Fire and Emergency Response Procedures and Training Framework

Capital Management Branch
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Validity

This Framework document will be reviewed on an as needs basis. The reader should check the status of the document prior to implementing any requirements.

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General Requirements
Section 1 Scope

This Framework has been prepared to provide a generic framework for the management of fire, emergencies and evacuations in properties owned by the Department of Human Services and in which Departmental staff provide supported accommodation services and other properties as determined by the Department. The Framework enables appropriately qualified professionals to prepare fire and emergency response procedures and training programs to acceptable standards of fire safety, in specific settings. The Framework is to be considered a guideline for minimum standards and does not replace the need for a full risk assessment, which must include how fire emergency evacuation processes and training will be implemented.

The Framework may also be provided as a resource document for other properties as determined from time to time by the Department. While the document contains reference to hospitals and other facilities, the framework is provided for information only and the Department does not mandate adherence to its requirements.

The Framework may also be applied to other buildings (other than bed-based properties), in a modified form and complying with Australian Standard AS 3745.

This Framework:

- Focuses on the policies and procedures of the Department of Human Services with respect to fire and emergency response procedures and training.
- Provides guidance to Programs, Regions and facilities and to individuals or organisations documenting or delivering fire and emergency response procedures and training.
- Details an emergency control organisation management structure that should be in place.
- Provides the structure for developing fire, emergency and evacuation procedures.
- Outlines the training to be provided to staff.

The use of the Framework is subject to the following:

- The Framework does not constitute specific fire safety systems advice.
- In addition to the requirements indicated in this Framework, owners and operators of facilities may be subject to various statutory, common law and contractual obligations. They should seek specific legal and technical advice on the existence and scope of these obligations.
- Reference should also be made to the Department of Human Services Capital Development Guidelines (CDG) Series 7 - Fire Risk Management.

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1 Implementation of the Framework in Department of Human Services properties managed by the funded sector will be subject to Departmental procedures.
Section 2 Purpose

The purpose of this document is to set minimum standards for documenting or delivering fire and emergency response procedures and training; management structures that should be in place; content of fire, emergency and evacuation procedures; and the training that should be provided.

This Framework has been prepared to provide a generic framework for the management of fire, emergencies and evacuations in facilities and buildings by:

• Presenting a common methodology.
• Identifying appropriate means for Department of Human Services and its employees to satisfy their duty of care and the Department’s objectives and legal responsibilities with respect to fire and emergency response procedures and training.
• Identifying the responsibilities of management and staff with respect to fire and emergency response procedures and training.
• Ensuring the Framework is consistent with the Department’s Capital Development Guidelines Series 7 - Fire Risk Management in nominated types of facilities, as outlined in figure 1 below.

Reference should also be made to the Department of Human Services Capital Development Guidelines Series 7—Fire Risk Management.

Notes:

1 This is a framework document, rather than a set of procedures. It sets standards to be reached, rather than instructions on how to reach them. This is necessary because of the range of facilities within the Department.

2 The steps in its implementation are as follows:

• Each relevant Division of the Department is to revise/develop their standards/procedures, for each of the programs for which they hold policy responsibility, to meet the standards set by the framework.
• Regions develop and operationalise the program standards/procedures for facilities within their Region.
• Facilities ensure compliance with Regional procedures (which meet the requirements of the framework).

3 Other facilities described in the Framework may use this document as a resource document without the intervening processes described above. The purpose of its development should be borne in mind when using the Framework this way.
Facilities (CDG 7.3 Secure Facilities, CDG 7.5 Congregate Care Facilities and CDG 7.6 Hospitals) – apply Section 7 of the Framework and Department of Human Services Capital Development Guidelines Series 7 — Fire Risk Management for occupancy types.

Small Residential Facilities (CDG 7.4 Supported Community-Based Houses, CDG 7.7 Community-Based Houses, Community Residential Units and the like) – apply Section 8 of the Framework and Department of Human Services Capital Development Guidelines Series 7 — Fire Risk Management for occupancy types.

Buildings (CDG 7.8 Single dwellings, CDG 7.9 Multi-storey housing and CDG 7.10 Boarding Houses) – apply Section 9 of the Framework and comply with Department of Human Services Capital Development Guidelines Series 7 — Fire Risk Management for occupancy types.
Section 3 Definitions

**Boarding House**
A boarding house, guest house, hostel or the like in which more than six unrelated persons would ordinarily reside.

**Building**
A structure occupied by people, which may or may not have staff present at any time and includes a single dwelling and Office of Housing (OoH) rental properties.

**Community-Based Houses**
Houses of a typical domestic type, construction and layout with 24-hour on-site support or care staff accommodating no more than twelve persons and having a floor area not greater than 350m², and where no more than one resident requires significant (or physical) assistance to evacuate the building during an emergency. CDG 7.7 Fire Risk Management in Community-Based Houses is applicable.

**Congregate Care Facility**
A ‘residential care facility’ as defined in the Building Regulations with 24-hour on-site support or care staff and accommodating more than six residents or having a floor area greater than 350m², and where 10% or more of the residents require significant (or physical) assistance to evacuate the building during an emergency. CDG 7.5 Fire Risk Management in Congregate Care Facilities is applicable.

**Drill**
A fire or evacuation simulation, role play or case study conducted locally within a work area to train staff to identify:
- Alarms
- Procedures and methods of evacuation
- The location of assembly areas and post-evacuation actions
- Circumstances where evacuation may need to be modified or where it is not the most appropriate action to take
- Emergency personnel identification
- Emergency personnel authorities
- The emergency team and role of the members
- Methods of raising an alarm.

**Editor**
A competent person or persons engaged by the Emergency Planning Committee to prepare a facility Fire and Emergency Response Procedures Manual.

**Emergency and Fire Control Centre**
An area within a facility, established to control and coordinate the response and support to an incident or emergency.

**Emergency Control Organisation**
A structured organisation which organises an appropriate response to emergency situations.

**Emergency Planning Committee**
A committee responsible for establishing an emergency plan, setting up the Emergency Control Organisation and establishing a training, drill and exercise regime.

**Exercise**
A table-top, tactical or field simulation of an emergency event (other than a drill) within a facility or building through activation of alarms and/or deployment of personnel, in order to:
- Review/test the planning process and facility/building plan and procedures
- Identify needs and/or weaknesses
- Demonstrate capabilities
- Provide opportunities for people to work together.

**Field Exercise**
A simulation activity in which the Emergency Control Organisation and external emergency management agencies take action in a situation, with deployment of personnel and other resources to achieve maximum realism. It is conducted actually on the ground, in real time but under controlled conditions, as though it were a real emergency. It would normally include involvement of fire fighting appliances and crews, police, ambulances and the State...
Emergency Service. It may involve these agencies attending under simulated emergency conditions. It may also involve clients/residents, staff or volunteers acting as clients/residents, participating in the exercise to add realism.

**Table-Top Exercise**

An indoor discussion which may feature a model of the area on which a prepared scenario is played out, or simply using a projected map, not in real time. The model or map may be used to illustrate the deployment of resources but no resources are actually deployed. Additionally, responses may be prepared in syndicate, in plenary, or under the guidance of a facilitator who maintains the pace and asks probing questions.

**Tactical Exercise**

A simulation used to relate theory and/or emergency management arrangements to a simulated operational situation. This would be aimed at allowing emergency control personnel to be trained and tested in problem solving and decision making techniques as well as applying operational procedures without actually deploying resources other than Emergency Control Organisation members to a field situation. It may also involve clients/residents, staff or volunteers acting as clients/residents, participating in the exercise to add realism.

**Facility**

A facility is a building or group of buildings where staff are rostered to provide a support service (but excludes a single dwelling). The facility may exist on one site (for example, a training centre or large hospital) or consist of a series of like services in different sites (for example, a group of supported community-based houses within one location or Region).

**Fire Risk Assessment**

In the context of the Department of Human Services Capital Development Fire Risk Management Guidelines, a fire risk assessment is one or more, normally a combination, of:

- A qualitative fire risk assessment
- A regulatory assessment depending on the particular application.

**Fire Safety Plan**

A document that defines the fire safety strategy for a facility in terms of the required levels of performance, design parameters and maintenance requirements for each physical or human measure/factor.

**Fire Safety Strategy**

A combination of physical and human measures/factors that have been specified to achieve nominated fire risk management objectives.

**Relevant Fire Safety Engineer**

An engineer, who as a minimum is eligible for registration on the Institution of Engineers Australia NPER scheme and is registered under the class of Fire Safety Engineer by the Victorian Building Control Commission.

**Reviewer**

A competent person or persons other than the Editor engaged by the Emergency Planning Committee to review the Fire and Emergency Response Procedures Manual, before implementation.

**Risk Assessment**

An assessment of the potential for the realisation of an unwanted event, which is a function of the hazard, its probability and consequences. See also Fire Risk Assessment.

**Hospital**

A building or part thereof used on a 24-hour basis for medical, psychiatric, obstetrical or surgical care of four or more inpatients and includes acute hospitals and psychiatric hospitals. **CDG 7.6 Fire Risk Management in Hospitals** is applicable.
**Human Factors (Measures or Precautions)**

Occupant characteristics, management practices, Emergency Control Organisation, training and the like that may impact on fire safety. Human measures or precautions typically relate to facilities/building management issues.

**Multi-Storey Housing**

A building containing two or more sole occupancy units, each being a separate dwelling, and includes flats and apartments contained in buildings of two or more storeys. CDG 7.9 Fire Risk Management in Multi-Storey Housing is applicable.

**Nominated Fire Risk Management Officer**

A senior manager normally reporting directly to a Chief Executive Officer (CEO) who has overall responsibility for fire risk management. The Nominated Fire Risk Management Officer may have responsibility for more than one building or facility and may carry out other duties in addition to those required of the nominated fire risk management officer.

**Nursing Home**

For the purpose of this Framework, a nursing home is considered to fall under the same category of facility as congregate care. CDG 7.5 Fire Risk Management in Congregate Care Facilities is applicable.

**Physical Factors (Measures or Precautions)**

Fire protection equipment or systems, lining materials, architectural layout, egress provisions and the like that may impact on fire safety. Physical measures or precautions generally relate to capital works.

**Secure Facility**

A building or part of a building that provides for sleeping or other activities for residents and is occupied by persons who are generally prevented from taking self-preservation action, because of security measures not under the occupant’s control. CDG 7.3 Fire Risk Management in Secure Facilities is applicable.

** Shall **

Indicates that a statement is mandatory.

**Should**

Indicates a recommendation to be followed but is not mandatory.

**Single Dwelling**

A detached house or one or more attached dwellings, each being a building separated by a fire-resisting wall. CDG 7.8 Fire Risk Management in Single Dwellings is applicable.

**Small Residential Facility**

Small residential facilities are those facilities covered by Department of Human Services CDG 7.4 Fire Risk Management for Supported Community-Based Houses and CDG 7.7 Fire Risk Management in Community-Based Houses, in which a minimum of one worker (employee, casual or agency) shall be on duty at any one time.

**Supported Community-Based House**

Houses of a typical domestic type, construction and layout which may be on separate sites or grouped together on one site with 24-hour on-site support or care staff accommodating no more than six residents and having a floor area not greater than 350m², and where any of the residents require significant (or physical) assistance to evacuate the building during an emergency. CDG 7.4 Fire Risk Management in Supported Community-Based Houses is applicable.
Section 4 Policies

General

Chief executives and general managers of services, agencies, networks and other facilities are responsible for ensuring the implementation of appropriate fire risk management measures required to satisfy statutory requirements and the appropriate Department of Human Services guidelines.

In addition to ensuring that all statutory requirements and Department guidelines are observed, chief executives and general managers must ensure that appropriate fire safety policies and programs of work for maintaining, monitoring and, if appropriate, improving fire risk management at their premises, are in place.

Fire Safety Policies and Programs for Fire Precautions

Each facility, all residential facilities, a building or group of buildings must have:

- A fire safety plan defining the fire safety strategy for the facility or building (except for single dwellings which may have a generic plan covering all single dwellings within a program area).

- A program, established after an inspection or fire safety audit and, if required, a risk assessment, for installing and satisfactorily maintaining an adequate level of physical and human measures designed to prevent the occurrence of fire as far as practicable. If fire does occur, measures shall be provided for its early detection and warning, and if required, to control and stop the spread of fire. Records must be retained of all maintenance undertaken.

- An Emergency Planning Committee and emergency procedures to address actions to take to manually raise an alarm in case of fire, methods for the movement or evacuation of occupants in an emergency in an orderly manner, means of fire-fighting, and appropriate, periodic and formally recorded staff training, drills and exercises.

Note:

For single dwellings, the Emergency Planning Committee may have responsibility across a number or all of the single dwellings within a program area.

