so
- Report information to Emergency Services
- Take instruction from Emergency Services
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Report to Chief Warden
- Take instructions from the Chief Warden and report back once instructions have been completed
- Take instruction from Emergency Services

3.13. PROCEDURES - CRIMINAL ACTS

The following procedure is to be followed when a criminal act occurs. A criminal act refers to any act where a crime has been committed and includes incidents of theft; assault (sexual or non-sexual); fraud; death threats; arson; etc.

Person Who Discovers

- Contact Chief Warden
- Take instructions from Chief Warden
- If directed to do so, contact Emergency Services

Chief Warden

- Contact Emergency Services if deemed necessary
- Advise occupants of incident if deemed necessary
- Advise occupants to Evacuate, Lockdown or Standby for further instructions if deemed necessary
- Greet Emergency Services upon arrival or assign a staff member to do so
- Report information to Emergency Services
- Take instruction from Emergency Services
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Take instructions from the Chief Warden and report back once instructions have been completed
- Take instruction from Emergency Services

3.14. PROCEDURES - ARMED OR UNARMED INTRUSION

The following procedure is to be followed when an armed or unarmed intrusion occurs. An armed intrusion is one which involves an unauthorised person/s in or around the premises, using weapons. A weapon is any instrument or device that is used to inflict or threaten injury. It includes but is not limited to: firearms, knives, tools, batons, and also everyday items such as pens, scissors or keys. An unarmed intrusion is one which does not involve weapons but one in which the person is perceived as threat due to his/her behaviour, appearance and demeanour.

Person Who Discovers

- Obey the instructions of the intruder and try to remain calm
- Do not take any action to provoke or excite the intruder, but initiate the Lockdown if safe to do so
- Hand over cash/valuables on request
- Take a mental note of descriptive information about the intruder (e.g., hair colour, height, complexion, speech, facial hair, eyes, clothing, build, tattoos, any other distinguishing features, etc.)
- Contact Chief Warden and Emergency Services when the intruder leaves
- Fill out the Intruder Checklist (refer Appendix E)
- If the intrusions relate to a Court Order custody arrangement, do not hand over the child, unless the lives of other occupants are under direct threat from the person of interest if you do not do so.

Chief Warden

- Obtain information about the intrusion from the staff member who discovered it
- Contact Emergency Services
- Advise occupants of incident
- Advise occupants to lockdown the facility and advise staff to not discuss the incident until Emergency Services arrives
- Greet Emergency Services upon arrival or assign a staff member to do so
- Report information to Emergency Services
- Take instruction from Emergency Services
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Contact Emergency Services
- Report to Chief Warden
- Take instructions from the Chief Warden and report back once instructions have been completed
- Take instruction from Emergency Services

3.15. PROCEDURES - EVACUATION

The following procedure is to be followed when an evacuation is required. An evacuation event is any event where the timely removal of occupants is deemed necessary for their safety. For example, incidents of fire, flood, bomb threats, severe weather/storm damage, structural hazards, etc.

Person Who Discovers

- Remove people from immediate danger if safe to do so
- Activate Emergency Warning Device / Alert using Whistle & Intercom system
- Contact Emergency Services, as required
- Contact Chief Warden

Chief Warden

- Remove people from immediate danger
- Confirm contact with Emergency Services has been made/contact if required
- Advise staff, children & visitors by whistle & Intercom System to evacuate all occupants to the nominated Assembly Area if safe to do so. If unsafe, a secondary assembly point will be advised
- Collect Visitors Sign In/Out register, staff roster & mobile phone
- Proceed to MECP – Front door of Centre to greet emergency services
- Gather information from Wardens/staff
- Take instruction from Emergency Services
- Do not re-enter building until advised by Emergency Services
- Account for all children, staff & visitors at assembly area
- Advise Staff it is safe to re-enter the building and co-ordinate re-entry
- Debrief the emergency with ECO and prepare a report for the EPC

