



45. EMERGENCY RESPONSE PROCEDURES

45.1 Purpose.

The Uniting Church, both nationally and within individual synods, presbyteries and congregations, has a strong focus on emergency planning and response. This includes preparing for potential disasters, mitigating risks, and responding effectively when emergencies occur. This policy applies to all activities operating under the oversight of the Church Council of UCA – Wagga Pilgrim Congregation (Wagga Pilgrim) and seeks to provide guidance in effectively managing foreseeable and unforeseen events that involve serious risk.

Where other entities are authorised to use the Wagga Pilgrim site they are to be made aware of their responsibility to manage Emergency Responses and provided with a link to this Policy on our web site. The link is provided to assist, but the responsibility for managing risk for their activity rests entirely with themselves.

Wagga Pilgrim is committed to planning for and addressing hazards and risks that might be harmful to our physical and psychological health and safety. We are committed to:

- Demonstrating our values by collaborating and consulting with staff, volunteers and contractors when making decisions about matters that impact their health and safety
- Listening to and acting on health and safety issues that are raised in our congregation.
- Actively engaging and empowering children and young people to ensure they are safe and protected
- Adopting a proactive risk management approach to ensure hazards and risks are identified and controlled.
- Providing appropriate training, instruction and supervision for anyone doing paid or volunteer work
- Planning for emergencies and responding effectively to manage incidents and injuries

45.2 Legislation and Theological relevance.

The way we care for each other is a way we can express God's love. Whenever people connect with us, we want them to feel safe. (Luke 6:32) Because health and safety are so important, the Church Council and other leaders also have legal obligations.

Our aspiration to foster a culture of safety is derived from both the legislative and theological imperatives that demand that we treat all, in the way we would wish to be treated. This is even more vital in times that require an Emergency Response (ER).

45.3 Responsibilities

This policy statement applies to all people (paid or volunteer) engaged to perform work for or on behalf of Wagga Pilgrim. It also extends to caring for others who connect with us in our facilities (such as visitors), by providing a safe environment.

Everyone has a responsibility to protect their own safety and that of others, as far as possible. Leaders have additional responsibilities when an ER is needed.

45.4 ER Leaders

Four roles are designated for Wagga Pilgrim ER leadership when required to act in an ER situation. They are identified by the hi-vis vest allocated by the oversight leader.:

- Oversight Leader – Orange Vest.
- Escort Leader – Green vest.
- Clearance Leader – Pink Vest.
- Communications Leader – Yellow vest.

The transient unpredictable nature of who may be in attendance during an ER event, requires all personnel in leadership roles to be familiar with the duties for each ER Leadership role as they apply in each of the six ER Categories.

In any ER event the principal leader of the activity on site at that time, is to assume the Oversight leader role and distribute vests for the other three roles to other leaders as is appropriate in the circumstance.

Each vest will have checklists for all six categories to support the designated leader in meeting their obligations.

45.5 Emergency Responses.

It is not possible to provide guidance for all possible scenarios, but they are categorised under six types. By understanding the general response, it can usually be quickly adapted to facilitate an effective response.

The categories of ER are:

- | | |
|----------|--------------------------------|
| • Orange | 1. Evacuation; |
| • Red | 2. Fire or Smoke; |
| • Blue | 3. Medical Event; |
| • Purple | 4. Security or Bomb Threat; |
| • Black | 5. Physical Threat (to person) |
| • Yellow | 6. On site risk |

45.5.1 ER Orange - Evacuation

45.5.1.1 Oversight Leader

The designated Oversight Leader will:

- Assume control and maintain calm;
- Allocate vest to leaders;
- Determine action required - evacuate or lockdown.
- Calmly announce required action and delegate the escort leader to manage group movement

45.5.1.2 Escort Leader.

The designated Escort Leader will:

- Provide calm, clear guidance to all present;
- Move all persons via the exit floor plan to the designated Assembly Area or Safe Zone;
- Ensure assistance or support is provided where appropriate, especially with children and the vulnerable;
- When at the Assembly Area or Safe Zone, compile a list of those present and endeavour to identify any unaccounted absences;
- Where possible, water and medical needs should be provided in the Assembly Area or Safe Zone;
- Ensure all remain at the Assembly Area or Safe Zone until Oversight Leader authorises otherwise;

45.5.1.3 Clearance Leader

The designated Clearance Leader will:

Ensure no persons are in:

- Male, Female or Disability toilets;
- Rooms F, E & C;
- Rooms AB Office & Kitchen.
- Ensure doors are locked to preclude unauthorized re-entry
- Report "Clear" to Oversight Leader

45.5.1.4 Communication Leader.

The designated Communication Leader will:

- Position self at front drive;
- Contact required emergency services;
- Contact Oversight Leader and advise ETA services;
- Provide Point of Contact (POC) to Emergency Services on their arrival;