The fire safety plan and emergency procedures shall be reviewed at least yearly to take account of changes in the structure of buildings, their functions, occupants and contents, and any other matters which may have a bearing on fire safety.
Section 5 Responsibilities

Chief Executive Officers and Managers

CEOs and managers of services and other facilities and buildings all have responsibilities for fire safety. They must ensure ongoing compliance with all relevant regulations and the Department guidelines for fire risk management. Where appropriate, they must also ensure that programs of investment in fire precautions are properly accounted for in the business plans for their areas of responsibility.

Line Managers

All line managers have responsibilities to ensure the implementation of appropriate fire risk management measures.

Line managers are responsible for ensuring that fire safety policies and instructions are brought to the attention of their staff and are observed by them. They shall make provision to ensure every member of staff can participate in an appropriate level of fire safety training, drills and exercises.

Line managers must also:
• Arrange drills to establish a satisfactory level of performance associated with manually raising an alarm in case of fire.
• Implement fire precautions and evacuation procedures to be followed.
• Implement methods for the movement or evacuation of occupants in an emergency.
• Record and document fire, emergency and evacuation training.

Staff

All staff have duties and responsibilities in respect of fire safety. Effective training, participation in exercises and drills and practice in evacuation techniques is vital.

Staff must participate in training, drills and exercises to establish a satisfactory level of performance associated with:
• Raising the alarm in case of fire.
• The fire precautions and evacuation procedures to be followed in a particular facility, building, or group of buildings.
• The responsibilities and duties of the Emergency Control Organisation.
• Methods for the movement or evacuation of occupants in an emergency.

Staff are responsible to report to line management instances where fire safety procedures are not being implemented or observed, for example, activities or work practices affecting the integrity of escape routes and fire compartments, continued use of faulty equipment and poor fire prevention practices.

Nominated Fire Risk Management Officer

For each facility, building or group of buildings, a member of staff shall be nominated to have fire risk management responsibilities, possibly amongst other responsibilities.

The nominated member of staff shall:
• Supervise the effective upkeep of the fire safety management provisions established for the premises as appropriate.
• Ensure that all facility staff participate regularly in fire safety training and fire drills.
• Attend or arrange for a delegate to attend fire drills.
• Maintain the fire safety plan where appropriate.
• Receive or prepare reports of all fire incidents occurring in the facility and building(s), inform the nominated senior staff member of their contents, and arrange for appropriate action.
• Provide fire incident reports, including false alarms, to the Department through the Region and program, with a copy to the Capital Management Branch (CMB) or Office of Housing (OoH) Asset Manager or other suitable central source.
• Ensure that a yearly report is presented to the Regional Executive informing them of the current state of fire safety in all premises for which the Department/agency is responsible.
• Ensure that a Certificate of Fire Safety Compliance is completed yearly or alternatively as prescribed in these guidelines.
• Participate in the Emergency Planning Committee or equivalent if such a committee is provided for a facility.

The Nominated Fire Risk Management Officer may also be nominated Chief Warden or Deputy Chief Warden for a facility, building or group of buildings.

Tenants in Office of Housing Rental Properties

For OoH residential tenancy agreements, the residents are entitled to quiet enjoyment of the building. There is, therefore, limited scope for training in fire safety and it is impractical to impose rigorous fire prevention regimes.

The Department of Human Services will discharge its duty of care with respect to human factors, by the provision of educational materials in various languages and programs and fire notices as appropriate.
Section 6  Fire and Emergency Response Procedures and Training Framework

General

All facilities and buildings or groups of facilities or buildings owned or occupied by the Department of Human Services or relevant statutory authorities, shall have an emergency management organisation, emergency plan and appropriate documentation.

CEOs and managers shall:

- Ensure an Emergency Planning Committee and emergency procedures are in place and, where appropriate, an Emergency Control Organisation is established.
- Support the Emergency Planning Committee in arranging training, exercises and drills.
- Provide communication systems to enable staff (and, where appropriate, other occupants) to assess the situation in the event of a fire, determine the most appropriate action and implement these actions.
- Support training for direct care staff in the use of first attack fire fighting equipment except where the Division’s policies state that training should not be provided or where manual fire fighting is specifically excluded by the facility/building fire safety plan and fire risk management strategy.

Emergency Control

Facilities
(as covered by CDGs 7.3, 7.5 and 7.6)

All facilities shall have an Emergency Planning Committee and, where appropriate, an Emergency Control Organisation. Table 1 and section 7 of this document detail the requirements.

Small Residential Facilities
(as covered by CDGs 7.4 and 7.7 and including Community Residential Units, Youth Refuges and the like)

All Small Residential Facilities shall have an Emergency Planning Committee and an Emergency Plan. Table 1 and section 8 of this document detail the requirements. The Emergency Planning Committee may have responsibilities for more than one building and may be established on a program basis.

Buildings
(as covered by CDGs 7.8, 7.9 and 7.10)

All buildings shall have an Emergency Planning Committee established and in place. The Emergency Planning Committee may have responsibilities for more than one building and may be established at Regional level. Where necessary, the Emergency Planning Committee will establish an Emergency Control Organisation. Table 1 and section 9 of this document provide details on emergency management arrangements for buildings.

Emergency Control Organisation

Facilities

The Emergency Control Organisation shall consist of:

- A Chief Warden
- At least one Deputy Chief Warden or a Deputy Chief Warden for each shift
- A Communication Officer
- Floor, Zone or Area Wardens(s) and deputies.
- Emergency response officer or team (as detailed in the fire safety plan or as determined as a site requirement by the Emergency Planning Committee) and may be titled according to particular response role, for example, emergency control and response group, buddies, fire team.

Small Residential Facilities

The Emergency Control Organisation shall consist of:

- The worker on duty at the time unless more than one person is on duty in which case one of the workers shall be nominated for emergency control functions (usually the most senior person on duty).
- Other Emergency Control Organisation positions as determined by the Emergency Planning Committee and the Fire Safety Plan.

Buildings

The emergency management arrangements shall, as a minimum, consist of:

- An Emergency Planning Committee which may have responsibility for more than one building.
- Other Emergency Control Organisation positions as determined by the Emergency Planning Committee and the Fire Safety Plan.
<table>
<thead>
<tr>
<th>Facility/Building</th>
<th>Nominated Fire Risk Management Officer</th>
<th>Emergency Planning Committee &amp; Deputy</th>
<th>Chief Warden</th>
<th>Communications Officer</th>
<th>Floor/Area Warden</th>
<th>Warden</th>
<th>Fire Response Officer/Team</th>
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<tr>
<td>Single Dwelling</td>
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</table>

Table 1 provides a summary of the framework requirements for the implementation of emergency management arrangements for the various properties covered by this section. It covers the requirements for the Nominated Fire Risk Management Officer, Emergency Planning Committee, Chief Warden, Deputy, Communications Officer, Floor/Area Warden, Warden, and the Fire Response Officer/Team.
Fire and Emergency Response Procedures and Training Framework, December 2001

Key

Facilities – Apply section 7 of the Framework and Department of Human Services Capital Development Guidelines Series 7—Fire Risk Management for Secure and Congregate Care facilities and Hospitals

Small Residential Facility – Apply section 8 of the Framework and Department of Human Services Capital Development Guidelines Series 7—Fire Risk Management for Supported Community-Based Houses or Community-Based Houses

Buildings – Apply section 9 and applicable parts of framework and comply with Department of Human Services Capital Development Guidelines

| Note 1: A Nominated Fire Risk Management Officer shall be appointed on an individual facility/building basis and should normally work in the facility/building on a regular basis and visit the facility at least four times per calendar year. |
| Note 2: An Emergency Planning Committee shall be appointed at the facility/building. The Emergency Planning Committee must be available to the Chief Warden and would normally work in the facility/building. The Emergency Planning Committee may have responsibilities for more than one building. |
| Note 3: A Nominated Fire Risk Management Officer shall be appointed for the facility/building and be responsible for ensuring that the Emergency Plan complies with the requirements of the framework. |
| Note 4: An Emergency Planning Committee shall be appointed for the facility/building. The Emergency Planning Committee may have responsibilities for more than one building. |
| Note 5: To be nominated and provided where required by the Fire Safety Strategy, Fire Safety Plan or Emergency Planning Committee. |
| Note 6: The Emergency Planning Committee may have responsibilities for more than one building. |
| Note 7: A Nominated Fire Risk Management Officer shall be appointed for the facility/building. |
| Note 8: The Emergency Planning Committee may have responsibilities for more than one building. |

The worker on duty at the time shall assume emergency control functions and be trained according to the requirements of this framework and the fire safety plan for the facility. The Emergency Planning Committee may establish a more formal Emergency Control Organisation where the function of the facility requires such an establishment.
Facilities

- Secure
- Congregate Care
- Hospitals
Section 7 Arrangements for Facilities

Application
The requirements detailed below shall be applied to those facilities covered by CDGs 7.3, 7.5 and 7.6 (i.e. Secure facilities, Congregate Care facilities, and Hospitals).

Appointments, Roles and Responsibilities of the Emergency Control Organisation

Emergency Planning Committee
The Emergency Planning Committee should include members of the senior management team. The Nominated Fire Risk Management Officer and Chief Warden shall be members of the Emergency Planning Committee.

The responsibilities of the Emergency Planning Committee shall be as outlined in AS 3745 Emergency Control Organisation and Procedures for Buildings.

Typical duties would include:
• Establish and implement an emergency plan.
• Ensure personnel are appointed to all positions on the Emergency Control Organisation.
• Arrange for the training of the Emergency Control Organisation in accordance with this Department of Human Services policy.
• Review the effectiveness of the Emergency Control Organisation and evacuation exercises.
• Establish an Emergency and Fire Control Centre where required.
• Establish first aid procedures as part of the emergency plan.
• Receive briefings during an emergency and provide support to the Chief Warden as necessary.
• Provide technical information to the Chief Warden.
• Establish plans for the continued efficient operation of the facility.
• Ensure that the media is dealt with usually through the Media Unit.
• Provide structured briefings for relatives.
• Prepare announcements to staff.
• Establish and maintain liaison with senior executives of the organisation.

Chief Warden
Where the Emergency Planning Committee or Fire Safety Plan requires the establishment of a Chief Warden, sufficient deputies shall be nominated so that whenever the property is operational or occupied, a Chief Warden or deputy is on site and available.

The Chief Warden, or in the absence of the Chief Warden, the Deputy Chief Warden, must assume a facility-wide responsibility for emergency response coordination.

Typical duties in an emergency or alarm would include:
• Assume control of the site including the fire response team, if applicable.
• Ascertain the nature and location of the emergency and allocate tasks.
• Ensure that the appropriate resources are allocated to the situation and that evacuations are carried out.
• Ensure an appropriate response from various occupancy groups and relevant emergency services.
• Receive reports from the other members of the Emergency Control Organisation.
• Initiate response of additional resources as necessary.
• Brief the attending emergency services and ensure appropriate handover as appropriate.
• Brief the Emergency Planning Committee.

Deputy Chief Warden
The Deputy Chief Warden assists the Chief Warden as required and acts as the Chief Warden in the absence of the Chief Warden. Deputy Chief Warden(s) must be nominated for all shifts or times that the facility is occupied.

Communications Officer
The Communications Officer provides the linkages between the emergency organisation, fire safety systems and actions and reports.
Typical duties in an emergency or during an alarm would include:

- Determine the fire alarm location.
- Broadcast the alarm details to the appropriate emergency personnel and, if appropriate, the occupants.
- Confirm that the Fire Brigade has been called or notified.
- Establish contact with the Chief Warden and other emergency response groups.
- Act as directed by the Chief Warden.
- Record all actions and relevant emergency details.

**Floor, Zone or Area Wardens**

Where the Emergency Planning Committee or Fire Safety Plan requires the nomination of Floor, Zone or Area Wardens, sufficient deputies shall be nominated so that whenever the facility is operational or occupied, a Floor, Zone or Area Warden is available.

**Note:**

*In some cases the entire facility/building would be the one zone, and the role of the Floor, Zone or Area Warden may be included as part of the duties of the Chief Warden.*

The role of the Floor, Zone or Area Warden is to assume control of a floor, area or zone to which the Floor, Zone or Area Warden is appointed during an alarm and to ensure the floor, area or zone is evacuated in accordance with facility procedures.

The Floor, Zone or Area Warden would delegate evacuation tasks to wardens, other zone staff, adjacent zone staff and emergency response officers.

The Floor, Zone or Area Warden must have the authority to evacuate their floor, area or zone if the situation warrants.