Lead Educator/Staff

- Remove children, staff & visitors from immediate danger
- Advise children, staff & visitors to evacuate to Assembly Area using the safest egress
- Transfer babies from emergency cots to carriers and proceed to Emergency Exits (Fire Stairs) as required
- Direct older children to cease activities and remain with the educators/staff
- Check all areas: rooms, cupboards and toilets, etc.
- Collect room rolls, medication bags and room evacuation bag
- If safe to do so, close doors and windows to isolate smoke
- Report actions and findings to Chief Warden - safely perform traffic control on evacuation route
- Account for children, staff & visitors at the assembly area or safe area
- Take instructions from the Chief Warden
- Do not re-enter building until advised by Chief Warden
- Facilitate re-entry of occupants into building

3. EVACUATION DIAGRAM

Evacuation diagrams shall be displayed in locations where occupants and visitors are able to view the diagrams. The locations within the facility and number of diagrams shall be determined by the EPC.

The Position, Location and Elements of the diagrams are to be as set out in the AS 3745 – 2010 and Amendments.

5. TRAINING SCHEDULE AND OTHER ARRANGEMENTS

5.1. EPC TRAINING

Training is to be provided to EPC members to enable them to competently execute their obligations. Training should address at least the following:

- Developing, managing and maintaining an emergency plan.
- The duties of the EPC and ECO.
- Conduct of site-specific emergency identification and analysis.
- Establishing and managing an ECO.
- Management of appropriate documentation.
- Management and development of assessment activities.
- Development and implementation of training activities including emergency exercise management.
- Emergency mitigation, emergency preparedness and emergency prevention.
- The installed fire safety systems of the facility e.g., sprinkler systems, fire doors and installed emergency communications, notifications and warnings.
- Liaison with Emergency Services.
- Post-evacuation management.

5.2. ECO TRAINING

Training is to be provided to ECO members to develop the skills and knowledge necessary to undertake the duties. Training should address at least the following:

- The duties of the ECO.
- Procedures for the specific emergencies contained in the emergency plan.
- Responding to alarms and reports of emergencies.
- Reporting emergencies and initiating the installed emergency warning equipment.
- Communication during emergencies.
- Pre-emergency activities.
- Emergency activities, First-response Emergency Equipment and First Attack Fire Fighting.
- Post-emergency activities.
- Occupants and visitors with disabilities, including personal emergency evacuation plans.
- Human behaviour during emergencies.
- The use of installed emergency response equipment and operation of communication system.
- The performance of the building and its installations during a fire or other emergency.

The training shall include exercises and assessment.

In addition to the above training, Chief Wardens, Deputy Chief Wardens and Communications Officer require the following additional training:

- Their roles and responsibilities within the emergency plan.
- Duties of the EPC.
- Decision-making, command and control.
- Record keeping.
- Actions for the specific emergencies contained in the emergency response procedures.
- Coordination of communication during emergencies.
- Liaison with Emergency Services.
- Coordination of evacuation activities.
- Implementation of post-emergency activities in accordance with the emergency plan.

5.3. OCCUPANTS AND VISITORS

Visitors at the facility should be provided with appropriate information on the emergency response procedures, as determined by the EPC. All occupants working at the facility shall receive training to enable them to act in accordance with the emergency response procedures and should include at least the following:

- Occupant responsibilities within the facility emergency response procedures.
- Types of emergencies in the emergency plan, how to report emergencies and recognising and reporting unsafe conditions.
- The authorities, roles, responsibilities and identification of ECO members.
- Reacting safely to emergencies and alarms.
- Evacuation procedures and location of assembly areas, location of egress routes and post-emergency protocols.

5.4. SKILLS RETENTION

Skills retention activities are determined by the EPC and should be carried out at the following maximum intervals:

MEMBER / ACTIVITY	INTERVAL
ECO	6 months
Emergency Response Exercise (e.g., evacuation exercise)	12 months
First Attack Fire Fighting	24 months
First Response Emergency Equipment	12 months

DEFINITIONS

Assembly Area - The designated place/s where people assemble in the event of an evacuation.

