

PUAFER005

Operate as Part of an Emergency Control Organisation

Learner Guide Instructions

Who is this document for?

The learner.

What is in this document?

- Course information that matches the PowerPoint presentation.
- Review questions.
- Practical assessment instructions for learners.

What do you need to do before you use it for the first time?

1. Rebrand the document.
2. Review the document as part of your validation process.
3. Set the reading and test time limits that are highlighted in pink at the end of the document.

See the 'Read Me First' document for a complete set of instructions on how to use these resources.

LEARNER GUIDE

PUAFER005 Operate as Part of an Emergency Control Organisation

Learner Name:	
Learner ID:	
Learner Contact Number:	
Learner Email Address:	
Date Training Commenced:	

This Book Contains:

- ☐ Course Information.
- ☐ Review Questions.
- ☐ Practical Assessment overview and Instructions.

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1.1 Introduction

This course is based on the unit of competency **PUAFER005 Operate as Part of an Emergency Control Organisation**.

You will learn about:

- ◆ Undertaking pre-emergency planning.
- ◆ Taking appropriate actions in an emergency
- ◆ Anticipating further developments of emergencies.
- ◆ Assisting with post initial response.



1.1.1 Definition of an Emergency

An emergency is any unexpected event which has the potential to cause harm or injury to people or the environment, or which could impact the financial viability of the organisation.

Emergencies identified by the workplace hazard analysis could include:

Emergency Type:	
◆ Animal or livestock emergencies.	◆ Failure of utilities.
◆ Hazardous substances incidents.	◆ Transport accident.
◆ Bomb threat.	◆ Toxic emission.
◆ Hostage situations.	◆ Veterinary emergencies.
◆ Building invasion/armed invasion.	◆ Flood.
◆ Industrial accident.	◆ Wildfire.
◆ Chemical, biological and radiological.	◆ Cyclones, including storm surge.
◆ Letter bomb.	◆ Structural instability.
◆ Civil disorder.	◆ Structural instability.
◆ Medical emergency.	◆ Deliberate self-harm.
◆ Criminal acts.	◆ Terrorism.
◆ Severe weather/storm damage.	◆ Earthquake.

Review Questions

1.	What is an emergency?	<input type="checkbox"/>
<div></div>		

1.2 Develop and Implement Emergency Response Procedures

Under Model WHS legislation the person conducting a business or undertaking (PCBU) must ensure an emergency plan is prepared for the workplace. These plans are written instructions that outline what employees and visitors to the workplace **should** do in an emergency.



Emergency plans **must** provide the following information:

- ◆ Emergency procedures, including an effective response to an emergency.
- ◆ Evacuation procedures.
- ◆ Notifying emergency service organisations at the earliest opportunity.
- ◆ Where to seek medical treatment and assistance.
- ◆ Effective communication between the person authorised to coordinate the emergency response and all people at the workplace.
- ◆ Testing emergency procedures—including the frequency of testing.
- ◆ Comprehensive information, training and instructions to be provided to relevant workers in relation to implementing the emergency procedures.

1.2.1 Workplace Emergency Procedures

Every organisation needs to develop specific procedures for emergency situations that may occur at the facility. This requires the establishment of an Emergency Planning Committee (EPC), which is financed by the PCBU. The EPC must be supported and given the authority to make plans for how the business will respond in an emergency.

The EPC should be made up of senior members of the Emergency Control Organisation (ECO) in addition to other staff (as required). Once the EPC has determined the most likely or the highest impact emergencies, it will work with the ECO to develop response plans.

This Australian Standard sets out the requirements for the development of procedures for the controlled evacuation of building, structures and workplaces during emergencies.

The standard also establishes guidelines for:

- ◆ The appointment of the Emergency Planning Committee (EPC).
- ◆ The setting up of an Emergency Control Organisation (ECO).
- ◆ The preparation of emergency plans and procedures.
- ◆ The role and authority of ECO personnel while executing their duties.
- ◆ The requirements of an education and training program.

The standard covers emergency situations until the appropriate emergency service arrives to take control, at which time, the ECO will work in conjunction with that service.