Typical duties in an emergency or alarm would include:

- Order an evacuation of the floor, area or zone.
- Delegate tasks to Wardens, deputies and staff.
- Nominate assembly area(s).
- Determine the location of the alarm.
- Investigate the location of the alarm.
- Advise the Communications Officer of the situation.
- Coordinate the evacuation and assist as necessary in the removal of the occupants.
- Ensure a roll call of all occupants, staff and visitors is carried out and analyse the results.
- If safe to do so, and in conjunction with emergency staff, check that all areas have been cleared.
- Provide a situation report to the emergency service(s) on arrival at a zone and provide zone specific emergency information if applicable.
- Provide a situation report to the Chief Warden who will advise the appropriate emergency service(s).
- If necessary, request additional resources through the Chief Warden.
- If necessary, relocate occupants to a more appropriate assembly/holding area.
- Complete an Incident Report.

**Deputy Floor, Zone or Area Wardens**

The role of the deputy Floor, Zone or Area Warden is to assume control of the area or zone in the absence of the Floor, Zone or Area Warden or to assist the Floor, Zone or Area Warden during an emergency situation.

**Floor, zone or area warden availability** — A method of identifying the Floor, Zone or Area Warden and deputy on duty at any particular time should be developed by the Emergency Planning Committee, to ensure the appointee is aware of the Emergency Control position. This may be achieved by nominating that the Floor, Zone or Area Warden will be the most senior person in an area at any given time or by displaying a notice on the floor or in the area or zone, displaying the names and telephone numbers of the Floor, Zone or Area Warden and deputy on duty in the floor, area or zone.

**Wardens**

Where the size of the facility requires additional support for the Floor, Zone or Area Warden, wardens may be appointed.
The role of the warden would be to assist the Floor, Zone or Area Warden and in the absence of the Floor, Zone or Area Warden or deputy, assume control of the floor, area or zone to which the warden is appointed.

**Fire Response Officer or Team**

A fire response officer and deputy(s) or group must be established where the fire safety plan requires such a provision or where the Emergency Planning Committee determines such a provision is necessary for the facility.

The role of the fire response officer or group would be to respond according to the fire safety plan or fire and emergency response procedures.

The position of fire response officer or group may be allocated to a hospital security group or established as a specialist response group by nominated staff.

**Identification of Members of the Emergency Control Organisation.**

Personnel forming part of the Emergency Control Organisation shall be identified during any emergency situation according to the following:

<table>
<thead>
<tr>
<th>Position</th>
<th>Identification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Planning Committee</td>
<td>Badge with name and position and identification as Emergency Planning Committee</td>
</tr>
<tr>
<td>Chief Warden</td>
<td>A white helmet or white hat labelled 'Chief Warden' or a reflective white vest or tabard labelled (in black lettering) 'Chief Warden' shall be worn.</td>
</tr>
<tr>
<td>Deputy Chief Warden</td>
<td>A white helmet or white hat labelled 'Deputy Chief Warden', or a reflective white vest or tabard labelled (in black lettering) 'Deputy Chief Warden' shall be worn.</td>
</tr>
<tr>
<td>Communication Officer</td>
<td>Badge with name and position and identification as Communication Officer.</td>
</tr>
<tr>
<td>Floor, Zone or Area Warden</td>
<td>A yellow helmet or yellow hat labelled 'Floor, Zone or Area Warden' and floor, zone or area of appointment, or a reflective white vest or tabard labelled (in black lettering) 'Floor, Zone or Area Warden' and floor, zone or area of appointment shall be worn.</td>
</tr>
<tr>
<td>Wardens</td>
<td>A red helmet or red hat labelled 'Warden' and floor, zone or area of appointment or a reflective white vest or tabard labelled (in black lettering) 'Warden' and floor, zone or area of appointment shall be worn.</td>
</tr>
<tr>
<td>Fire Response Officer or Team</td>
<td>A red helmet or red hat, labelled ‘Fire Response Officer’ or position of appointment or a reflective white vest or tabard labelled (in black lettering) ‘Fire Response Officer’ or position of appointment shall be worn.</td>
</tr>
<tr>
<td>First Aid Officers (where applicable)</td>
<td>Follow emergency management requirements</td>
</tr>
</tbody>
</table>

**Provision of Fire and Emergency Response Procedures**

An Emergency Plan shall be developed for each facility and/or group of facilities.

The Emergency Plan shall be prepared as fire and emergency response procedures, and fire response procedures. The procedures shall be documented in a manual titled ‘Fire, and Emergency Response Procedures Manual’. The manual shall be prepared in four individual and stand-alone sections as described below.

Emergency Procedures Flip Charts, as detailed below, shall be prepared as part of the Fire, Emergency and Evacuation Procedures and, where appropriate, Fire Response Procedures shall also be prepared. An abbreviated format which may be incorporated into security identification badges and/or onto stickers attached to telephones may also be prepared.
Emergency Procedures Flip Charts and any abbreviated format must include the emergency telephone number or numbers.

**Note:**

For smaller facilities/buildings that have the same fire safety facilities, provisions and strategy, a generic manual may be prepared and modified for application to a particular facility/building. Where such a manual is developed, audits shall be conducted of selected properties and manuals to ensure appropriateness of the application. The audits shall be conducted according to the quality assurance practices described below.

**Section One—Fire and Evacuation Procedures**

Section One of the manual shall be titled ‘Fire and Evacuation Procedures’. This section of the manual shall cover the procedural matters associated with fire, smoke and evacuation and be structured as follows:

1. **Introduction and scope.**
2. **Emergency telephone numbers for fire, police, ambulance, SES.**
3. **Preface covering manual details including:**
   - application
   - date and issue details
   - amendments
   - issue and control
   - distribution
   - amendment certificate
   - relevant fire safety engineer and appointment period.
4. **Fire safety plan summary.**
5. **Glossary/definitions.**
6. **Fire and emergency response principles and procedures.**
7. **Emergency control organisation:**
   - appointments
   - duties
   - responsibilities
   - response.
8. **Emergency and fire control centre.**
9. **Facility/occupant instructions for:**
   - fire
   - smoke
   - evacuation.
10. **‘All clear’ instructions.**
11. **Recovery.**
12. **Resumption of normal operations.**
13. **Debriefing.**
14. **Reporting.**
15. **Actions.**
16. **Contractor procedures while ‘on site’ carrying out works.**

Every document and page or sheet shall contain document identification, authorisation and a date of issue.

The Fire and Evacuation Procedures should be developed taking into account the requirements of the Fire Safety Plan, the Fire Brigade and the following:

- Active and passive measures
- Intercommunications facilities
- Communications facilities
- Occupant characteristics
- Interim precautions
- Major upgrade works
- Fire brigade intervention
- Fire brigade role
- Alarm/emergency warning systems
- Site emergency control
- Site emergency support
- Network emergency support (if applicable)
- Emergency response
- Evacuation considerations
- Evacuation priorities/order of evacuation
- Authority to evacuate
• Evacuation stages
• Resources
• Evacuation zones
• Egress routes
• Accounting for facility occupants
• Evacuation methods
• Use of lifts
• Bushfire/wildfire response
• First aid practices.

Section Two—Fire and Emergency Response Training and General Information

Section Two of the manual should be titled ‘Fire and Emergency Response Training and General Information’ and be structured as follows:
1. Introduction.
2. Training requirements and delivery.
3. Fire extinguishers.
5. Maintenance of fire safety systems.
6. Fire and emergency equipment.

Section Three—Fire Response

Where the Fire Safety Plan or Emergency Planning Committee requires the establishment and maintenance of a fire response officer or team the details and procedures for the fire response officer or team shall be documented in Section Three of the manual, titled ‘Fire Response’ and be structured as follows:
1. Introduction.
2. Fire response team structure.
3. Fire response officer/team:
   - appointments
   - duties
   - responsibilities
   - response.
4. Fire brigade intervention.
5. Debriefing.
6. Reporting.
7. Actions.

Section Four—Internal and External Emergencies

Section Four of the manual shall cover internal emergencies other than fire, smoke and evacuation; external emergencies and the State Emergency Response Plan; and be consistent with the State of Victoria Emergency Management Act and the appropriate sections of the Emergency Management Manual Victoria. Section Two may also contain specific training requirements for the emergencies covered by this section.

Internal emergencies should include those emergencies that the facility may need to deal with such as:
1. Medical.
2. Illegal occupancy/demonstration.
4. Failure of natural gas.
5. Medical gas leakage or failure.
7. Communications failure.
8. Lift entrapment.
11. Hazardous substances incidents.
12. Structural or building damage.

Any procedures, which have been developed by the Emergency Planning Committee for the provision of first aid in the event of an emergency, should also be included in this section.

Preparation of Fire and Emergency Response Procedures

CEOs and managers shall ensure emergency procedures are in place. The establishment of emergency procedures shall be the role of the Emergency Planning Committee which shall make appropriate arrangements to prepare the procedures or plan, ensure that a monitoring and review process is in place and that the procedures, plan and monitoring and review process is followed.

2 Internal and External Emergencies are covered in a section separate to Section One - Fire and Evacuation Procedures as the Relevant Fire Safety Engineer is not required to review this section.
Editors

The Emergency Planning Committee shall engage a competent person or persons (Editors) to prepare a Facility Fire and Emergency Response Procedures Manual. The competent person or persons must be able to demonstrate to the Emergency Planning Committee that they meet the criteria listed below. The Emergency Planning Committee shall assess the competence of the Editor or Editors by the review of experience, qualifications or statements of attainment held by the prospective editors and a general understanding of the criteria listed below.

Sections 1-3 of the Fire, and Emergency Response Procedures Manual

Editors of sections 1, 2 and 3 of the Fire, and Emergency Response Procedures Manual shall be able to demonstrate:

(a) That they meet the capabilities detailed in each of Fire Emergency Response Competency Standards CS-FP-001-1995 Units listed in Attachment A.

(b) An understanding of Department of Human Services Capital Development Guidelines Series 7—Fire Risk Management Guidelines 7.1 and 7.2 and the Fire Risk Management Guideline applicable to the facility.

Section 4 of the Fire, and Emergency Response Procedures Manual

Editors of section 4 of the Fire, and Emergency Response Procedures Manual should be able to demonstrate:

(a) That they are competent to prepare procedures covering the internal and external emergencies likely to be encountered.


The Emergency Planning Committee shall engage a person or persons other than the Editor to review the Fire and Emergency Response Procedures Manual, before implementation.

Sections 1-3 of the Fire, and Emergency Response Procedures Manual

Sections 1, 2 and 3 of the Fire, and Emergency Response Procedures Manual shall be reviewed by a competent person or persons who shall liaise with the relevant fire safety engineer who developed the fire safety strategy and fire safety plan to ensure consistency with the fire safety strategy for the site.

Reviewers of sections 1, 2 and 3 of the manual should be able to demonstrate they meet the criteria listed below. The Emergency Planning Committee shall assess the competence of the Reviewer through consideration of the experience, qualifications or statements of attainment held by the prospective editors and the general understanding of the criteria listed below. Reviewers must demonstrate:

(a) That they meet the capabilities detailed in each of Fire Emergency Response Competency Standards CS-FP-001-1995 Units listed in Attachment A.

(b) An understanding of Department of Human Services Capital Development Guidelines Series 7—Fire Risk Management Guidelines 7.1 and 7.2 and the Fire Risk Management Guideline applicable to the facility.

(c) A detailed knowledge of the fire safety strategy and fire safety plan for the facility.

Sections 1-3 of the Fire, and Emergency Response Procedures Manual shall be signed by the following:
1. All members of the Emergency Planning Committee.
2. Editor(s).
3. Reviewer(s).
4. Relevant fire safety engineer who developed the fire safety strategy and fire safety plan and/or reviewed the procedures.

Should a facility not have an appointed relevant fire safety engineer, then the Emergency Planning Committee should engage a relevant fire safety engineer to review the document.
Section 4 of the Fire, and Emergency Response Procedures Manual

Section 4 should be reviewed by the Emergency Planning Committee and technical specialists nominated by the Emergency Planning Committee.

Section 4 shall be signed by the following:
1. All members of the Emergency Planning Committee.
2. Editor(s).
3. Reviewer(s).

Quality Assurance Practices

The Emergency Planning Committee shall schedule third party audits of the Fire, and Emergency Response Procedures Manual to take place at least annually, and implement suitable arrangements for the performance of these audits.

The Auditor shall meet the competencies detailed for trainers. Auditors shall prepare a checklist and record the evidence to support the outcome of the audit.

Audit methodology may comprise of one or more of the following:
• Examination of documentation.
• Examination of records.
• Review of the emergency control organisation.
and shall include a drill or exercise.