Bomb - A device of any shape or size, which can look obvious or be camouflaged, may vary in sophistication, and may not necessarily explode (i.e. incendiaries, toxic/noxious substances, sharps, animals/reptiles). May be referred to as an improvised explosive device (IED).

Bomb Threat - A threat, written or verbal, delivered by electronic, oral or other medium threatening to place or uses an explosive, chemical, biological or radiological device at a time, date, and place or against a specific person or organisation. It is not necessary for any other action to be taken by the offender.

Emergency - An event that arises internally or from external sources, which may adversely affect the occupants or visitors in a facility, and which requires an immediate response.

Emergency Control Organisation (ECO) - A person or persons selected by the emergency planning committee to direct and control the implementation of the facility's emergency response procedures.

Emergency Plan - The written documentation of the emergency arrangements for a facility. It contains the response roles, responsibilities, systems and arrangements for the agreed emergency roles.

Emergency Planning Committee (EPC) - Persons responsible for the documentation and maintenance of an emergency plan.

Emergency Preparedness - The arrangements made to ensure that should an emergency occur, all the necessary resources and services needed to cope can be efficiently mobilized and deployed.
Examples: the structure and duties of the EPC, the appointment of an ECO, development and maintenance of the emergency procedures, emergency identification, training, removal of people or property from a threatened location.

Emergency Prevention - The measures taken to eliminate the incidence of an emergency. These include the regulatory and physical measures to ensure that emergencies are prevented.
Examples: the implementation of suitable policies and procedures, regular maintenance and servicing of equipment/appliances, alarm systems, training in the safe use of installed equipment, correct storage practices, reduction or removal of excessive fuel loads.

Emergency Response Exercise - A site specific exercise implemented to determine the effectiveness of the emergency response procedures.

Emergency Response Procedures - A systematic written section in an emergency plan outlining the assigned responsibilities and actions to be taken to manage an emergency situation.

Emergency Response Team (ERT) - Specialist personnel appointed to attend specific incidents to contain, control or eliminate the emergency using emergency response equipment.

Evacuation - The orderly movement of people from a place of danger.

Evacuation Diagram - Emergency and evacuation information about a facility presented and displayed in pictorial form at relevant locations outlining the floor area and other relevant emergency response information

Evacuation Exercise - An emergency response exercise which simulates an emergency that requires an evacuation

Facility - A building, structure or workplace that is or may be occupied by people (occupants).

Occupant - A person attending a facility on a permanent or temporary basis, such as an employee, contractor, student, or resident, but not a visitor.

Occupant Warning System - Systems and devices that operate to alert people within a facility to an emergency. Examples:
1. Emergency warning and intercommunication system (EWIS), sound system for emergency purposes (s.s.e.p), smoke alarms, pagers, visual warning systems (strobe lights), hand held alarm devices (whistle), and intercom systems.
2. Occupant warning equipment may operate as part of a fire detection and alarm system and may function in conjunction with other emergency detection system, such as those for storms earthquakes and bomb threats.

Occupant/visitor with a disability - A person who requires:
   a) More time or different forms of communication, compared with other occupants to respond to an emergency; or
   b) Assistance to respond to an emergency or evacuate from a facility.

Personal emergency evacuation plan (PEEP) - An individualised emergency plan designed for an occupant with a disability who may need assistance during an emergency

Refuge - An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gasses, which provides direct access to an exit. Refuges are normally nominated by a relevant certifier

Staging area - An Area in a facility where occupants and visitors are intended to gather in preparation for an evacuation.

Structure – 1. A building (fixed or transportable), mast, tower, a steel or reinforced construction, structural cable or telecommunications structure, underground works (including shafts and road, rail, telecommunications and interconnecting tunnels).

2. A railway line, airfield, dock or harbour, water storage or supply system, electricity or gas generation facility, transmission or distribution facility; or production, storage or distribution facilities for heavy industries; or fixed plants.