Emergency Services 000 (Fire-Ambulance-Police)

Site details: 10 Tanda Pl Glenfield Park - nearest cross street Pinaroo Drive

Security- EACOM Monitor Centre 1300 364 488

EACOM Technical Faults 0427 883 600

45.5.2 ER Red – Fire or Smoke

In event of off-site risk such as fire danger declaration, of above “high”, Church Council should cancel any activities, secure site, closing all windows and doors and turning off power at the external power box. **The key is located in the Wagga Pilgrim Key Safe in the office.**

In the event of on-site fire:

45.5.2.1 Oversight Leader.

The designated Oversight Leader will:

- Assume control and maintain calm;
- Allocate vest to leaders;
- Determine action required - evacuate or lockdown.
- Calmly announce required action and delegate escort leader to manage group movement

45.5.2.2 Escort Leader.

The designated Escort Leader will:

- Provide calm, clear guidance to all present;
- Move all persons via the exit floor plan to the designated Assembly Area or Safe Zone;
- Ensure assistance or support is provided where appropriate, especially with children and the vulnerable;
- When at the Assembly Area or Safe Zone, compile a list of those present and endeavour to identify any unaccounted absences;
- Where possible, water and medical needs should be provided in the Assembly Area or Safe Zone;
- Ensure all remain at the Assembly Area or Safe Zone until Oversight Leader authorises otherwise;

45.5.2.3 Clearance Leader.

The designated Clearance Leader will:

Ensure no persons are in:

- Male, Female or Disability toilets;
- Rooms F, E & C
- Rooms AB Office & Kitchen.
- Ensure doors locked to preclude unauthorized re-entry
- Report “Clear” to Oversight Leader.

If safe to do so, utilise fire fighting equipment;

If fire alarm is sounding, this will initiate alert EACOM Monitor Centre – they will initiate the standard response.

45.5.2.4 Communication Leader.

The designated Communication Leader will:

- Position self at front drive;
- Contact required emergency services;
- Contact Oversight Leader and advise ETA of emergency services;
- Provide POC to Emergency Services on their arrival;

Emergency Services 000 (Fire-Ambulance-Police)

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EACOM Technical Faults 0427 883 600

45.5.3 ER Blue – Medical Event

45.5.3.1 Oversight Leader.

The designated Oversight Leader will:

- Assume control and maintain calm;
- Allocate vest to leaders;
- Determine action required – protect dignity and privacy subject to providing effective care requirements; relocate casualty where practical or otherwise relocating those not actively required, out of sight of the care site..
- Calmly announce required action and delegate escort leader to manage group movement.
- Contact Next of Kin (NOK) or family as appropriate.
- Record details in Incident Register in First Aid Kit and, where appropriate, submit incident report.

45.5.3.2 Escort Leader.

The designated Escort Leader will:

- Provide calm, clear guidance to all present;
- Move all persons via the exit floor plan to the designated Assembly Area or Safe Zone;
- Ensure assistance or support is provided where appropriate, especially with children and the vulnerable;
- When at the Assembly Area or Safe Zone, compile a list of those present and endeavour to identify any unaccounted absences;
- Where possible, water and medical needs should be provided in the Assembly Area or Safe Zone;
- Ensure all remain at the Assembly Area or Safe Zone until Oversight Leader authorises otherwise;

45.5.3.3 Clearance Leader.

The designated Clearance Leader will:

- Provide oversight of casualty/patient and immediate support. Provide privacy and update of assistance as available.
- Ensure Defibrillator (AED), first aid equipment and other resources are available pending external support arrival.
- If multiple casualties, report details to Presbytery requesting Synod support with chaplaincy trauma management assistance and media engagement.

45.5.3.4 Communication Leader.

The designated Communication Leader will:

- Position self at front drive;
- Contact required emergency services – usually ambulance;
- Contact Oversight Leader and advise ETA services;
- Provide POC to Emergency Services on their arrival;

Emergency Services 000 (Fire-Ambulance-Police)

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Security- EACOM Monitor Centre 1300 364 488

EACOM Technical Faults 0427 883 600

45.5.4 ER Purple – Security-Bomb Threat

This includes threats due to actual gas leaks, chemical spills; suspicious parcels or warnings by telephone or other means.