Preparation of Notices and Plans

Emergency Procedures Flip Chart

The Emergency Planning Committee shall arrange for Emergency Procedures Flip Charts to be prepared as part of the Fire, Emergency and Evacuation Procedures and, where appropriate, Fire Response Procedures. An abbreviated format which may be incorporated into security identification badges and/or onto stickers attached to telephones may also be prepared.

Emergency Procedures Flip Charts and any abbreviated format shall include the emergency telephone number or numbers.

Note:
The Emergency Planning Committee should make arrangements for the emergency telephone number or numbers to be reviewed quarterly to ensure the number or numbers are applicable.

The Emergency Procedures Flip Chart shall use the colour coding system detailed in AS 4083 and cover the information shown below and in the order detailed:
• Code Red (Fire) outlining actions in the event of fire.
• Code Red (Smoke) outlining actions in the event of smell of smoke.
• Code Blue (Medical Emergency) outlining actions in the event of cardiac arrest or other medical emergency.
• Code Purple (Bomb Threat) outlining actions in the event of a bomb threat. A bomb threat action chart shall be included along with a bomb threat checklist.
• Code Yellow (Chemical Spill) outlining separate actions in the event of an internal emergency, chemical spillage, gas leak/toxic smell, structural damage and illegal occupancy.
• Code Black (Personal Threat) outlining a flow chart and actions when behaviour is threatening and out of control.
• Code Brown (External Emergency) outlining actions in the event of a disaster involving mass casualties or other impact on the facility.
• Code Orange (Evacuation) outlining directions on evacuation and assembly areas.

Floor Plans

The Emergency Planning Committee shall arrange for floor plans covering all areas of the facility to be prepared and displayed in each zone. Floor plans must be oriented in order that they can be read easily at the point of installation, without the need to change the orientation of the plan.

Floor plans shall include:
• The location and identity of fire fighting equipment (including extinguishers, fire blankets, break glass alarms).
• The assembly area(s).
• The datum point ('you are here' indication).
• All designated exits.
• Doors and their opening direction.
• The north and east heading.
• Any fire/emergency coordination room/area.
• Fire indicator panels/mimic panels.
• Corridor to exit directional arrows.

Floor plans shall be displayed at each designated exit, at any fire indicator or mimic panel, in public areas including lift lobbies and in staff areas and nurse bases.

**Fire Orders**

Fire Orders which provide a quick guide to responding to a fire shall be prepared and displayed. The fire orders shall be consistent with the fire procedures for the facility. The Metropolitan Fire Brigade and Country Fire Authority make available standard fire orders that may be used as a guide.

Fire orders shall be located in the following areas:
- General work areas.
- Next to zone, floor or building fire indicator or mimic panels.
- Next to fire extinguishers and fire hose reels.
- Kitchens (where provided).
- Designated exits.
- Alongside manual call points.

In some buildings, regulatory requirements may require Fire orders to include the method of operation of any fire alarm system, the location of manual call points, the location and methods of operation of all fire fighting equipment, the location of all exits and the procedure for the evacuation of the building. Under these circumstances the fire orders and fire plan would be combined into one notice.

**Quality Assurance**

The review and quality assurance practices applied to the Fire and Emergency Response Procedures Manual shall also be applied to notices and plans.

**Evacuation Packs**

The Emergency Planning Committee shall provide evacuation packs for each facility. Evacuation packs should be kept in each evacuation zone.

Evacuation packs shall contain as a minimum:
- The evacuation procedure.
- A floor plan (including location of assembly areas).
- Occupant/client/patient details and names for each zone where there is no registration process in the facility.
- Warden helmet, hat or tabard as appropriate.
- Operable waterproof torch.
- Where applicable, occupant/client/patient incentives to evacuate.
- First aid provisions as determined by the Emergency Planning Committee.

**Note 1:**

The Emergency Planning Committee may include other items in the evacuation pack as necessary to the functioning of the Emergency Control Organisation.

**Note 2:**

The Emergency Planning Committee should put in place procedures and practices associated with the use, storage, inspection and maintenance of the evacuation pack.

**Training of the Emergency Control Organisation and Building Occupants**

Each facility shall have a fire and emergency response procedures training program consisting of training courses, fire and evacuation orientation training and short training sessions. Training in the use of first attack fire fighting equipment shall be provided for direct care staff except where the Division’s policies state that training should not be provided or where manual fire fighting is specifically excluded by the facility/building fire safety plan and fire risk management strategy.
Fire and Evacuation Procedures (Emergency Control Organisation training courses)

The Emergency Planning Committee shall arrange for the delivery of Fire and Evacuation training courses detailed in table 2, to enable members of the Emergency Control Organisation to achieve the learning outcomes described in attachment B. The courses shall be conducted as a minimum, at the intervals detailed.

Members of the Emergency Control Organisation should satisfactorily complete the courses before assuming the operational position to which they are appointed in the Emergency Control Organisation. Thereafter, the Emergency Control Organisation personnel should satisfactorily complete periodic follow-on courses for the position to which they are appointed in the Emergency Control Organisation, at the intervals also listed in table 2. The periodic training may commence with a skill level appraisal of the participant appropriate to the emergency control position held. The periodic training content may be modified or shortened to specifically address only those areas identified during the skill level appraisal as requiring further training.

Note:

Emergency Planning Committees should review training delivery to Emergency Control Organisation members and implement practices to ensure future training is carried out according to the above principles. It is anticipated Emergency Control Organisation members will achieve the learning outcomes described in attachment B within two years of the publishing of this framework.

The training courses shall be based on Competency Standard CS-FP-001-1995 Fire Emergency Response as described in attachment C.

The training courses shall also address the fire and evacuation procedures, which are contained in section 1 of the Fire and Emergency Response Procedures manual and be consistent with the requirements of section 2 of the manual.

Where circumstances prevent the completion of the course(s) prior to assuming an operational position in the Emergency Control Organisation, the Emergency Planning Committee shall arrange for the delivery of fire and evacuation orientation training at the commencement of the shift, which may utilise the Emergency Procedures Flip Chart and Fire Orders. The Emergency Planning Committee shall require the person completing the fire and evacuation orientation training to formally acknowledge participation.

Short Training Sessions

The Emergency Planning Committee shall arrange for the Emergency Control Organisation to meet together at intervals not greater than six months, which shall also be used as short training sessions to improve the knowledge and skills of Emergency Control Organisation members.

Employees and Casual Staff

Employees and casual staff shall complete the courses detailed in table 2 and additional courses as detailed in the Fire and Emergency Response Procedures manual or as determined by the Emergency Planning Committee.

Where circumstances prevent the completion of the course(s) at the commencement of employment, the Emergency Planning Committee shall arrange for the delivery of fire and evacuation orientation training at the commencement of a shift. This training shall utilise the Emergency Procedures Flip Chart and Fire Orders. Guidance on delivery of this training is given in Table 2: Facility Fire and Emergency Response Procedure Training. The Emergency Planning Committee shall require the person completing the fire and evacuation orientation training to formally acknowledge participation.

Clients/Residents

The Emergency Planning Committee shall arrange for an assessment of the clients’/residents’ capabilities to understand and apply the content of a client/resident training program; consider the training needs of the clients/residents to meet the
objectives/requirements of the Fire Safety Plan; and implement client/resident training where appropriate.

The Emergency Planning Committee shall ensure, as a minimum, that clients/residents are advised of the procedure(s) to be followed in the event of an emergency and that the names of the Wardens for their area are given to them.

**Internal and External Emergencies**

Training to cover the content of Section 4 of the Fire and Emergency Response Procedures manual covering internal and external emergencies should also be developed. This training could be incorporated into the fire and evacuation training.

**Training Delivery**

**Emergency Control Organisation Training Courses**

The Emergency Planning Committee shall arrange for an appropriate training provider to deliver Fire and Evacuation Procedures, Emergency Control Organisation training courses. An appropriate training provider should also be engaged to deliver required first attack portable fire extinguisher and manual fire fighting courses.

**Employees and Casual Staff**

The Emergency Planning Committee may engage the Nominated Fire Risk Management Officer or Chief Warden or other appropriately qualified staff member, or an appropriate self-paced learning program incorporating a computer-based interactive (CD-ROM) program, to deliver the employee and casual staff training programs.

**Fire and Evacuation Orientation Training**

The Emergency Planning Committee shall implement appropriate arrangements to deliver fire and evacuation orientation training which may be conducted by a previously trained staff member or through a self-paced learning program incorporating computer-based interactive CD-ROM, Video or Procedure Charts.

**Qualifications**

**Training Providers**

Training providers may be individuals, companies, businesses or Departmental Divisions. Training providers should be ‘Registered Training Organisations’ or in partnership with a Registered Training Organisation.

**Trainers**

Trainers delivering training courses shall:

- Hold or be covered by appropriate Public Liability and Profession Indemnity insurance cover for the class of work being carried out.
- Hold a Workplace Trainer Category 1 or 2 qualification.
- Hold a Workplace Assessor qualification.
- Be able to demonstrate an understanding of Department of Human Services CDG 7.1—Fire Risk Management Policy and Procedures and this document.
- Be able to demonstrate competence in each of Fire Emergency Response Competency Standards CS-FP-001-1995 Levels and Units listed below:

**Level 1**

- Unit 1 React safely in emergency situations
- Unit 2 Help prevent emergencies

**Level 2**

- Unit 1 Operate as part of an emergency team
- Unit 2 Control small uncomplicated emergencies

**Level 3**

- Unit 1 Operate as part of a workplace emergency team
- Unit 2 Safeguard endangered persons
- Unit 3 Participate in the control of emergency situations
- Unit 4 Conduct routine inspection and maintain emergency equipment
- Unit 5 Undertake emergency prevention

**Level 4**

- Unit 1 Coordinate operations
- Unit 2 Coordinate actions to safeguard endangered persons
Unit 3 Coordinate workplace emergency response team
Unit 4 Coordinate routine inspections and maintenance of emergency equipment
Unit 5 Coordinate and undertake workplace emergency prevention

Level 5
Unit 1 Manage operations
Unit 2 Manage workplace evacuation organisation
Unit 3 Manage the workplace emergency response team
Unit 4 Manage emergency prevention

**Nominated Fire Risk Management Officer/Chief Warden/Staff Member**

A Nominated Fire Risk Management Officer or Chief Warden delivering courses detailed in Table 2: Fire, Emergency and Evacuation Training Program, to employees shall:

- Hold a Workplace Trainer qualification.
- Be able to demonstrate competence in each of Fire Emergency Response Competency Standards CS-FP-001-1995 Levels and Units listed below:

**Level 1**
Unit 1 React safely in emergency situations
Unit 2 Help prevent emergencies

**Level 2**
Unit 1 Operate as part of an emergency team
Unit 2 Control small uncomplicated emergencies

**Level 3**
Unit 1 Operate as part of a workplace emergency team
Unit 2 Safeguard endangered persons
Unit 3 Participate in the control of emergency situations
Unit 4 Conduct routine inspection and maintain emergency equipment

**Level 4**
Unit 1 Coordinate operations
Unit 2 Coordinate actions to safeguard endangered persons

Unit 3 Coordinate workplace emergency response team
Unit 4 Coordinate routine inspections and maintenance of emergency equipment

**Skills Appraisal**

Emergency Control Organisation personnel and Fire Response members attending a training program detailed in Table 2, should be formally assessed as part of the training program against the learning outcomes detailed under each type of training program. Staff who satisfactorily complete a training program should be issued with a ‘Statement of Attainment’ by the training provider.

**Quality Assurance Practices**

The Emergency Planning Committee shall schedule third party audits of the training program, delivery and assessment, to take place at least yearly, and shall implement suitable arrangements for the performance of these audits.

The auditor shall meet the competencies detailed for trainers. Auditors shall prepare a checklist and record the evidence to support the outcome of the audit.

Audit methodology should comprise of one or more of the following:

- Examination of documentation
- Examination of records
- Review of the training program and assessment tools, and may include participating in a training session.
<table>
<thead>
<tr>
<th>Position</th>
<th>Frequency</th>
<th>Delivery</th>
<th>Course Type</th>
<th>Community Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>CS-FP-001-995</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire and Emergency Response Procedure Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Position</th>
<th>Frequency</th>
<th>Delivery</th>
<th>Course Type</th>
<th>Community Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire and Emergency Response</td>
<td>Two Yearly</td>
<td>Type 4</td>
<td>Level 1 Units 1, 2</td>
<td></td>
</tr>
<tr>
<td>Officer</td>
<td>Yearly</td>
<td>Type 2</td>
<td>Level 1</td>
<td></td>
</tr>
<tr>
<td>Level 1 Units 1 &amp; 2</td>
<td>Type 5</td>
<td>Nominated Fire Risk Management</td>
<td>Employee required by the Fire Safety Plan of the Organization</td>
<td></td>
</tr>
<tr>
<td>Floor/Area/Zone Wardens, Level 1 Unit 1 &amp; 2</td>
<td>Yearly</td>
<td>Type 4</td>
<td>Level 2</td>
<td></td>
</tr>
<tr>
<td>New Employee (newly appointed to facility Level 1 Units 1 &amp; 2</td>
<td>Type 5</td>
<td>Nominated Fire Risk Management</td>
<td>Employee required by the Fire Safety Plan of the Organization</td>
<td></td>
</tr>
</tbody>
</table>

Note 1: Periodic training should commence with a review of emergency response skills level of participants. Participants who obtain the satisfactory skill levels may not be required to attend the formal training session.