Visitor - A person who is within a facility who is temporarily visiting the facility and is not
   a) Employed at or for the facility, either on a permanent, casual, temporary, contracting basis
   b) A resident/inmate
   c) Studying at the facility.

Workplace - Any place where work is, or is to be, performed by:-

a) A person engaged for work for gain or reward, or on a voluntary basis
b) A person conducting a business or undertaking; or
c) As defined by the relevant Commonwealth, State and Territory occupational health and safety statutes for the definition of a workplace.

LIST OF ABBREVIATIONS

ABDC	Australian Bomb Data Centre
AS	Australian Standard
AS/NZS	Joint Australian/New Zealand Standards
BCA	Building Code of Australia
CPR	Cardio Pulmonary Resuscitation
DDA	Commonwealth Disability Discrimination Act
DRSABCD	Danger, Response, Send, Airway, Breathing, CPR, Defibrillator
ECO	Emergency Control Organisation
ECP	Emergency Call Point
EP	Emergency Plan
EPC	Emergency Planning Committee
ERT	Emergency Response Team
EWIS	Emergency Warning Intercommunication System
EWS	Emergency Warning System
FA	First Aid
FDI	Fire Danger Indicator
FDR	Fire Danger Rating
FIP	Fire Indicator Panel
HAZMAT	Hazardous Materials
HB	Handbook
IED	Improvised Explosive Device
MCP	Manual Call Point
MECP	Master Emergency Control Point
MSDS	Material Safety Data Sheet
PA	Public Address
PCBU	Person Conducting a Business or Undertaking
PEEP	Personal Emergency Evacuation Plan
SES	State Emergency Service
SSEP	Sound System for Emergency Purposes
WHS	Work Health and Safety
WIP	Warden Intercommunication Point

APPENDIX A - CRITICAL EMERGENCY EVACUATION SYSTEM ELEMENTS AND RECORDS

Item No.	Item	Action required & pass /fail requirements	Frequency			Records		
			Monthly	Six-monthly	Yearly	Result	Pass/Fail	Comments
	Emergency Plan	Inspect the Emergency Plan and check for relevancy to the facility			✓			
	Emergency Evacuation Equipment	Inspect the Emergency evacuation equipment and check for compliance with the Emergency Plan		✓	✓			
	Emergency Response Procedures	Inspect the emergency Procedures and test for relevancy to the facility or to a nominated incident covered by the Emergency procedures by conducting an evacuation exercise.		✓	✓			
	Training	Inspect training records and check for compliance with the emergency plan		✓	✓			
	Evacuation Exercise	Inspect evacuation exercise records and check for compliance with the emergency Plan			✓			
	Emergency Control Organisation (ECO)	Inspect the ECO list and check for compliance with the emergency plan. Test the ECO for relevance to the facility by initiating an alarm and checking the response for compliance with the emergency plan	✓	✓ ✓	✓ ✓			
	Emergency Response Diagrams	Inspect the emergency response diagrams for relevancy and check for compliance with the emergency plan		✓	✓			
	Assembly Areas	Inspect the nominated assembly are/s and test for relevance to the facility and compliance with the emergency plan		✓	✓			

APPENDIX B - BOMB THREAT CHECKLIST

PHONE BOMB THREAT CHECK LIST

DO NOT HANG UP   REMAIN CALM

Time: _____   Date: /   /   .   Phone Number Displayed: _____

EXACT WORDING OF THE THREAT:

IMPORTANT QUESTIONS TO ASK:

Where did you put it?

When is the bomb going to explode?

What does it look like?

Why did you put it there?

What type of bomb is it?

GENERAL QUESTIONS TO ASK:

What is in the bomb?

How will the bomb explode?

How will the substance be released?

What type of substance is it?

What is your name?