45.5.4.1 Oversight Leader.

The designated Oversight Leader will:

- Assume control and maintain calm;
- Allocate vest to leaders;
- Determine action required - evacuate or lockdown.
- Calmly announce required action and delegate escort leader to manage group movement

45.5.4.2 Escort Leader.

The designated Escort Leader will:

- Provide calm, clear guidance to all present;
- Move all persons via the exit floor plan to the designated Assembly Area or Safe Zone;
- Ensure assistance or support is provided where appropriate, especially with children and the vulnerable;
- When at the Assembly Area or Safe Zone, compile a list of those present and endeavour to identify any unaccounted absences;
- Where possible, water and medical needs should be provided in the Assembly Area or Safe Zone;
- Ensure all remain at the Assembly Area or Safe Zone until Oversight Leader authorises otherwise;

45.5.4.3 Clearance Leader.

The designated Clearance Leader will:

- Ensure no persons approach the “at risk” area;
- Note details of observation of threat or words and style of warning message.
- Pass information to Oversight and Communication Leader
- Report to Oversight Leader

45.5.4.4 Communication Leader.

The designated Communication Leader will:

- Position self at front drive;
- Contact required emergency services – Police and Fire;
- Contact Oversight Leader and advise ETA of Emergency Services;
- Provide POC to Emergency Services on their arrival;

Emergency Services 000 (Fire-Ambulance-Police)

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Security- EACOM Monitor Centre 1300 364 488

45.5.5 ER Black – Physical Threat to Persons

The general response should focus on **escape – hide – tell**. At Wagga Pilgrim there is limited capacity to remain out of sight.

When small numbers of persons are on site the external doors should be secured unless effectively monitored. Once an aggressive person is inside, scope for effective control is limited.

45.5.5.1 Oversight Leader.

The designated Oversight Leader will:

- Assume control and maintain calm;
- Allocate vest to leaders;
- Determine action required - evacuate or lockdown.
- Calmly announce required action and delegate escort leader to manage group movement
- Endeavour to de-escalate the situation;
- Avoid argument;
- Maintain a safe distance;
- Stay in proximity of escape route.

45.5.5.2 Escort Leader.

The designated Escort Leader will:

- Provide calm, clear guidance to all present;
- Move all persons via the exit floor plan to the designated Assembly Area or Safe Zone; In event of "Lockdown", use Room D & E with wall between C & D closed. The alternate Safe Zone is the toilet air-cell area.
- Ensure assistance or support is provided where appropriate, especially with children and the vulnerable;
- When at the Assembly Area or Safe Zone, compile a list of those present and endeavour to identify any unaccounted absences;
- Where possible, water and medical needs should be provided in the Assembly Area or Safe Zone;
- Ensure all remain at the Assembly Area or Safe Zone until Oversight Leader authorises otherwise;

45.5.5.3 Clearance Leader.

The designated Clearance Leader will, **if safe**:

- ensure doors locked to preclude unauthorized re-entry,
- utilise furniture and equipment to barricade entry points, and

ensure all persons are:

- Out of view of threat;
- Remain calm and silent;
- Advise Oversight Leader of situation

45.5.5.4 Communication Leader.

The designated Clearance Leader will, **if safe**:

- Position self at front drive;
- Contact required emergency services;
- Contact oversight leader and advise ETA of Emergency Services;
- Provide POC to Emergency Services on their arrival;

Emergency Services 000 (Fire-Ambulance-Police)

Site details: 10 Tanda Pl Glenfield Park - nearest cross street Pinaroo Drive

45.5.6 ER Yellow – Internal Site Event

A Code Yellow event may vary widely. It usually involves a dangerous (or potentially dangerous event) that is not immediately evident to leadership. It may range from a child being missing, to an off-site flood approaching the site. The response may be initiated by someone within or external to the site.

45.5.6.1 Oversight Leader.

The designated Oversight Leader will:

- Assume control and maintain calm;
- Allocate vest to leaders;
- Determine action required -
- Calmly announce required action and delegate escort leader to manage group movement

45.5.6.2 Escort Leader.

The designated Escort Leader will:

- Provide calm, clear guidance to all present;
- Move all persons via the exit floor plan to the designated Assembly Area or Safe Zone;
- Ensure assistance or support is provided where appropriate, especially with children and the vulnerable;
- When at the Assembly Area or Safe Zone, compile a list of those present and endeavour to identify any unaccounted absences;
- Where possible, water and medical needs should be provided in the Assembly Area or Safe Zone;
- Ensure all remain at the Assembly Area or Safe Zone until Oversight Leader authorises otherwise;

45.5.6.3 Clearance Leader.

The designated Clearance Leader will report to Oversight Leader for instructions.

45.5.6.4 Communication Leader.

The designated Communication Leader will:

- Position self at front drive;
- Contact required emergency services;
- Contact oversight leader and advise ETA of Emergency Services;
- Provide POC to Emergency Services on their arrival.
- *Emergency Services 000 (Fire-Ambulance-Police)*
- *Site details: 10 Tanda Pl Glenfield Park - nearest cross street Pinaroo Drive*

45.6 Post Event Management

In an emergency, the experience may have a significant adverse effect on some individuals, while others may have no adverse consequences.