Table 2—Facility Fire and Emergency Response Procedure Training
Drills and Exercises

The Emergency Planning Committee shall arrange for drills and exercises to be carried out periodically and as an absolute minimum, at the time intervals specified below.

Drills and exercises shall also be carried out at the intervals specified in the Fire Safety Plan.

The Emergency Planning Committee shall arrange for a review of the effectiveness or otherwise of drills and exercises.

Frequency of Drills and Exercises

• Drills
  At least one drill shall be carried out in each work area every 12 months. Where a facility operates over a number of shifts, at least one drill shall be carried out every 12 months, for each shift worked.

  Emergency Control Organisation personnel shall participate in at least one drill every 12 months and all staff shall participate in at least one drill every 24 months.

• Exercises
  At least one exercise shall be carried out every 12 months in each facility. Where a facility operates over a number of shifts, at least one exercise shall be carried out every 12 months, for each shift worked.

  The exercise(s) may conducted as table-top, tactical or field exercises. At least one tactical exercise and one field exercise must be conducted in each facility every three years.

  Emergency Control Organisation personnel shall participate in at least one exercise every 12 months.

  Facility medical, nursing and other staff (including doctors) shall participate in at least one exercise every 24 months.

  Specialist areas of hospitals such as operating theatres and critical care units should participate in an exercise every 24 months.

Type of Drills and Exercises

Drills and exercises may be announced or unannounced. When occupants/clients/patients are to participate in a drill or exercise, the drill or exercise is to be announced to participants no more than eight hours prior to sounding the alarm unless a written clearance has been previously given for the occupant/client/patient to take part in unannounced exercises.

Conduct of Drills and Exercises

Where a facility operates over a 24-hour period, at least one drill per year shall be undertaken when all occupants/clients/patients are in bed.

The conduct of drills and exercises shall be planned in advance.

Where a facility exercise is to be conducted, the exercise shall be under the control and direction of the Chief Warden.

Where a zone, area or floor drill is to be conducted, the Warden of the zone, area or floor may control and direct the drill.

Observers

Organisers of drills and exercises shall arrange for observers to view and report on drills and exercises. Observers of drills should not work in the building or the area participating in the drill.

Observers of exercises shall be from another site and shall include, where possible, a representative of the local fire brigade and police.

Observers shall be provided with an explanation of the aims and objectives of the drill or exercise prior to commencement and details of the emergency plan and procedures to be exercised.

Analysis of Drills and Exercises

At the completion of an exercise or drill, an analysis shall be undertaken and documented.

• Drills
  The effectiveness of drills may be analysed by the zone, area or floor manager/supervisor, Floor/Zone/Area Warden or the Chief Warden.
The Emergency Planning Committee should review the outcomes of drills and implement local changes as necessary to improve the effectiveness of the operation of the Emergency Control Organisation.

**Exercises**
The review of exercises shall be carried out by the Emergency Planning Committee. The Emergency Control Organisation and observers shall participate in the review. The Relevant Fire Safety Engineer or other expert people may also be included in the review process.

Where the review or reviews indicate the Fire Safety Plan or Fire, Emergency and Evacuation Procedures require modification, the Relevant Fire Safety Engineer shall be involved.

The outcomes of any exercise should be made available to participants where appropriate.
Small Residential Facilities

- Supported Community-Based Houses
- Community-Based Houses
Section 8 Arrangements for Small Residential Facilities

Application
The requirements below shall be applied to Small Residential Facilities such as supported community-based houses and community-based houses as covered by CDG 7.4—Supported Community-Based Houses and 7.7 Community-Based Houses.

Appointments, Roles and Responsibilities

Emergency Planning Committee
The Emergency Planning Committee should include members of the senior management team responsible for the facility or group of facilities. The Nominated Fire Risk Management Officer shall be a member of the Emergency Planning Committee.

The responsibilities of the Emergency Planning Committee shall be as outlined in AS 3745 Emergency Control Organisation and Procedures for Buildings.

Typical duties would include:
• Establish and implement emergency plans for each facility.
• Ensure personnel are nominated for the emergency control function(s) of each facility within the area of their jurisdiction.
• Arrange for the appropriate training of staff (worker).
• Review the effectiveness of the emergency arrangements and evacuation exercises.
• Establish first aid procedures as part of the emergency plans.
• During an emergency:
  – establish plans for the continued efficient operation of a facility involved in an emergency
  – ensure that the media is dealt with usually through the Media Unit
  – provide briefings for relatives where necessary
  – prepare announcements to staff
  – establish and maintain liaison with senior executives of the organisation.

Staff (Worker) Nominated for Emergency Control Functions
The role of the staff member (worker) nominated for emergency control functions is to assume control of a facility during an emergency or alarm and to ensure the facility is evacuated in accordance with facility procedures.

This may include delegating tasks to other staff members or seeking the assistance of neighbours or persons available at the time.

Typical duties in an emergency or alarm would include:
• Assume control of the facility.
• Initiate an evacuation of the facility.
• Ensure the relevant emergency service(s) are notified.
• Initiate response of additional resources as necessary.
• Coordinate the evacuation and assist as necessary in the removal of the occupants.
• Ensure a roll call of all occupants, staff and visitors is carried out and the results are analysed.
• If safe to do so, check that all areas have been cleared.
• Provide a situation report to the emergency service(s) on arrival and provide specific emergency information if applicable.
• Brief the Emergency Planning Committee where necessary.
• If necessary, relocate occupants to a more appropriate assembly/holding area.
• Complete an Incident Report.

Identification
The worker nominated for emergency control functions shall be identified during any emergency situation. A yellow helmet or yellow hat labelled ‘Building Warden’ or a reflective white vest or tabard labelled (in black lettering) ‘Building Warden’ is the recommended method.

The Emergency Planning Committee may develop and implement another means of recognition providing it is acceptable to all local
emergency services, for example, community residential units may use the building Evac Pac (Evacuation Pack) as the identification means.

**Provision of Fire and Emergency Response Plans and Procedures**

An emergency plan shall be developed for or by each small residential facility.

The emergency plan shall be prepared as fire and emergency response procedures, and fire response procedures. The procedures shall be documented in a manual titled ‘Fire, and Emergency Response Procedures Manual’. The manual shall be prepared in two individual and stand-alone sections as described below.

Emergency Procedures Flip Charts as described below shall be prepared as part of the Fire and Emergency Response Procedures. An abbreviated format which may be incorporated into security identification badges and/or onto stickers attached to telephones may also be prepared.

Emergency Procedures Flip Charts and any abbreviated format must include the emergency telephone number or numbers.

**Section One—Fire and Evacuation Procedures**

Section One of the Manual shall be titled ‘Fire and Evacuation Procedures’. This section of the manual shall cover the procedural matters associated with fire, smoke, and evacuation and be structured as follows:

1. Introduction and scope.
2. Emergency telephone numbers for fire, police, ambulance, SES.
3. Preface covering manual details including:
   - application
   - date and issue details
   - amendments
   - issue and control
   - distribution
   - amendment certificate
   - relevant fire safety engineer and appointment period.
4. Fire safety plan summary.
5. Glossary/definitions.
6. Fire, emergency and evacuation principles and procedures.
7. Emergency arrangements:
   - appointments
   - duties
   - responsibilities
   - response.
8. Facility/occupant instructions for:
   - fire
   - smoke
   - evacuation.
9. ‘All clear’ instructions.
10. Recovery.
11. Resumption of normal operations.
12. Debriefing.
13. Reporting.
15. Contractor procedures whilst ‘on site’ carrying out works.

Every document and page or sheet shall contain document identification, authorisation and a date of issue.

Fire, Emergency and Evacuation Procedure Flip Charts should also be prepared documenting the agreed procedures.

The Fire, Emergency and Evacuation Principles and Procedures should be developed taking into account the requirements of the Fire Safety Plan, Fire Brigade and the following:

- Active and passive measures.
- Communications facilities.
- Occupant characteristics.
- Fire brigade intervention.
- Fire brigade role.
- Alarm/emergency warning systems.
- Emergency control.
- Emergency support.
- Network emergency support (if applicable).
- Emergency response.
- Evacuation considerations.
- Evacuation priorities/order of evacuation.
• Resources.
• Egress routes.
• Accounting for occupants.
• Evacuation methods.
• Bushfire/wildfire response.
• First aid practices.

Section Two—Internal and External Emergencies

Section two of the Manual shall cover internal emergencies other than fire, smoke and evacuation; external emergencies and the State Emergency Response Plan; and be consistent with the State of Victoria Emergency Management Act and the appropriate sections of the Emergency Management Manual Victoria. Section Two may also contain specific training requirements for the emergencies covered by this section.

Internal emergencies should include as appropriate but not be limited to:
1. Medical.
2. Illegal occupancy/demonstration.
4. Failure of natural gas.
5. Water contamination/failure.
6. Communications failure.
7. Personal threat.
8. Bomb threats.
10. Structural or building damage.

Any procedures that have been developed by the Emergency Planning Committee for the provision of first aid in the event of an emergency should also be included in this section.

Preparation of Emergency Procedures

CEOs and managers shall ensure emergency procedures are in place. The establishment of the emergency procedures shall be the role of the Emergency Planning Committee which shall make appropriate arrangements to prepare the procedures, ensure that a monitoring and review process is in place and that the procedures and monitoring and review process is followed. Emergency procedures for small residential facilities may be developed using generic or template documents prepared centrally for use by individual facilities.

Editors

The Emergency Planning Committee shall engage a competent person or team (Editors) to prepare Fire and Emergency Response Procedures. Editors may be internal or external appointments or a combination of both. At least one member of a team must be able to demonstrate to the Emergency Planning Committee that they meet the criteria listed below. The Emergency Planning Committee shall assess the competence of the Editors by the review of the experience, qualifications or statements of attainment held by the prospective editors and the general understanding of the criteria listed below.

Sections 1 of the Fire, and Emergency Response Procedures Manual

Editors of the section 1 of the Fire and Emergency Response Procedures should be able to demonstrate:
(a) That they meet the capabilities detailed in each of Fire Emergency Response Competency Standards CS-FP-001-1995 Units listed in attachment A.
(b) An understanding of Department of Human Services CDG Series 7—Fire Risk Management, Guidelines 7.1 and 7.2 and the specific Fire Risk Management Guideline applicable to the facility.

Section 2 of the Fire, and Emergency Response Procedures Manual

Editors of section 2 of the Fire and Emergency Response Procedures should be able to demonstrate:
(a) That they are competent to prepare procedures covering the internal and external emergencies likely to be encountered.

The Emergency Planning Committee shall engage a person or persons other than the Editor to review Fire, and Emergency Response Procedures Manual, before implementation.

Reviewers should be able to demonstrate they meet the criteria listed below. The Emergency Planning Committee should assess the competence of the Editors at interview through assessment techniques, review of any qualifications or statements of attainment held by the prospective editors and the general understanding of the criteria listed:

(a) That they meet the capabilities detailed in each of Fire Emergency Response Competency Standards CS-FP-001-1995 Units listed in attachment A.
(b) An understanding of CDG Guidelines 7.1 and 7.2 and the specific Fire Risk Management Guideline applicable to the facility.
(c) A detailed knowledge of the Fire Safety Strategy and Fire Safety Plan for the facility.

The Fire, and Emergency Response Procedures Manual shall be signed by the following:

1. All members of the Emergency Planning Committee.
2. Editor(s).
3. Reviewer(s).
4. Relevant Fire Safety Engineer where applicable.

Should a facility not have a Fire Safety Strategy or Fire Safety Plan or an appointment of a Relevant Fire Safety Engineer, the Emergency Planning Committee shall ensure the review process considers the likely fire scenarios for the site.

Quality Assurance Practices

The Emergency Planning Committee shall schedule third party audits of the Fire and Emergency Response Procedures to take place at least annually, and implement suitable arrangements for the performance of these audits.

The Auditor shall meet the competencies detailed for trainers. Auditors shall prepare a checklist and record the evidence to support the outcome of the audit.