Sex of Caller:	Male	Female		Estimated Age:	
Voice/Accent	Australian	Asian	British	Middle Eastern	American
	European	Irish	Indian	Other:	
	Loud	Angry	Calm	Soft	Emotional
	Laughing	High Pitched	Other:		
Speech	Fast	Clear	Stutter	Slurred	
	Slow	Muffled	Lisp	Other:	
Threat Language	Well Spoken	Irrational	Message Read	Abusive	Taped
	Incoherent				
Background Noise:	Street Noise	Television	Music	House noises	Voices
	Aircraft	Machinery	Other:		

Your Name: _____   Telephone number of your phone: _____

NOTES: _____

_____

APPENDIX C - INTRUDER CHECKLIST

Intruder Checklist

Witness Details

Name:		Position:	
Signature:		Department:	
Date:			

Intruder Details

Sex of Intruder:	Male	Female		Number of Intruders:	
Nationality:	Australian American	Asian European	British Irish	Middle Eastern Indian	Other (specify):
Age:		Height:		Weight:	
Build:	Thin Stout	Overweight Obese	Medium Heavy	Muscular	Other (specify):
Hair:	Black Brown Grey	Red Auburn Blonde	Straight Wavy Short	Long Shaved Bald	Other (specify):
Eyes:	Blue Brown	Green Grey	Hazel Dark	Unknown	Other (specify):
Complexion:	Olive Tanned	Fair Pale	Freckled Brown	Sunburnt Scarred	Other (specify):
Glasses:			Facial Hair:		
Jewellery:	Earrings Nose Ring	Necklace Rings	Bracelet Anklet	Silver Gold	Other (specify):
Body Markings:	Tattoo	Scars	Birthmark		Other (specify):
Clothing:	Upper (describe):	Lower (describe):	Head (describe):	Foot (describe):	Other (specify):
Voice:	Loud Soft	Calm Emotional	Angry Laughing	Flat High pitched	Other (specify):
Speech:	Fast Slow	Clear Muffled	Stutter Lisp	Slurred Normal	Other (specify):
Language:	Well spoken Incoherent	Irrational Uneducated	Swearing	Abusive	Other (specify):
Vehicle:	Body (describe):	Make (describe):	Model (describe):	Colour (describe):	Other (specify):
Weapon:	Knife	Handgun	Shotgun	Other (specify):	

Notes

_____

_____

_____

_____

ALERT YOUR SUPERVISOR AND THE CHIEF WARDEN

APPENDIX D - PERSONAL EMERGENCY EVACUATION PLAN

Personal Emergency Evacuation Plan (PEEP)

WORKPLACE EMERGENCY MANAGEMENT

Personal Emergency Evacuation Plan (PEEP) Complete this form for any person who has a disability and would require assistance during an emergency evacuation.

General Details		
Persons Name:	Company/Department:	
Phone Number: *Mobile:*	Work Phone:	
Location:		
Building(s):	*Floor(s):*	*Room(s):*
Period Onsite: ☐ *Fulltime:*	☐ *Part-time:*	☐ *Visitor:*
Date(s):	*Days:*	*Onsite Hours (Indicative):*

Evacuation Requirements		
Is an assistance animal involved	☐ Yes	☐ No
Is the person trained in the Emergency Response Procedures?	☐ Yes	☐ No
Preferred method of receiving updates to emergency response procedures:		
Preferred method for notification of emergency:		
Type of assistance required:		
Equipment required for evacuation:		
Egress procedure:		
Designated assistants and contact details:		
Building Warden *Name:*	*Contact No:*	
Assistant *Name:*	*Contact No:*	
Assistant *Name:*	*Contact No:*	
Are the designated assistants trained in emergency and evacuation procedures?	☐ Yes	☐ No
Are the designated assistants trained in the use of evacuation equipment?	☐ Yes	☐ No
Is a diagram required for preferred route of assisted evacuation?	☐ Yes (attach)	☐ No
Issue Date:	Review Date:	
Approved:		
Person requiring assistance: _____	*Date:* _____	
Building Warden: _____	*Date:* _____	

Copy of completed form sent to / held by:

Building Warden	☐ Yes	Designated assistants	☐ Yes	Person requiring assistance	☐ Yes

