

Emergency Response Plan

June 2025

*A current hardcopy of this plan should be kept on file and be accessible in the event of a disaster or emergency.*

Emergency Response Plan key contact

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# Purpose

The purpose of this Emergency Response Plan (ERP) is to provide details of how Kyeema Support Services will prepare for and respond to a disaster or emergency situations.

# Scope

This Emergency Response Plan is to be implemented by a member of the Kyeema management team and applies to all staff, visitors and contractors at Kyeema’s sites.

* 50 Lalor St, Portland
* Seawinds Nursery 191 Wellington Rd, Portland
* Ameeyk House 107 Hurd St, Portland
* Support Coordination, Shops 12 & 13 Pioneer Plaza, Percy St, Portland
* Windward Industries, Portland Aluminium site, Quarry Rd, Portland. (Many aspects of emergency planning for this site are controlled by Portland Aluminium)
* 106 Palmer St, Portland SDA home
* 108 Palmer St Portland, SDA home
* Portland Neighbourhood House 40 Waratah Crescent

# Response Strategies

The response strategies, which can be implemented singularly or jointly, are:

1. Evacuation of the facility;
2. Lockdown of the facility;
3. Temporary Closure of the Facility eg on a Code Red day (other than 106 & 108 Palmer St homes, or potentially Ameeyk 107 Hurd St if the situation warrants it remaining open)

# Purpose

To ensure the safety of participants, staff and any other persons within the facilities.

To coordinate the regional response to a disaster or emergency.

To resume services when safe to do so.

# Lockdown Response

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| **Priority** | This procedure secures all persons in a specific building |
| **Reporting the emergency** | Contact Emergency Services immediately on 000 |
| **Lockdown**  **All sites** | **Signal – a warning from any reliable source** |
| **Procedure**   1. Gather all occupants to a safe place and lock door 2. Access to all persons denied except where clear visibility of a known person. 3. Staff and visitors remain in their offices until told that the building is safe. |
| **Special considerations**  People with disabilities who may have impaired mobility  People whose cognitive capacity means they may not react in a timely manner when requested |
| **Special responsibilities**  Disability support staff and managers would be required to take responsibility for all participants |

# Temporary Closure

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| **Priority** | Safety of staff, members of the community and/or site visitors in the event of Code Red or other emergency such as smoke, bushfire risk or hazardous material. |
| **Decision** | * Kyeema Management abides by Victorian Government Code Red advice. This does not apply to permanent accommodation. * In other events Kyeema Management would abide by advice from Emergency services organisations |
| **Reporting the closure** | 1. Notify staff, participants and their families via contact lists 2. Notify other stakeholders |

# Specific emergencies – response procedures

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| **Building Fire** | | * *Call 000 for emergency services and follow advice.* * *Activate a smoke alarm warning or use voice to advise people* * *Extinguish the fire (only if safe to do so).* * *If appropriate, follow the procedure for on-site evacuation.* * *Check that all people are accounted for.* |
| **Bushfire** | | Different Kyeema sites have different risk levels for bushfire.   * *Call 000 for emergency services and follow advice.* * *Determine appropriate response strategy (evacuate or lockdown) in consultation with emergency services, if possible.* * *If evacuation is required and time permits before you leave:* * *Make sure you close all doors and windows* * *Turn off power and gas.* * *Check that all participants, staff and visitors (including contractors) are accounted for.* |
| **Major external emissions/spill (includes gas leaks)** | | * *Call 000 for emergency services and follow advice.* * *Turn off gas supply.* * *If the gas leak is onsite, notify your gas provider.* * *If appropriate, follow the procedure for on-site evacuation.* * *Alternatively, this may need to be to an off-site location.* * *Check participants, staff and visitors are accounted for.* * *Await ‘all clear’ advice from emergency services or further advice before resuming normal activities.* |
| **Intruder** | | * *Call 000 for emergency services and seek and follow advice.* * *Do not do or say anything to the person to encourage irrational behaviour.* * *Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.* * *Determine whether evacuation or lock-down is required. Do this in consultation with the Police where possible.* * *Evacuation only should be considered if safe to do so.* |
| **Bomb or substance threat** | * *Call 000 for emergency services and seek and follow advice.* * *Do not touch any suspicious objects found.* * *If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered:* * *If appropriate under the circumstances, clear the area immediately within the vicinity of the object of staff.* * *Ensure people are not directed past the object.*   ***If a bomb/substance threat is received by telephone:***   * *Do not hang up – note time, caller voice, background noises.* * *Ask the caller:*   * When is the bomb going to explode?*  * Where is the bomb right now?*  * What does the bomb look like?*  * What kind of bomb is it?*  * What will make it explode?*  * Did you place the bomb?*  * Why did you place the bomb?*  *What is your name?*   * *Have a co-worker call 000 for emergency services on a separate phone without alerting the caller*   ***If a bomb/substance threat is received by mail:***   * *Place the letter in a clear bag or sleeve.* * *Avoid any further handling of the letter or envelope or object.* * *Call 000 for emergency services and seek and follow advice.*   ***If a bomb/substance threat is received electronically:***   * *Do not delete the message* * *Call 000 for emergency services and seek and follow advice* | |
| **Electricity Supply disruption** | * *In the event this may impact a participant’s equipment Kyeema staff are to ensure the safety of the participant.* * *If lighting is a concern torches/lamps are to be used* * *If lack of cooling or heating is likely to affect participants, staff or visitors, take appropriate action. This may include moving off site or closing for the duration of the outage.* | |
| **Bus Incidents** | * *The bus driver is to contact On Call and/or Lalor St 55235999* * *If the incident is notifiable as per Bus Safety laws, ensure this is done.* | |

1. Further Information Regarding the Role of Building Warden in an Emergency

Due to the constantly changing workforce at Kyeema sites, in the event of an emergency or alarm, the nearest available staff member who has received appropriate training may assume the role of Building Warden. This individual will be responsible for coordinating the emergency response until relieved by a designated Warden or emergency services personnel.

* Assume control of the situation regardless of workplace seniority of others present
* Allocate resources as required to ensure safety
* Commence evacuation if appropriate in the circumstances
* Assist, as necessary, in the removal of residents/participants
* Ensure the relevant emergency service is notified
* If it safe to do so, check that all areas have been cleared
* Ensure a headcount is completed of all residents/participants, staff and visitors
* Provide a situation report to emergency services

# External Phone Contacts:

* *Police - 000*
* *Fire - 000*
* *Ambulance - 000*
* *SES – 132 500*
* *Portland Hospital – 03 5521 0333*
* *Glenelg Shire Council – 1300 453 635*
* *Wannon Water - 1300 926 666*