

CAPABILITY DOCUMENT

Planning For Emergencies In Facilities

When an emergency strikes, every second counts. In those moments, your people will look to your plans, your systems, and your leadership. At EvacServices, our mission is simple: to keep your facility safe, your people protected, and your organisation compliant.

With more than 15 years of experience across aged care, healthcare, childcare, logistics, retail, commercial, and government facilities, I've seen firsthand how preparation saves lives and minimises disruption. Emergencies don't announce themselves but the right planning, training, and engagement ensure your team responds with confidence, not confusion.

That's why we partner with clients nationwide to Comply, Learn, and Engage. We don't just tick boxes we build programs that bring compliance to life, empower your staff through engaging warden training, and foster a safety culture that lasts.

At the same time, EvacServices is constantly evolving to meet the needs of our clients. We are embracing innovation using the latest technology in training, reporting, scheduling, and compliance management. These tools not only streamline delivery but also give you clearer visibility and peace of mind that your facilities are prepared.

We are also deeply committed to sustainability. Beyond our passion for life safety, we are actively working to reduce our carbon footprint optimising our routes, driving more efficiently, and embedding environmentally responsible practices into the way we operate.

From delivering projects for over 600 Australian Government sites to supporting hospitals, councils, and police facilities, we understand the diverse challenges organisations face. Our approach is always practical, site-specific, and focused on what matters most: life safety, continuity, and responsible operations.

With EvacServices, you can be confident that your people are protected, your facilities are prepared, and your organisation is ready no matter what.

Warm regards,



DAVID GILMORE

Principal, EvacServices

Introduction

Emergencies can strike at any time whether fire, medical incident, security threat, or natural disaster and the key to protecting people and property is preparation. The AS 3745:2010 Planning for Emergencies in Facilities standard sets the benchmark for developing, implementing, and maintaining emergency plans.





Comprehensive Solutions For AS3745:2010 Compliance

At EvacServices, we provide end-to-end support to help facilities of all sizes comply with AS3745:2010 – Planning for Emergencies in Facilities. From forming Emergency Planning Committees and developing Emergency Procedures Manuals to creating clear, compliant Evacuation Diagrams, we ensure your workplace has the right structures, documentation, and response capabilities to protect people, property, and operations. We set up your Emergency Control Organisation (ECO) up for success.

Our solutions go beyond paperwork we deliver practical training and ongoing compliance programs to keep your facility ready year after year. With specialised courses like Warden and Chief Warden Training, Fire Safety Audits, Virtual Reality Fire Extinguisher Training (FLAIM), and Emergency Evacuation Exercises, your ECO gains confidence to respond effectively. We also provide Bomb Threat Training and healthcare-specific solutions aligned with AS4083. Partnering with EvacServices means meeting your legal obligations while building a safer, more resilient workplace.

Our Services



Emergency Planning Committee (EPC)

We establish and guide your EPC to oversee all aspects of emergency planning, ensuring decisions align with AS3745:2010 requirements. We also set up your Emergency Control Organisation (ECO).



Emergency Procedures Manual

We create a clear, site-specific manual that outlines procedures for responding to every likely emergency scenario.



Evacuation Diagrams

We design compliant, easy-to-read evacuation diagrams that help occupants quickly find the safest way out during an emergency.



Warden Training

We equip your facility wardens with the knowledge and confidence to lead occupants to safety.



Chief Warden Training

We provide specialised training for Chief and Deputy Chief Wardens to coordinate emergency responses effectively.



Emergency Evacuation Exercises (Drills)

We run practical evacuation drills to test your procedures and train your team, ensuring readiness when it matters most.

Our Services (Cont.)



First Attack Firefighting Training

We train staff to safely use extinguishers, hose reels, and fire blankets to stop small fires before they escalate.



Virtual Reality Fire Extinguisher Training (FLAIM)

We deliver safe, immersive VR training that lets participants practise extinguishing fires without live flames or mess.



Bomb Threat Training

We provide expert guidance on responding to bomb threats, ensuring calm, structured, and effective action.



Planning For Emergencies In Health Care (AS4083)

We also deliver emergency planning tailored to health and aged care facilities to meet AS4083 requirements.



Fire Safety Audits

We assess your facility's compliance with fire safety standards and provide recommendations for improvement.

Our Core Values



Excellence

- Strive to do our best
- Deliver on commitments and expectations
- Open to learning and improving



Versatility

- Open minded for change
- Prepared to jumping into action
- Think and do on your feet



Accountability

- Always treating people with respect
- Take responsibility for actions
- Doing what's right – ethically and morally



Courage

- Being safe and respected to speak up
- Having a crack
- Back yourself to have a go



Fun

- Embrace culture, diversity and inclusivity
- Determination to enjoy where we work
- Team events continue



Why EvacServices?

With today's increased threats from civil disturbance, terrorism and medical emergencies, the broader Fire and Evacuation training industry has failed to respond adequately to both changing social trends and technological advancements. Instead it offers one-size-fits-all solutions that don't consider individual requirements.