Audit methodology may comprise of one or more of the following:

• Examination of documentation.
• Examination of records.
• Review of the organisation.

and shall include a drill or exercise.

Preparation of Notices and Plans

Emergency Procedures Flip Chart

The Emergency Planning Committee shall arrange for Emergency Procedures Flip Charts to be prepared as part of the Fire, Emergency and Evacuation Procedures. An abbreviated format that may be incorporated into security identification badges and/or onto stickers attached to telephones may also be prepared.

Emergency Procedures Flip Charts and any abbreviated format shall include the emergency telephone number or numbers.

Note:
The Emergency Planning Committee should make arrangements for the emergency telephone number or numbers to be reviewed quarterly to ensure the number or numbers are applicable.

The Emergency Procedures Flip Chart shall use the colour coding system detailed in AS 4083 and cover the information shown below and in the order detailed:

• Code Red (Fire) outlining actions in the event of fire.
• Code Red (Smoke) outlining actions in the event of smell of smoke.
• Code Blue (Medical Emergency) outlining actions in the event of cardiac arrest or other medical emergency.
• Code Purple (Bomb Threat) outlining actions in the event of a bomb threat. A bomb threat action chart shall be included along with a bomb threat checklist.
• Code Yellow (Chemical Spill) outlining separate actions in the event of an internal emergency, chemical spillage, gas leak/toxic smell, structural damage and illegal occupancy.
• Code Black (Personal Threat) outlining a flow chart and actions when behaviour is threatening and out of control.
• Code Brown (External Emergency) outlining actions in the event of a disaster involving mass casualties or other impact on the facility.
• Code Orange (Evacuation) outlining directions on evacuation and assembly areas.

**Floor Plans**

The Emergency Planning Committee shall arrange for floor plans covering all areas of the facility to be prepared and displayed. Floor plans must be oriented in order that they can be read easily at the point of installation, without the need to change the orientation of the plan.

Floor plans shall include:
- The location and identity of fire fighting equipment (including extinguishers, fire blankets, break glass alarms).
- The assembly area(s).
- The datum point (‘you are here’ indication).
- All designated exits.
- Doors and their opening direction.
- The north and east heading.
- Fire indicator panels/mimic panels.
- Corridor to exit directional arrows.

Floor plans shall be displayed at each designated exit, at any fire indicator or mimic panel and in general areas.

**Fire Orders**

Fire orders, which provide a quick guide to responding to a fire, shall be prepared and displayed. The fire orders shall be consistent with the fire procedures for the facility. The Metropolitan Fire and Emergency Services Board and Country Fire Authority make available standard fire orders which may be used as a guide.

Fire orders shall be located in the following areas:
- General areas.
- Next to fire indicator or mimic panels.
- Next to fire extinguishers and fire hose reels.
- Kitchens (where provided).
- Designated exits.
- Alongside manual call points and telephones.

In some buildings, regulatory requirements may require fire orders to include the method of operation of any fire alarm system, the location of manual call points, the location and methods of operation of all fire fighting equipment, the location of all exits, and the procedure for the evacuation of the building. Under these circumstances, the fire orders and fire plan would be combined into one notice.

**Quality Assurance**

The review and quality assurance practices applied to the Fire and Emergency Response Procedures shall also be applied to notices and plans. Where a generic set of notices and plans are established for a Division, the quality assurance provisions may be applied to the generic documents. When applied to the generic documents, a generic checklist shall also be developed and arrangements made by the Emergency Planning Committee for the developed notices and plans in each building to be reviewed and reported on, according to the checklist.

**Evacuation Packs**

The Emergency Planning Committee shall provide an evacuation pack for each residential building in each facility.

Evacuation packs should be kept near the main exit or other location designated by the Emergency Planning Committee.

Evacuation packs shall contain as a minimum:
- The evacuation procedure.
- A floor plan (including location of assembly areas).
• Residents’ details and names where there is no registration process in the building.
• Warden helmet, hat or tabard if appropriate.
• Operable waterproof torch.
• Where applicable resident evacuation incentives.
• First aid provisions as determined by the Emergency Planning Committee.

Note 1:
The Emergency Planning Committee may include other items in the evacuation pack as necessary.

Note 2:
The Emergency Planning Committee should put in place procedures and practices associated with the use, storage, inspection and maintenance of the evacuation pack.

Training for Emergency Response

Each small residential facility shall have a Fire and Emergency Response Procedures training program consisting of training courses, fire and evacuation orientation training and short training sessions for workers, casual and agency staff and appropriate training for residents. Training in the use of first attack fire fighting equipment shall be provided for workers except where the Division’s policies state that training should not be provided or where manual fire fighting is specifically excluded by the facility/building fire safety plan and fire risk management strategy.

Fire and Evacuation Procedures Training

Worker Training

The Emergency Planning Committee shall arrange for the delivery of fire and evacuation training courses detailed in table 3, to enable participants to achieve the learning outcomes described in attachment B. Newly appointed workers should complete the appropriate course(s) prior to commencing duty. Worker training may commence with a review of the emergency response skill level of participants. Participants who obtain the satisfactory skill levels may not be required to attend a formal training session.

Refresher training shall be carried out at the intervals detailed in table 3. The refresher training may commence with an emergency control, skill level appraisal of the participant. The refresher training content for participant may be modified or shortened to specifically address only those areas identified during the skill level appraisal as requiring further training. Workers who obtain satisfactory skill levels may not be required to attend refresher training.

The training courses shall be based on Competency Standard CS-FP-001-1995 Fire Emergency Response as described in attachment C.

The training courses shall also address the fire and evacuation procedures for the facility, which are contained in the Fire and Emergency Response Procedures.

Where circumstances prevent the completion of the course(s) prior to commencing duty, the Emergency Planning Committee shall arrange for the delivery of fire and evacuation orientation training at the commencement of the shift, which may utilise the Emergency Procedures Flip Chart and Fire Orders. The Emergency Planning Committee shall require the person completing the fire and evacuation orientation training to participate in a skill level assessment and formally acknowledge participation.

Casual Staff

Casual staff shall complete the course detailed in table 3 for Casual Staff. Casual Staff who regularly work in a small residential facility shall be treated as an employee (worker) for training purposes.

Where circumstances prevent the completion of the course prior to commencement of a shift, the Emergency Planning Committee shall arrange for the delivery of fire and evacuation orientation training at the commencement of the
shift. This training shall utilise the Emergency Procedures Flip Chart and Fire Orders. The Emergency Planning Committee shall require the person completing the fire and evacuation orientation training to participate in a skill level assessment and formally acknowledge participation.

Casual staff who work night shifts without the support of a trained worker shall complete the course(s) detailed in table 3 for casual staff prior to working a night shift.

**Agency Staff**

Agency staff as a minimum shall complete the course detailed in table 3 for casual staff. Agency staff should be encouraged to complete ‘worker training’ programs. Agency staff who regularly work in a small residential facility, shall be treated as an employee (worker) for training purposes. Checks should be undertaken that agency staff have achieved the satisfactory skill levels prior to commencing work.

Where circumstances prevent the completion of the course(s) prior to commencing duty, the Emergency Planning Committee shall arrange for the delivery of fire and evacuation orientation training at the commencement of the shift. This training shall utilise the Emergency Procedures Flip Chart and Fire Orders. The Emergency Planning Committee shall require the person completing the fire and evacuation orientation training to participate in a skill level assessment and formally acknowledge participation.

Agency staff who work at night without the support of a trained worker shall as a minimum, complete the course detailed in table 3 for casual staff prior to working a night shift.

**Clients/Residents**

The Emergency Planning Committee shall arrange for an assessment of the clients’/residents’ capabilities to understand and apply the content of a client/resident training program; consider the training needs of the clients/residents to meet the objectives/requirements of the Fire Safety Plan, and implement client/resident training where appropriate.

The Emergency Planning Committee shall ensure, as a minimum, that clients/residents are advised of the procedure(s) to be followed in the event of an emergency and that the names of the Wardens for their area are given to them.

**Short Training Sessions**

The Emergency Planning Committee shall arrange for workers, and nominated casual and agency staff to meet in groups at intervals not greater than six months, which shall be used as short training sessions to improve Fire and Emergency Response knowledge and skills.

**Internal and External Emergencies**

Training to cover internal and external emergencies as detailed in section 2 of the Fire and Emergency Response Procedures shall also be developed and delivered. This training could be incorporated into the fire and evacuation training.

**Training Delivery**

**Worker Training**

The Emergency Planning Committee shall arrange for an appropriate training provider to deliver Fire and Evacuation Procedures training courses to workers. An appropriate training provider should also be engaged to deliver first attack portable fire extinguisher and manual fire fighting courses where the workers would be expected to use first attack equipment.

**Casual and Agency Staff training**

The Emergency Planning Committee may engage the Nominated Fire Risk Management Officer or other appropriately qualified staff member, or an appropriate self-paced learning program to achieve delivery of the training.

**Fire and Evacuation Orientation Training**

The Emergency Planning Committee shall implement appropriate arrangements to deliver
fire and evacuation orientation training which may be conducted by the Nominated Fire Risk Management Officer, a previously appropriately trained staff member, or through a self-paced learning program which may incorporate a CD-ROM, video or work book. This training shall utilise the building Emergency Procedures Flip Chart and Fire Orders.

**Short Training Sessions**

The Emergency Planning Committee shall implement appropriate arrangements to conduct short training sessions which may be conducted by the Nominated Fire Risk Management Officer or a senior staff member who has satisfactorily completed the training detailed in table 3 for workers.

**Qualifications**

**Training Providers**

Training providers may be individuals, companies or businesses. Training providers should be ‘Registered Training Organisations’ or in partnership with a Registered Training Organisation.

**Training Provider Trainers**

Trainers delivering training courses shall:

- Hold appropriate Public Liability and Profession Indemnity insurance cover for the class of work being carried out.
- Hold a Workplace Trainer Category 1 or 2 Qualification.
- Hold a Workplace Assessor qualification.
- Be able to demonstrate an understanding of Department of Human Services CDGs 7.1 and 7.2 and this document.
- Be able to demonstrate competence in each of Fire Emergency Response Competency Standards CS-FP-001-1995 Levels and Units listed below:

  **Level 1**
  - Unit 1 React safely in emergency situations
  - Unit 2 Help prevent emergencies

  **Level 2**
  - Unit 1 Operate as part of an emergency team
  - Unit 2 Control small uncomplicated emergencies

  **Level 3**
  - Unit 1 Operate as part of a workplace emergency team
  - Unit 2 Safeguard endangered persons
  - Unit 3 Participate in the control of emergency situations
  - Unit 4 Conduct routine inspection and maintain emergency equipment
  - Unit 5 Undertake emergency prevention

  **Level 4**
  - Unit 1 Coordinate operations
  - Unit 2 Coordinate actions to safeguard endangered persons
  - Unit 3 Coordinate workplace emergency response team
  - Unit 4 Coordinate routine inspections and maintenance of emergency equipment
  - Unit 5 Coordinate and undertake workplace emergency prevention

  **Level 5**
  - Unit 1 Manage operations
  - Unit 2 Manage workplace evacuation organisation
  - Unit 3 Manage the workplace emergency response team
  - Unit 4 Manage emergency prevention

**Nominated Fire Risk Management Officer/Staff Member**

A Nominated Fire Risk Management Officer or staff member delivering courses detailed in Table 3: Fire, Emergency and Evacuation Training Program to employees shall:

- Hold a Workplace Trainer qualification.
- Be able to demonstrate competence in each of Fire Emergency Response Competency Standards CS-FP-001-1995 Levels and Units listed below:

  **Level 1**
  - Unit 1 React safely in emergency situations
  - Unit 2 Help prevent emergencies

  **Level 2**
  - Unit 1 Operate as part of an emergency team
  - Unit 2 Control small uncomplicated emergencies
Level 3
Unit 1 Operate as part of a workplace emergency team
Unit 2 Safeguard endangered persons
Unit 3 Participate in the control of emergency situations
Unit 4 Conduct routine inspection and maintain emergency equipment

Level 4
Unit 1 Coordinate operations
Unit 2 Coordinate actions to safeguard endangered persons
Unit 3 Coordinate workplace emergency response team

Skills Appraisal
Participants attending a training course detailed in table 3, should be formally assessed as part of the training program against the learning outcomes detailed under each type of training program. Participants who satisfactorily complete a training program should be issued with a ‘Statement of Attainment’ by the training provider. Skills appraisal conducted as part of the refresher training program may be carried out by a local manager using a format prepared by a training provider trainer. The training provider trainer must review the results of the appraisal and carry out any further refresher training required.

Quality Assurance Practices
The Emergency Planning Committee shall schedule third party audits of the training program, delivery and assessment, to take place at least yearly, and shall implement suitable arrangements for the performance of these audits.