APPENDIX E - FIRST AID BASICS

D **DANGER**

Check for immediate danger to yourself, others and the patient

↓

R **RESPONSE**

Check for a response   Ask name – Squeeze shoulders

No Response   **Response**

↓   Make Comfortable

                                 Monitor Condition

S **SEND FOR HELP**

Call triple 000 for an Ambulance or ask another person to make the call

↓

A **AIRWAY**

Open Mouth – if foreign material is present, place in the recovery position and clear the airway

↓

B **BREATHING**

Check for breathing – look, listen, feel

Absent or Abnormal Breathing   **Normal Breathing**

Start CPR   Place in recovery position

↓   Monitor breathing

C **CPR**

Start CPR – 30 chest compressions : 2 Breaths (100-120 beats per minute)

Continue CPR until help arrives or patient recovers

↓

D **DEFIBRILLATION**

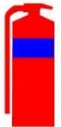**Apply defibrillator** if available and trained to do so
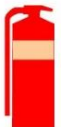
APPENDIX F - FIRST AID KIT CHECKLIST – Sample Content List

First Aid Kit Checklist

Item	Units	Amount	Tick/Order
Key-Ring or otherCPR Mask		1	
Nitrile Powder Free Blue Gloves	2 Pack	5	
Gauze Swab- 7.5cm x 7.5cm	3 Pack	5	
Sodium Chloride - 15ml Steri-tube		10	
Alcowipes		10	
Plastic Dressing Strips	50 Pack	1	
Splinter Probes	5 Pack	1	
Tweezers - 125mm Fine Point		1	
Antiseptic Spray - 50ml		1	
Non Adherent Dressing - 5cm x 5cm		6	
Non Adherent Dressing 10cm x 10cm		1	
Lite Dressing - 7.5cm x 10cm		3	
Conforming Bandage - 5cm x 1.5m		3	
Conforming Bandage - 7.5cm x 1.5m		3	
Hospital Crepe Bandage - 10cm x 4m		1	
Scissors Surgical - 125mm Sharp Blunt		1	
Transparent Tape - 2.5cm x 5m		1	
Safety Pins	12 Pack	1	
No. 13 Wound Dressing		1	
No. 14 Wound Dressing		1	
No. 15 Wound Dressing		1	
Combined Dressing 10cm x 20cm		1	
Disposal Bags	3 Pack	1	
Calico Triangular Bandage - 110cm x 110cm		3	
Survival Thermal Blanket		1	
Eye Pad Sterile Single Use		4	
Burn Gel Sachet - 3.5ml		5	
BurnAid pad 10cm x 10cm		2	
Instant Ice Pack		1	
Basic Dressing Pack		1	
Sharps Container – small		1	
First Aid Notes/Instructions		1	
Notebook		1	
Biro		1	

APPENDIX G - FIRE EXTINGUISHER CHART

	FIRE EXTINGUISHER CHART						
	Class/Type of Fire	**A**	**B**	**C**	D	**E**	**F**
Colour Of Extinguisher	**Type of Extinguisher**	**Wood Paper Plastic**	**Flammable & Combustible Liquids**	**Flammable Gases**	Metal Fires	**Electrically Energised Equipment**	**Cooking Oils and Fats**
	WATER (AW)	✔	✘	✘	✘	✘	✘
	CARBON DIOXIDE (CO$_2$)	LIMITED	LIMITED	✘	✘	✔	✘
	POWDER (ABE/BE)[1]	✔ (ABE) ✘ (BE)	✔	✔	✘	✔	✘ (ABE) ✔ (BE)
	FOAM[2]	✔	✔	✘	✘	✘	LIMITED
	WET CHEMICAL	✔	✘	✘	✘	✘	✔
	VAPORISING LIQUID[3]	✔	LIMITED	LIMITED	✘	✔	✘
	FIRE BLANKET	LIMITED	LIMITED	✘	✘	✘	✔

Note: Column D (Metal Fires): Use Special Purpose Extinguisher Only. Seek Expert Advice. Call 000