1.2.2 Workplace Induction and Instructions

All workplaces carry a duty of care to have a process of induction to their workplace. The induction must cover aspects of the workplace including:

- ◆ The nature of the work conducted.
- ◆ Dangers and known risk from the work carried out.
- ◆ General layout, including access, exits and no-go areas.
- ◆ Facilities – toilets, washrooms, kitchen, etc.
- ◆ Muster/assembly points and possible routes.
- ◆ Contact persons and people in charge of the workplace.
- ◆ First aid personnel, identification and location of first aid resources.
- ◆ Wardens, identification, responsibility and location of emergency.
- ◆ Response resources.
- ◆ Alarm systems and responses.
- ◆ Company and site policies and procedures.
- ◆ The induction process can be formal or informal.



WHS standards and legislation requires evacuation plans and advice relating to procedural responses during an emergency be displayed clearly throughout the facility.

Review Questions

2.	Name two (2) forms of information that must be provided in the emergency plan.	<input type="checkbox"/>
<div>1.</div> <div>2.</div>		

3.

Who finances the Emergency Planning Committee (EPC)?

☐

4.

What are four (4) aspects of the workplace that must be covered during induction?

☐

1.

2.

3.

4.

1.3 The Emergency Planning Committee

The Emergency Planning Committee (EPC) generally consists of a cross section of representative personnel which may include:

- ◆ Business managers.
- ◆ Building owners.
- ◆ Emergency services.
- ◆ Other relevant subject matter expert's (sme's).
- ◆ HSE personnel.
- ◆ The Chief Warden from the ECO.



The committee's main priority is the protection of personnel over property. They will devise and propose strategies and responses for dealing with all foreseeable emergencies. These proposed actions must be proven, reviewed and improved upon where possible.

This is why the EPC schedules and organises to test the ECO (for example: fire drills and simulated emergency evacuations).



1.3.1 Establishing an Emergency Control Organisation (ECO)



The Emergency Control Organisation (ECO) is a structured organisation of Wardens with roles and responsibilities to command, control and coordinate how emergencies are responded to within the workplace.

Following the work of the Emergency Planning committee (EPC), an Emergency Control Organisation (ECO) is established. The job of the ECO during any workplace emergency is to assume control and command whilst implementing an appropriate response to the emergency.

Each member of the ECO team needs to be aware of how they fit into the overall structure and function of the organisation.

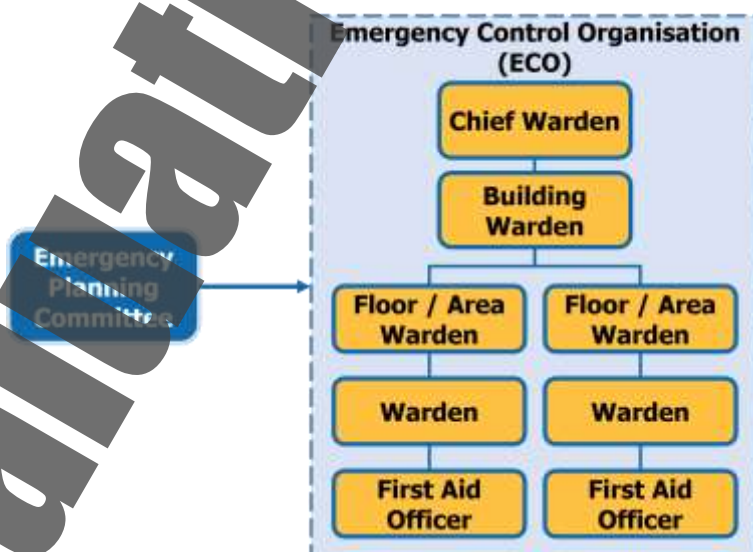
The ECO needs to be practiced (drilled) in their response to any foreseeable emergency; studying responses and practicing them is important. In addition, ECO members (Wardens) must carry the following attributes:

- ◆ Be physically capable of performing their duties.
- ◆ Have leadership qualities and command authority.
- ◆ Have maturity of judgement, good decision-making skills and be capable of remaining calm under pressure.
- ◆ Be familiar with their areas of responsibility.
- ◆ Be available to undertake their appointed duties.
- ◆ Have clear diction and be able to communicate with the majority of occupants and visitors.
- ◆ Be willing and able to undergo relevant training.



They must also have a good, solid understanding of the policies and procedures of the organisation. This will ensure that the whole team functions as effectively and safely as possible before, during and after an emergency response.

