



Emergency Evacuation Procedure

Major changes to this document: Rebrand.

1. Purpose

The purpose of this procedure is to ensure that Multicultural Australia fulfils its legislative requirements and ensure that all staff, including Cultural Support Workers (CSWs) and volunteers understand what to do in the event of the need to evacuate a Multicultural Australia office.

Legislative requirements of the *Fire and Emergency Services Act 1990* and *Building Fire Safety Regulations 2008* require every person permanently working or residing in a building to be given instructions on the following:

- The procedure to be followed in the event of fire or other emergency.
- The means of escape from the building in the event of fire or emergency.
- The location and operation of:
 - Fire fighting equipment.
 - Fire alarms or equipment for warning of fire.
- If members of the public are ordinarily admitted to the building, the procedure for conducting them to an exit in the event of fire or emergency.
- In regard to clients and visitors, it is the responsibility of the staff member conducting the meeting/activity to ensure the correct procedure in regard to evacuation is followed including:
 - Conducting the persons to an exit.
 - Marshalling the persons to the emergency assembly point (listed in Appendix A).
 - Checking whether all the persons are present at the safe place.

2. When does this procedure begin?

The instructions within this procedure must be given in the first instance as soon as it is practicable and in any case:

- Within one week of the day on which the person starts working / residing in the building, and afterwards **must** be repeated at intervals of **not more** than 2 years while the person works / resides in the building.

In the event of a fire or other emergency the procedure begins when the need to evacuate the building arises. The public address facility if applicable on the telephone system will be used to notify staff of the need to evacuate. This will be supported by the actions of the evacuation wardens. In the event of evacuation due to fire, the smoke alarms may also sound.

3. Who is responsible for ensuring that this procedure is followed and reviewed?

The Chief Evacuation Warden is responsible for taking the lead and taking command in an emergency situation. All staff, including CSWs and volunteers, are responsible for ensuring that they follow this procedure in the event of the need to evacuate the building.

Evacuation Wardens are responsible for the evacuation of their designated area in the event of an emergency. A list of Evacuation Wardens is available at prominent places in all offices.

The Human Resources Team Leader¹ is responsible for ensuring that new staff are provided with information and training regarding this procedure as part of the induction process.

Responsibility for training new staff may be delegated to Team Leaders and Senior Managers in some program areas, e.g. CSWs & Volunteer Service. In these cases, this procedure should be included in the WH&S section of any general training provided.

Human Resources Team Leader is responsible for reviewing this procedure annually.

4. What are the tasks and activities?

Procedure to be followed in the event of fire/emergency situation (applicable to all offices):

4.1 If you discover a fire:

1. Help people in immediate danger if it is safe to do so.
2. Alert others by shouting "fire, fire, fire," raise the alarm if possible and telephone emergency services "000".
3. Do not attempt to extinguish the fire unless you are confident that it can be contained and you have the skills or training to do so.
4. Evacuate the building.

4.2 When an evacuation alarm is sounded

All persons within the building including staff, CSWs, volunteers, clients, and any contractors must immediately:

- Follow the instructions of the Evacuation Warden(s) and proceed to the nearest safe exit and vacate the building.
- Do not stop or return to collect your belongings.
- Walk quickly but do not run.
- As you are leaving, ensure that all staff, clients and other visitors that you pass are aware of, and understand, the need to evacuate.
- Follow any instructions given to you by the Evacuation Wardens.
- Watch out for any dangers, such as obstacles and advise an Evacuation Warden.
- Look out for colleagues or clients in distress or in need of assistance and advise an Evacuation Warden.
- Evacuation Wardens to ensure that any relevant personal emergency evacuation plans are followed.
- Once outside the building, move away from exits quickly.
- Make your way to the evacuation assembly point, and
- Do not return to the building until you have been advised by Evacuation Wardens or by Emergency Services personnel that it is safe to do so.

All members of staff, volunteers and other personnel must take instructions from the designated Evacuation Wardens in the event of an emergency situation.