The auditor shall meet the competencies detailed for trainers. Auditors shall prepare a checklist and record the evidence to support the outcome of the audit.

Audit methodology should comprise of one or more of the following:
- Examination of documentation.
- Examination of records.
- Review of the training program and assessment tools.
- Participation in a training session.

<table>
<thead>
<tr>
<th>Position</th>
<th>Competency Standard (See Attachment C)</th>
<th>Course Type (See Attachment B)</th>
<th>Delivery</th>
<th>Frequency (delivery or assessment)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Planning Committee</td>
<td>Level 5 Units 1, 2 &amp; 4</td>
<td>Type 1</td>
<td>Training Provider</td>
<td>Two yearly</td>
</tr>
<tr>
<td>Employee (Worker)</td>
<td>Level 1 Unit 1 &amp; 2</td>
<td>Type 7</td>
<td>Training Provider</td>
<td>As part of Orientation Training and thereafter Yearly</td>
</tr>
<tr>
<td></td>
<td>Level 3 Units 1, 2 &amp; 4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Level 4 Units 1, 2 &amp; 4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Casual and Agency Staff</td>
<td>Level 1 Units 1 &amp; 2</td>
<td>Type 5</td>
<td>Nominated Fire Risk Management Officer or CW or Self paced program</td>
<td>As part of Orientation Training</td>
</tr>
<tr>
<td>Portable fire extinguisher or manual fire fighting equipment</td>
<td>Level 1 Units 1 &amp; 2</td>
<td>Type 6</td>
<td>Training Provider</td>
<td>Yearly</td>
</tr>
<tr>
<td></td>
<td>Level 2 Unit 2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note 1: Casual and agency staff who regularly work in a small residential facility, shall be treated as an employee (worker) for training purposes.
Note 2: The pre requisite for portable fire extinguishers or manual fire fighting equipment shall be the Type 7 course detailed for employee (worker).
Note 3: Refresher training may commence with a review of the emergency response skill level of participants. Participants who obtain the satisfactory skill levels may not be required to attend the formal training session or the training content may be modified or shortened to specifically address those areas identified during the skill level appraisal as requiring further training.
Drills and Exercises

The Emergency Planning Committee shall arrange for drills and exercises to be carried out periodically and as an absolute minimum, at the time intervals specified below.

Drills and exercises shall also be carried out at the intervals specified in the Fire Safety Plan.

The Emergency Planning Committee shall arrange for a review of the effectiveness or otherwise of drills and exercises.

Frequency of Drills and Exercises

- **Drills**
  At least one drill shall be carried out in each building every three months for every shift, so that each worker participates in at least one drill every six months.

- **Exercises**
  At least one exercise shall be carried out every 12 months in each facility. The exercise may be conducted as table-top, tactical or field exercises. At least one tactical exercise and one field exercise must be conducted in each facility every three years.

Types of Drills and Exercises

Drills and exercises may be announced or unannounced. When residents/clients are to participate in a drill or exercise, the drill or exercise is to be announced to participants no more than eight hours prior to sounding the alarm, unless a written clearance has been previously given for the residents/clients to take part in unannounced exercises.

Conduct of Drills and Exercises

Where a small residential facility operates over a 24-hour period, at least one drill per year shall be undertaken when all occupants/clients/patients are in bed.

The conduct of drills and exercises shall be planned in advance.

Observers

Organisers of drills and exercises shall arrange for observers to view and report on drills and exercises. Observers of drills should not work in the building participating in the drill. Observers of exercises shall be from another site and shall include, where possible, a representative of the local fire brigade and police.

Observers shall be provided with an explanation of the aims and objectives of the drill or exercise prior to commencement and details of the emergency plan and procedures to be exercised.

Analysis of Drills and Exercises

At the completion of an exercise or drill, an analysis shall be undertaken and documented.

- **Drills**
  The effectiveness of drills may be analysed by the worker on duty at the time.

The Emergency Planning Committee should review the outcomes of drills and implement local changes as necessary to improve the effectiveness of the operation of the Emergency Control Organisation.

- **Exercises**
  The review of exercises shall be carried by the Emergency Planning Committee. The Emergency Control Organisation and observers shall participate in the review. The Relevant Fire Safety Engineer or other expert people may also be included in the review process.

The outcomes of any exercise should be made available to all facility workers where appropriate.
Buildings

- Single dwellings
- Multi-storey housing
- Boarding Houses
Section 9 Arrangements for Buildings

CEOs and managers shall ensure an Emergency Planning Committee and emergency procedures or an emergency plan are in place. The establishment of the emergency procedures or plan shall be the role of the Emergency Planning Committee which shall make appropriate arrangements to prepare the procedures or plan, ensure that a monitoring and review process is in place and that the procedures, plan and monitoring and review process is followed.

Appointments, Roles and Responsibilities

Emergency Planning Committee

The Emergency Planning Committee should include members of the senior management team. The Nominated Fire Risk Management Officer and Chief Warden (if applicable) shall be members of the Emergency Planning Committee.

For buildings such as single dwellings, an Emergency Planning Committee may be in place within the service delivery organisation, whose responsibilities may extend to a number of buildings.

For OoH rental stock, a Regional Emergency Planning Committee may be established, the responsibilities of which may extend to more than one building.

The responsibilities of the Emergency Planning Committee shall be as outlined in AS 3745 Emergency Control Organisation and Procedures for Buildings.

Typical duties would include:

- Establish and implement an emergency plan.
- Ensure personnel are appointed to Emergency Control Organisation positions as appropriate.
- Arrange for the fire and emergency response training as appropriate.
- Review the effectiveness of the Emergency Control Organisation and Evacuation Exercises.
- Establish an Emergency and Fire Control Centre where required.
- Establish first aid procedures as part of the emergency plan.
- Receive briefings during an emergency and provide support as necessary.
- Establish plans for the continued efficient operation of the building.
- Ensure that the media is dealt with, usually through the Media Unit.
- Provide structured briefings for relatives.
- Prepare announcements to staff.
- Establish and maintain liaison with senior executives of the organisation.

Emergency Response

The Emergency Planning Committee shall put in place arrangements for responding to building emergencies which are consistent with this framework and the requirements of Australian Standard 3745—Emergency Control Organisation and procedures for buildings.

Identification

Personnel forming part of an established Emergency Control Organisation shall be identified during any emergency situation. The means of identification below shall be applied unless the Emergency Planning Committee has developed another means of recognition which is acceptable to all local emergency services.
<table>
<thead>
<tr>
<th>Position</th>
<th>Identification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Planning Committee</td>
<td>Badge with name and position and identification as Emergency Planning Committee</td>
</tr>
<tr>
<td>Chief Warden</td>
<td>A white helmet or white hat labelled ‘Chief Warden’ or a reflective white vest or tabard labelled (in black lettering) ‘Chief Warden’ shall be worn.</td>
</tr>
<tr>
<td>Deputy Chief Warden</td>
<td>A white helmet or white hat labelled ‘Deputy Chief Warden’, or a white vest or tabard labelled (in black lettering) ‘Deputy Chief Warden’ shall be worn.</td>
</tr>
<tr>
<td>Communication Officer</td>
<td>Badge with name and position and identification as Communication Officer.</td>
</tr>
<tr>
<td>Floor, Zone or Area Warden</td>
<td>A yellow helmet or yellow hat labelled ‘Floor, Zone or Area Warden’ and floor, zone or area of appointment, or a reflective white vest or tabard labelled (in black lettering) ‘Floor, Zone or Area Warden’ and floor, zone or area of appointment shall be worn.</td>
</tr>
<tr>
<td>Wardens</td>
<td>A red helmet or red hat labelled ‘Warden’ and floor, zone or area of appointment or a reflective white vest or tabard labelled (in black lettering) ‘Warden’ and floor, zone or area of appointment shall be worn.</td>
</tr>
<tr>
<td>Fire Response Officer or Team</td>
<td>A red helmet or red hat, labelled ‘Fire Response Officer’ or position of appointment or a reflective white vest or tabard labelled (in black lettering) ‘Fire Response Officer’ or position of appointment shall be worn.</td>
</tr>
</tbody>
</table>

Fire and Emergency Response Plans and Procedures

The Emergency Planning Committee shall make suitable arrangements for the development, implementation and auditing of the Fire and Evacuation Procedures. The Emergency Planning Committee should apply the competencies described in the Facilities section 7 above to the development of fire and emergency response plans and procedures.

An emergency plan shall be developed for each building or groups of buildings.

The emergency plan shall be prepared as Fire and Evacuation Procedures and be developed to generally cover the fire, smoke and evacuation responses covered in section 7. The procedures shall be documented in a Fire, and Emergency Response Procedures Manual.

For small buildings of similar construction and usage such as single dwellings, a simple standard plan encompassing the information contained in fire orders may be considered suitable by the Emergency Planning Committee.

For OoH rental accommodation, where tenants have evacuation capabilities typical of the general population, a general plan should be prepared and distributed, although it is expected that the residents will take some responsibility for their own fire safety. The expected responsibilities of tenants will be defined in the appropriate OoH guideline.

Notices and Plans

The Emergency Planning Committee shall make suitable arrangements for the development, implementation, provision and installation of notices and plans.

The Emergency Planning Committee should apply the competencies described in the Facilities section 7 above to the development of fire and emergency response notices and plans.

Training

A fire and evacuation training program shall be developed for buildings by the Emergency Planning Committee. The training program shall be developed to specifically meet the fire safety strategy and plan for the building or buildings. The Emergency Planning Committee shall also consider the need for delivery mechanisms that cater for the various occupants and the abilities of the occupants to comprehend the messages being delivered.
At the completion of the training, occupants should be able to describe or demonstrate how to:

- Report a fire emergency.
- React to a fire emergency signal.
- Evacuate from the building.

**Delivery**

The Emergency Planning Committee shall arrange for an appropriate training provider to deliver fire and emergency response training.

Trainers delivering courses should meet the qualification and other requirements as detailed in section 7 of this document.

**Training Provider Appraisal**

Emergency response personnel attending a training program should be formally assessed as part of the training program against the learning outcomes detailed under each type of training program.

**Quality Assurance Practices**

The Emergency Planning Committee shall schedule third party audits of the training program; delivery and assessment, to take place at least yearly, and shall implement suitable arrangements for the performance of these audits.

The auditor shall meet the competencies detailed for Trainers. Auditors shall prepare a checklist and record the evidence to support the outcome of the audit.

Audit methodology may comprise of one or more of the following:

- Examination of documentation.
- Examination of records.
- Review of the training program and assessment tools.
- Participation in a training session.
Attachments
Attachment A—Fire Emergency Response Competency Standards Requirements for Editors of the Fire, Emergency and Evacuation Procedures Manual

Level 1
Unit 1  React safely in emergency situations
Unit 2  Help prevent emergencies

Level 2
Unit 1  Operate as part of an emergency team
Unit 2  Control small uncomplicated emergencies

Level 3
Unit 1  Operate as part of a workplace emergency team
Unit 2  Safeguard endangered persons
Unit 3  Participate in the control of emergency situations
Unit 4  Conduct routine inspection and maintain emergency equipment

Level 4
Unit 1  Coordinate operations
Unit 2  Coordinate actions to safeguard endangered persons
Unit 3  Coordinate workplace emergency response team

Level 5
Unit 1  Manage operations
Unit 2  Manage workplace evacuation organisation
Unit 3  Manage the workplace emergency response team
Attachment B—Training Courses

Emergency Planning Committee (Type 1)
The type 1 course would prepare the members of the Emergency Planning Committee to develop skills and knowledge to undertake the duties associated with the position. The content and learning outcomes would be:

Content
- The role and responsibility of the Emergency Planning Committee, Chief Warden, Communications Officer and Emergency Control Organisation
- Fire risk management principles
- Fire safety strategies and fire safety plans
- Establishing and managing an emergency organisation
- Managing and developing pre-emergency planning and assessment activities
- Emergency communications, emergency reports and signals
- Training, drills and exercises
- Liaison with emergency services
- Evacuation activities
- Post-evacuation activities
- Emergency prevention

Learning Outcomes
1. Describe the roles and responsibilities of:
   - Emergency Planning Committee
   - Nominated Fire Risk Management Officer
   - Emergency Control Organisation
2. Describe the Emergency Planning Committee, Nominated Fire Risk Management Officer and Chief Warden’s role in preparing for emergencies.
3. Describe and demonstrate the Emergency Planning Committee, Nominated Fire Risk Management Officer and Chief Warden’s role in preventing emergencies.
4. Describe and demonstrate the Emergency Planning Committee and Chief Warden’s role in responding to and recovering from emergencies.
5. Describe Departmental fire risk management principles, the fire safety strategy and fire safety plan for the facility.
6. Describe the development of the various emergency procedures for the facility.
7. Describe the various forms of emergency communications, emergency reports and signals.
8. Describe the requirements for training, drills and exercises.