Copies of the emergency response policies, procedures and checklists should be given to each member of the team so that they can read them as often as necessary. In small organisations, members of the emergency planning committee and ECO are often the same people.



1.3.2 Drills



Under AS3745 and WHS legislation, evacuation drills are to be held at least once a year. Generally, a fire and evacuation drill is held to assist in the testing of the ECO's response to such an emergency. This is an opportunity for members of the ECO to practice their role and become familiar with their areas of responsibility.

Under the Model Code of Practice for Major Hazardous Facilities (MHF), The emergency plan should be tested when first developed, and then afterwards at suitable intervals to enable deficiencies to be identified and corrected. In some facilities this is as often as three (3) monthly. The two (2) usual methods of testing are desktop simulations and practical exercises or drills.

In drills the following parties may be involved:

Party	Reason for Involvement
Members of the ECO	Test roles and responsibilities.
Building Occupants	Assist in testing the ECO members.
EPC (Emergency Planning Committee)	Oversees.
Emergency Services Representatives	Advisory role.
RTO (Registered Training Organisation)	For skilling and qualifications.

Suggestion on the frequency of holding drills should also be based on risk assessment. The following should be considered in determining the need and timing for a drill:

- ◆ Major changes to members of the ECO.
- ◆ Major changes to the documented procedures in response to an emergency.
- ◆ Change to evacuation routes and or assembly points (muster points) e.g. Renovation or conversions and building alterations.
- ◆ Following poor performance in a real emergency incident.



Review Questions

5.

Name four (4) people who form part of an Emergency Planning committee (EPC).

☐

1.

2.

3.

4.

6.

What are three (3) attributes a person needs to become a Warden?

☐

1.

2.

3.

7.

What is the role of the emergency control organisation (ECO)?



8.

Name three (3) parties who might participate in emergency response drills?



1.

2.

3.

1.4 Be Known to Your Workforce

The planning for emergencies in facilities standards requires that a register of ECO (Emergency Control Organisation) members be current and readily available.



1.4.1 Signage

In a lot of work environments this is often achieved by using signage and posting photos of the ECO members and their role within the ECO throughout the facility, e.g. Joe Bloggs – Chief Warden.

In addition, signs are often placed at the location of an ECO member's main workstation stating their role, e.g. Jackie Brown - Floor Warden. The intent behind this is familiarity of the person/s who will assume command and control in an emergency.

To assist others, including visitors, in identifying these people and the available resources, signs are often stationed at various locations throughout the workplace, these are usually common areas such as:

- ◆ Lunchrooms.
- ◆ Foyers and receptions.
- ◆ Notice boards.

Fire Wardens are:	
	Name: Gary Smith Location: Floor 2, room 5, desk 1 Phone: 0412 345 678
	Name: _____ Location: _____ Phone: _____
	Name: _____ Location: _____ Phone: _____

Review Questions

9.	How are ECO members identification and information made available throughout the work facility?	<input type="checkbox"/>

1.5 Reviewing Emergency Plans

The emergency plan should be reviewed at regular intervals to ensure its continued suitability and effectiveness. AS3745 states that emergency plans need to be reviewed no less than once every five (5) years.

Reviews could also be initiated by:

- ◆ Changes in legislation.
- ◆ Changes to Australian Standards.
- ◆ Advances in technology and equipment.
- ◆ Changes in organisational direction.
- ◆ Changes in products and business activities.
- ◆ Lessons learnt from real incidents.
- ◆ Findings of audits, reporting and communication.



1.5.1 Inspections and Compliance

Wardens must ensure that safety concerns are reduced before any emergency incident occurs. Often referred to as housekeeping, and is the attempt to be preventive, rather than reactive to an emergency.



Compliance is primarily the responsibility of the PCBU and the EPC. However, it is often shared into the ECO as a means of assisting in the following:

- ◆ Knowing your role and responsibility within the ECO.
- ◆ Knowing your building and its business.
- ◆ Knowing your action plans.
- ◆ Knowing your system/s of communication.
- ◆ Knowing your resources, extinguishers, first aid, skill sets of people, etc.
- ◆ Knowing any persons with disabilities or medical conditions who may need assistance in an emergency (PEEP).
- ◆ Knowing your team members.