45.6.1 Post Event Debrief.

Consideration should be given to conducting a Post Event Debrief to allow those who wish to, to raise concerns and ask questions. The discussion should seek to provide a common understanding of the event to minimise misunderstanding while taking care not to traumatise anyone. Leadership should ensure all are aware of the opportunities and availability of support

45.6.2 Post Event Support

Leadership should be alert for indicators of individuals who may be struggling but are reluctant to seek support.

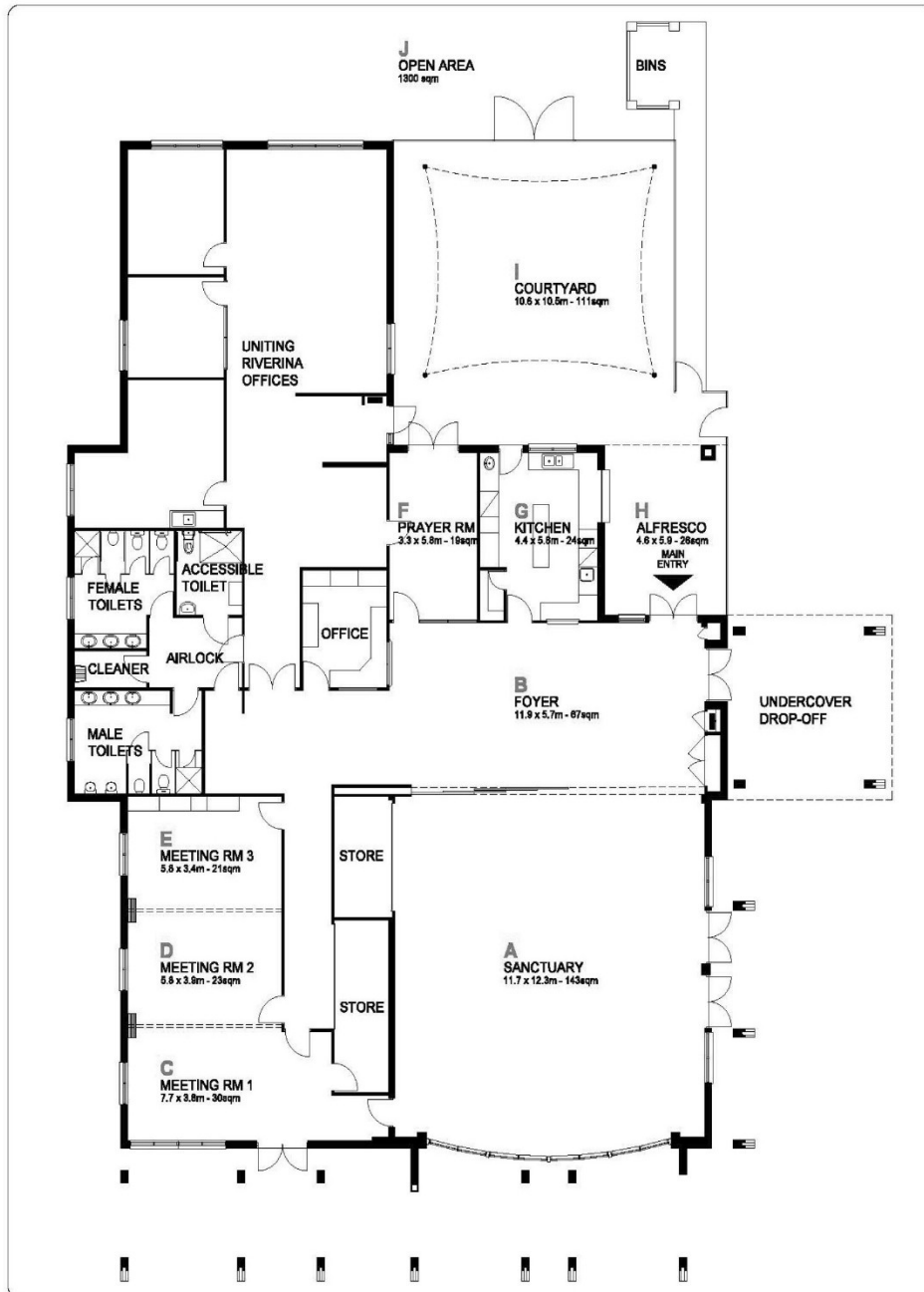
45.6.3 Post Event Gathering

45.6.3 Where appropriate, a service should be held incorporating a suitable liturgy recognising the trauma that has been experienced.

This Policy was affirmed by the Congregational Church Council Resolution **2023/018**

This Policy is subject to review not later than 24 months after ratification.

WAGGA PILGRIM UNITING CHURCH



FLOOR PLAN - 10 TANDA PL, GLENFIELD PARK AUG 2025