Chief Warden (Type 2)
The type 2 course would be to prepare the Chief Warden and deputies to develop skills and knowledge to undertake the duties assigned to the position. The content and learning outcomes would be:

Content
- The role and responsibility of the Emergency Planning Committee, Chief Warden, Communications Officer and Emergency Control Organisation
- Fire risk management principles
- Fire safety strategies and fire safety plans
- Coordination of pre-emergency planning, training, exercising and assessment activities for Emergency Control Organisation
- Coordination of communications during emergencies
- Initiation of emergency reports and signals
- Procedures for specific emergencies
- Liaison with emergency services
- Coordination of evacuation activities
- Coordination of post-evacuation activities
- Use and operation of emergency equipment

Learning Outcomes
1. Describe the roles and responsibilities of the:
   - Chief Warden of a typical Emergency Control Organisation
   - Emergency Control Organisation.
2. Describe and demonstrate the Chief Warden’s role in preparing for, preventing, responding to and recovering from emergencies.
3. Describe Department of Human Services fire risk management principles, the fire safety strategy and fire safety plan for the facility.
4. Describe and demonstrate the use of the various means of intercommunication, communications equipment and emergency equipment.
5. Describe the range of procedures outlined in the emergency plan.
The Chief Warden should also complete all training and met the learning outcomes listed for the Communications Officer, Floor/Area/Zone Wardens and Emergency Aware Employees.

**Communications Officer (Type 3)**

The type 3 course would be to prepare the Communications Officer to develop skills and knowledge to undertake the duties of the position. The content and learning outcomes would be:

**Content**

- The role and responsibility of the Chief Warden, Communications Officer and Emergency Control Organisation
- Fire risk management principles
- Coordination of communications during emergencies
- Initiation of emergency reports and signals
- Procedures for specific emergencies
- Liaison with emergency services
- Coordination of evacuation activities
- Coordination of post evacuation activities
- Use and operation of emergency equipment

**Learning Outcomes**

1. Describe the roles and responsibilities of the:
   - Chief Warden
   - Communications Officer
   - Emergency Control Organisation.

2. Describe and demonstrate the Communications Officer role in preparing for, preventing, responding to and recovering from emergencies.

3. Describe and demonstrate the use of the various means of intercommunication, communications equipment and emergency equipment.

The Communications Officer should also complete all training and met the learning outcomes listed for the Floor/Area/Zone Wardens and Emergency Aware Employees.

**Floor/Area/Zone Wardens, Deputies and Wardens (Type 4)**

The type 4 course would be to prepare the Floor/Area/Zone Wardens, Deputies and Wardens to develop skills and knowledge to undertake the duties of the positions. The content and learning outcomes would be:

**Content**

- The role and responsibility of the Floor/Area/Zone Wardens, Deputies and Wardens, Chief Warden and Communications Officer
- The facility fire safety plan
- Pre-emergency planning, training, exercising and assessment
- Communications during emergencies
- Responding to emergency reports and signals
- Procedures for specific emergencies
- Initiating emergency signals
- Evacuation activities
- Post-evacuation activities

**Learning Outcomes**

1. Describe the roles and responsibilities of the Wardens and members of a typical workplace Emergency Control Organisation.

2. Describe the Warden’s role in preparing for and preventing emergencies.

3. Describe and demonstrate the action to take in response to emergency signals and reports.

4. Describe the fire safety plan for the facility.

5. Describe and demonstrate the use of communications equipment, systems and procedures for use during emergencies.

6. Describe the various emergency procedures applicable to the Floor, Area or Zone.

7. Describe and demonstrate the initiation, control and various steps involved in an evacuation.

**Employees (Type 5)**

The type 5 course would develop skills and knowledge to enable them to act according to the procedures established for the facility. The content and learning outcomes would be:
Content
- Preparing for emergencies
- Reporting emergencies
- Reacting safely to emergency signals
- Evacuating from endangered areas
- Emergencies that may occur in the facility
- Recognising unsafe conditions
- Correcting and reporting unsafe conditions
- The role and responsibility of Wardens
- The facility fire safety plan
- Procedures for specific emergencies
- Post-evacuation activities

Learning Outcomes
1. Describe the roles and responsibilities of a Warden in an Emergency Control Organisation.
2. Describe how to prepare for the range of emergency situations outlined in the emergency plan.
3. Describe and demonstrate the facility equipment and procedures for reporting emergencies.
4. Identify and explain emergency signals, systems and instructions.
5. Describe and demonstrate how to evacuate from an endangered area.
6. Describe and demonstrate the procedures for the correcting or reporting of emergency problems in the facility.

First Attack Skills (Type 6)
The type 6 course would develop skills and knowledge of employees to enable them to act according to the procedures established for the facility and to safely operate first attack fire fighting equipment. The content and learning outcomes would be:

Content
- All Type 5 or Type 7 content
- Action to take if a fire is discovered
- Determining if it is safe and appropriate to use first attack equipment
- Selecting the correct portable fire extinguisher, fire hose reel or fire blanket
- Operating portable fire extinguishers, a fire hose reel and a fire blanket
- Departmental OH&S procedures and policy for using portable fire extinguishers
- Procedures to be followed after first attack equipment is used

Learning Outcomes
1. Describe the roles and responsibilities of a Warden in an Emergency Control Organisation.
2. Describe how to prepare for the range of emergency situations outlined in the emergency plan.
3. Describe and demonstrate the facility equipment and procedures for reporting emergencies.
4. Describe and demonstrate how emergencies are reported.
5. Identify and explain emergency signals, systems and instructions.
6. Describe and demonstrate how to evacuate from an endangered area.
7. Describe and demonstrate the procedures for the correcting or reporting of emergency problems in the facility.
8. Describe the operation of emergency control equipment.
9. Describe and demonstrate the actions to follow before using first attack equipment.
10. Describe and demonstrate the use of a Water, Powder and CO₂ portable fire extinguisher, fire hose reel and fire blanket.

Worker (Small Residential Facility) Type 7
The type 7 course would be to prepare the Worker in a Small Residential Facility who is designated with emergency response responsibilities to develop skills and knowledge to undertake the duties assigned to the position. The content and learning outcomes would be:
Content

• The role and responsibility of the Worker and the Emergency Planning Committee
• The facility fire safety plan
• Preparing for emergencies
• Initiation of emergency reports and signals
• Procedures for specific emergencies
• Communications during emergencies
• Evacuation activities and evacuating from endangered areas
• Post-evacuation activities
• Liaison with emergency services
• Reporting emergencies
• Reacting safely to emergency signals
• Emergencies that may occur in the facility
• Recognising unsafe conditions
• Correcting and reporting unsafe conditions
• Reacting safely to emergency signals
• Use and operation of emergency equipment

Learning Outcomes

1. Describe the roles and responsibilities of the:
   - Worker
   - Emergency Control Organisation.
2. Describe the fire safety plan for the facility.
3. Describe and demonstrate the use of communications and emergency equipment and systems.
4. Describe the worker’s role in preparing for and preventing emergencies.
5. Describe and demonstrate the action to take in response to emergency signals and reports.
6. Describe the various emergency procedures applicable to the Facility.
7. Describe and demonstrate the initiation, control and various steps involved in an evacuation.
8. Describe how to prepare for the range of emergency situations outlined in the emergency plan.
9. Describe and demonstrate the facility equipment procedures for reporting emergencies.
10. Identify and explain emergency signals, systems and instructions.
11. Describe and demonstrate how to evacuate from an endangered area.
12. Describe and demonstrate the procedures for the correcting or reporting of emergency problems in the facility.
13. Describe and demonstrate how emergencies are reported.
14. Identify and explain emergency signals and instructions.
15. Describe and demonstrate the use of emergency equipment.
Attachment C—Competency Standard – Fire Emergency Response

The Fire Emergency Response Competency Standards were endorsed by the Australian National Training Authority in 1995 to cover the response of employees in a workplace in an emergency.

These Competency Standards define the skills and knowledge necessary to perform the roles of the emergency organisation personnel.

The Fire Emergency Response Competency Standards (CS-FP-001-1995) were prepared in the format approved by the then National Training Board. The following is a summary of the units of competency and elements for each level within the Fire Emergency Response Competency Standards.

Note:
Users of the Competency Standards must ensure the latest version of the document is applied.

Level 1

Unit 1 React safely in emergency situations
1.1 Prepare for emergency situations
1.2 Report emergencies
1.3 React safely to emergency signals and instructions
1.4 Evacuate from the endangered area

Unit 2 Help prevent emergencies
2.1 Correct or report problems that may lead to emergencies
2.2 Correct or report problems that may prevent emergencies from being safely handled

Level 2

Unit 1 Operate as part of an emergency team
1.1 Operate as part of a floor or area emergency team
1.2 Cooperate with emergency service(s) personnel
1.3 Participate in training, exercises and critiques
1.4 Respond to emergency reports and signals

Unit 2 Control small uncomplicated emergencies
2.1 Evaluate the emergency
2.2 Safely confine emergencies
2.3 Use first attack emergency equipment
2.4 Report the use of first attack emergency equipment

Level 3

Unit 1 Operate as part of a workplace emergency team
1.1 Operate as part of an emergency team
1.2 Assist other emergency personnel or service(s)
1.3 Assist and participate in training, exercises and critiques
1.4 Operate emergency communications equipment

Unit 2 Safeguard endangered persons
2.1 Respond to emergency reports and signals
2.2 Anticipate the behaviour of emergencies
2.3 Initiate and control any needed evacuation
2.4 Assist with miscellaneous emergency activities

Unit 3 Participate in the control of emergency situations
3.1 Follow call-out procedures and instructions
3.2 Anticipate the behaviour of emergencies
3.3 Apply operating instructions
3.4 Use personal protective equipment and procedures
3.5 Use emergency equipment

Unit 4 Conduct routine inspection and maintain emergency equipment
4.1 Perform routine maintenance and cleaning of emergency equipment
4.2 Perform local equipment inventory checks

Unit 5 Undertake emergency prevention
5.1 Inspect for and report emergency prevention problems

Fire and Emergency Response Procedures and Training Framework, December 2001
5.2 Avoid adverse interference with emergency protection systems

**Level 4**

**Unit 1** Coordinate operations
1.1 Coordinate the workplace emergency team
1.2 Cooperate with emergency services
1.3 Contribute to training, exercises and critiques
1.4 Coordinate the operation of emergency communications equipment

**Unit 2** Coordinate actions to safeguard endangered persons
2.1 Coordinate response to emergency reports or signals
2.2 Anticipate the behaviour and characteristics of typical workplace emergencies
2.3 Coordinate, initiate and control evacuation
2.4 Coordinate reports of results of evacuation
2.5 Coordinate miscellaneous emergency activities

**Unit 3** Coordinate workplace emergency response team
3.1 Initiate call-out procedures and instructions
3.2 Anticipate the behaviour and characteristics of typical workplace emergencies
3.3 Coordinate and apply operating instructions
3.4 Coordinate the use of emergency equipment

**Unit 4** Coordinate routine inspections and maintenance of emergency equipment
4.1 Coordinate routine maintenance and cleaning of emergency equipment
4.2 Identify and replace faulty, damaged or missing emergency equipment

**Unit 5** Coordinate and undertake workplace emergency prevention
5.1 Coordinate workplace emergency prevention inspections
5.2 Inspect and rectify workplace emergency prevention problems
5.3 Avoid adverse interference with workplace emergency protection systems

**Level 5**

**Unit 1** Manage operations
1.1 Manage the workplace emergency team
1.2 Cooperate with and assist emergency services
1.3 Arrange training, exercises and critiques
1.4 Evaluate and record training, exercises and critiques
1.5 Specify and apply operating instructions for emergency communications equipment

**Unit 2** Manage workplace evacuation organisation
2.1 Provide a system of emergency reports or signals
2.2 Plan for the behaviour and characteristics of typical workplace emergencies
2.3 Provide for initiation and control of evacuation of the workplace
2.4 Provide for accounting of evacuated persons
2.5 Provide for miscellaneous emergency activities

**Unit 3** Manage the workplace emergency response team
3.1 Plan for the behaviour and characteristics of typical emergencies
3.2 Record and apply operating instructions
3.3 Manage the acquisition of emergency equipment
3.4 Manage the use of emergency equipment
3.5 Investigate workplace emergency incidents

**Unit 4** Manage emergency prevention
4.1 Specify emergency prevention measures, equipment and procedures
4.2 Correct any emergency prevention problems
4.3 Manage routine inspections and maintenance of emergency equipment