EvacServices is actively defying this trend by putting the choice back in the hands of consumers. In our opinion an outcome based approach is the best way to provide peace of mind and instil confidence in your emergency planning activities. It has never been more important to ensure your emergency provider is meeting your business objectives and going beyond the tick of the compliance box.

Benefits Of Partnering With EvacServices



Transparency

Compliance should never be a mystery. From detailed portfolio reporting to consistent stakeholder updates, we keep you informed, confident, and aligned with your safety goals.



Quiet Achievers

Once we know your goals, we get to work quietly and professionally handling the details, deadlines, and delivery so you can focus on business.



Value For Cost

Compliance shouldn't cost a premium. Our flexible service packages fit different budgets while exceeding requirements, whether you need tech-enabled DIY tools or fully managed support.



Innovation

The industry was too slow to evolve so we did. We challenge norms, embrace new ideas, and stay ahead of risks, delivering solutions for today's challenges, not yesterday's procedures.



Tenant Satisfaction

We represent your business with professionalism and respect, ensuring every interaction with tenants reflects positively on your brand.



Drive Real Outcomes

Our account managers focus on what matters: compliance, safety, satisfaction, and peace of mind delivering practical results for your business.

Why Choose EvacServices?

✓ Experts In Emergency Compliance

Over 15 years of experience working with aged care, healthcare, commercial, education, and government clients.

✓ AS 3745 Specialists

We help you meet all components of AS 3745, including emergency plans, ECO training, and evacuation diagrams.

✓ Fast, Accurate Delivery

We work quickly and professionally with minimal disruption to your operations.

✓ National Reach

From regional towns to major cities, we service facilities across Australia.

✓ Outcome-Focused Service

We tailor every service to your goals whether it's audit readiness, improved staff confidence, or safer evacuation outcomes.

✓ Transparent, Professional Support

Clear communication, proactive reporting, and a commitment to making compliance easier for your team.

Our Process



STEP 1

GET IN TOUCH

Share your site requirements.



STEP 2

SITE RISK ASSESSMENT

Identify hazards and define compliance gaps.



STEP 3

CUSTOM EMERGENCY PLAN

Develop tailored documents, diagrams, and procedures.



STEP 4

TRAINING & DRILLS

Prepare your team for real-world emergencies.



STEP 5

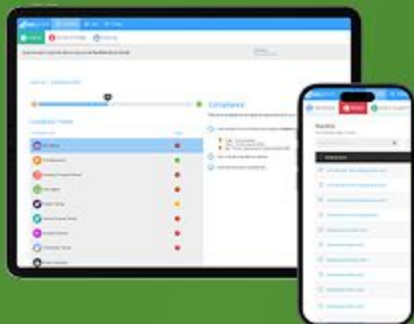
ONGOING COMPLIANCE

Maintain certification with annual audits and updates.

EvacConnect

EvacConnect is the customer portal for EvacServices and you will get more info here. This secure platform gives you instant access to everything you need to stay compliant and informed.

You can manage your facility's emergency planning documents, track training schedules, monitor compliance progress, and download key records all in one place.



Whether you're updating evacuation diagrams, reviewing warden training results, or accessing your Statement of Compliance, EvacConnect keeps your compliance program organised and transparent. It's designed to make managing AS3745:2010 obligations simple, efficient, and stress-free.

The system is made up of 2 elements:

1

Warden Management

EvacConnect makes it easy to keep warden lists up to date. This function includes the ability to add, remove and report on wardens within each sub-location within your building, making it easy to ensure appropriate warden coverage across your whole building.

2

Online Training

Online training is a fast and effective tool that facilitates the timely training of staff and allows users to undertake self-paced learning in the workplace or at home. EvacConnect delivers the training your occupants need to ensure they have the skills and knowledge required to act in accordance with their emergency procedures and meet legislative requirements.

Feedback From Customers

“

Emily was the best trainer I have had deliver this training in the 3.5 years I have worked here. She was engaging and to the point, without missing critical information. I have had wonderful feedback from multiple staff already. We would love to retain her for future sessions, please.

“

He was very good and we very much valued his energy, thoroughness, detailed input, and straight feedback.

“

The Trainer was great, informative, organised and on point. Wouldn't change anything - Rudy (EvacServices Consultant) who performed the training was excellent - he is a credit to your organisation.

“

Overall Rudy was the best trainer and evac facilitator we have ever had.

“

Great presenter who put the attendees at ease!

“

Emily was fantastic and engaging. Got through the content efficiently, expertly and we thoroughly enjoyed having her at our office! Could have listened to her speak all afternoon!

“

Liked that the training suited our needs here within the shopping centre. Thank you covered what we needed at our experience level.



Trusted By Leading Organisations



Contact Us

Chat to a friendly, trusted and knowledgeable team member to see if you are compliant, understand your needs and help solve your emergency management challenges.



Email Us

service@evacgroup.com.au



Call Us

1300 922 437