4.3 When an evacuation alarm is sounded designated Evacuation Wardens must immediately:

- Proceed to their designated evacuation area and ensure that all staff leave the area in accordance with the instructions above.
- If the threat is such that it is not possible to gain physical access to people in meeting rooms, interview rooms etc, Evacuation Wardens must telephone the rooms to alert people to the threat and let them know what they need to do.
- In the event that the nearest exit for your designated areas is not accessible, ensure that staff and visitors in your designated area are directed away from that exit and towards an alternative exit.
- In the event that none of the reception area Evacuation Wardens are in the office at the time of an evacuation, the Multicultural Australia Receptionist on duty will be

responsible for evacuating the staff and visitors at reception area, interview rooms and community space to the best of their ability.

- Assisting people who have restricted mobility as per a relevant personal emergency evacuation plan (PEEP).
- Once they have ensured that their designated area is cleared, and provided that it is safe to do so, all Evacuation Wardens must assist in ensuring that interview/meeting rooms, washroom/toilet facilities, common areas and storage rooms are cleared before they evacuate the building.
- Once outside the building, as designated Chief Fire Warden (or deputy) will be responsible for liaising with any attending Emergency Services personnel (e.g. Fire and Police Officers).
- Once the emergency situation has passed, Evacuation Wardens are responsible for liaising with Multicultural Australia WH&S Advisor to prepare an incident report for the Workplace Health & Safety Queensland, as appropriate.

Evacuation Wardens must inform their deputies when they know that they will be absent from the office in order to ensure that the deputies understand that they will be required to act as Evacuation Wardens in the event of an emergency.

5. Outputs and measures

- Practice evacuations indicate that all staff, including Cultural Support Workers (CSWs) and volunteers understand what to do in the event of the need to evacuate the Multicultural Australia offices.
- Evacuation Wardens demonstrate during practice evacuations that they are competent at performing the required duties.
- Induction and other staff training records indicate that all staff, including CSWs and volunteers have been informed about and trained in this procedure.

6. Related documents

- [Workplace Health and Safety Policy](#) and [Plan](#)
- [Business Continuity Plan](#)
- Emergency Evacuation Plans in each office

Legislation/external documents

- [Building Fire Safety Legislation \(2008\) Queensland](#)
- [Fire and Emergency Services Act \(1990\) Queensland](#)
- [Work Health and Safety Act \(2011\) Queensland](#)

¹ Changed all references from Risk & Compliance Manager to Human Resources Team Leader

Appendix A:

The nominated assembly point for 28 Dibley St Woolloongabba office is:

The Brisbane City Council Park (grassed area) to the right of the building next to QPASST

Exits to be used in an emergency are:

Ground Floor

Staff kitchen door
Front entrance off foyer
Emergency exit opposite the red room
Community kitchen external door
Emergency Exit in Community Space to the right of the stage

First Floor

Main entrance off foyer

The building is equipped with:

Fire Fighting Equipment (extinguishers and hose reels)

Emergency Evacuation Alarm

The nominated assembly point for the 107 Russell Street Toowoomba office is:

The corner of Snell Street and Snell Lane carpark

Exits to be used in an emergency are:

Front door onto Snell Street
Side door onto Snell Lane

The building is equipped with:

Fire Extinguishers

Fire Hose Reel

Fire Blankets

Fire Alarm

**The nominated assembly point for the 108 Alexandra
Street Kawana
Rockhampton office is:**

Richardson Road

Exits to be used in an emergency are:

Front door
Rear door through the garage

The building is equipped with:

Fire Extinguishers
Fire Alarms

**The nominated assembly point for the Redbank Plains
Community Centre 180 School Road Redbank Plains**

is:

Cnr of School Road & Mount Juillerat Drive

Exits to be used in an emergency are:

Front Door and Rear Door

The building is equipped with:

Smoke Detectors
Fire Extinguishers
Fire Blankets