

Emergency Management Plan



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To be reviewed 08/7/2025

Signature of Manager

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DEFINITIONS

Building, structure and workplace

A building, structure or workplace that is occupied by people, i.e. offices, warehouses, factories, public buildings, shopping complexes, apartment buildings, or a place that may be occupied by people.

Emergency Any incident that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response.

Emergency Control Organization (ECO) A structured organization that will initiate an appropriate response to emergency situations. Emergency planning committee (EPC) A committee responsible for establishing an emergency plan, emergency response procedures and an ECO.

Emergency Warning and Intercommunication System (EWIS) A combined emergency warning and intercommunication system that facilitates both way communications and control during an emergency.

Incident Any situation that can require or lead to requiring an emergency response that in turn may lead to an evacuation, either full or partial.

Incident Control System (ICS) See ECO.

Lockdown Used when an external and immediate danger is identified and it is determined that the guests should be secured inside the building for their safety.

Lockout Used when an internal and immediate danger is identified and it is determined that guests should be excluded from buildings for their safety.

May Indicates the existence of an option.

Persons with disabilities Persons having physical, intellectual, visual or auditory disabilities or impairments, either temporary or permanent.

Safe place

- (a) A place of safety within a building, structure or workplace —
 - (i) Which is not under threat from an emergency; and
 - (ii) From which people are able to disperse after escaping the effect of an emergency to a road or open space.
- (b) A roadside or open space.

Shall Indicates that a statement is mandatory.

Should Indicates a recommendation.

Training exercise An activity simulating an emergency incident through activation of alarms and deployment of personnel, in order to —

- (a) Review/test the planning process and procedures;
- (b) Identify needs and planning inadequacies;
- (c) Demonstrate capabilities and communication; and

(d) Foster working together as a team.

Bomb Can be of any size or shape, can look obvious or be camouflaged, may vary in its sophistication, may explode or may not necessarily explode (i.e., incendiary, chemical, radiological, sharps, animals/reptiles).

Bomb threat A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at a time or date or place or against any specific person or organization.

Courier-delivered bomb An explosive device delivered by a courier.

Improvised Explosive Device A device fabricated in an ad hoc manner which contains explosive (IED) components designed to, or capable of, causing unlawful injury or damage.

Mail bomb An explosive device sent through the postal system.

Placed bomb An explosive device hand-delivered or purposefully placed.

Vehicle bomb A bomb in which a vehicle is used as the means of delivery. It may be designed to use the vehicle as fragmentation.

Introduction

General

This emergency management plan contains information and guidance for owner/management, staff and occupants of the complex. It contains a description of the site and its surroundings and includes an overview of potential hazards and procedures which must be followed to ensure the safety of all occupants in an emergency situation.

It has been formulated on the basis of the guidelines specified in AS3745 – 2002 Emergency control organization and procedures for buildings, structures and workplaces (Incorporating Amendment Nos. 1 and 2) and utilises the establishment of an Emergency Planning Committee (EPC) and an Emergency Control Organization (ECO).

For the purpose of standardisation with the DEECD Emergency Management Manual (Schools) November 2009 we will refer to the ECO as the Incident Control System (ICS) and the Chief Warden may also be referred to as the Incident Commander.

In the event of an emergency the smooth operation of these procedures will only occur if everyone is familiar with the content and their respective duties. Injury and property loss as a result of an emergency or panic in response to that emergency can be significantly reduced if an efficient ICS is in place and all occupants are aware of their responsibilities.

Any emergency may result in the need for evacuation of some or all occupants. These procedures will enable management and staff to deal with the emergency and/or evacuation in a manner, which will ensure the safety of the occupants. Familiarization with its contents is imperative.

The plan is specific to emergencies, which impose an immediate threat, but also includes

emergency incidents, which may affect the smooth operation of the campsite and are of a general nature. These may include power failure, loss of water, equipment failure and medical emergencies, which may affect the health and well being of guests. Some of these emergencies may be of only short duration and not require the response of emergency services, while others may be protracted. It identifies roles and responsibilities of management and staff during all these emergencies.

All emergencies, regardless of magnitude, which affect the safety and well being of guests or staff must be reported and responded to, in accordance with these guidelines, as soon as practicable.

Authority

The EPC shall ensure that, during emergencies, instructions given by ICS personnel shall overrule normal management structure.

Once an emergency is declared, the powers of wardens and deputy wardens shall override all normal non-emergency management procedures. Floor or area wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their floor/area. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedent over asset protection and production matters. The procedures require consideration to be given to ensure the protection of wardens, the person or persons refusing to comply, and other personnel in the area when a refusal situation arises.

Emergency Planning Committee (EPC)

These procedures require the formation of an EPC, which comprises the owners (or their representative) of the site, management and at least two employees. It is responsible for the regular review of these procedures, which should be undertaken annually.

The EPC should also ensure that an efficient Incident Control System is in place and that all employees are adequately trained in the use of installed equipment and also in the implementation of these procedures including evacuation exercises. The ICS comprises owners (or their representative) management and staff appointed for the control of emergencies and are responsible for the implementation of this plan in case of emergency.

Duties

The EPC shall meet regularly, at least annually, to —

- (a) Establish and implement emergency plans and emergency procedures;
- (b) Determine the number of ICS personnel consistent with the nature and risk of the buildings, structures and workplaces.
- (c) Ensure that the personnel are appointed to all positions on the ICS but particularly, the chief warden group;
- (d) Arrange for the training of ICS personnel;
- (e) Arrange for conduct of evacuation exercises;
- (f) Review the effectiveness of evacuation exercises and arrange for procedure improvements; and
- (g) Determine who will implement emergency procedures.

NOTE: Considerations may include first attack fire fighting, first aid, environmental safety actions and shut-down procedures.

Indemnity of employees

Both the EPC and ICS personnel shall be indemnified by their employer against civil liability resulting from workplace emergency response assessment, education, training sessions, periodic exercises or emergency evacuation of a building where the personnel act in good faith and in the course of their emergency control duties.

Types of Emergency

Requiring Possible Evacuation

The following emergency situations may require a partial or full evacuation of the complex:

- (a) Bomb threat.
- (b) Building invasion/armed intrusion.
- (c) Bushfire.
- (d) Chemical, biological and radiological.
- (e) Civil disorder.
- (f) Cyclones, including storm surge.
- (g) Earthquake.
- (h) Fire.
- (i) Flood.
- (j) Hazardous substances incidents.
- (k) Industrial accident.
- (l) Letter bomb.
- (m) Medical emergency.
- (n) Severe weather/storm damage.
- (o) Structural instability
- (p) Terrorism.
- (q) Transport accident.
- (r) Toxic emission.

Requiring Response

Some events may not require evacuation but will necessitate an emergency response and they include:

Lost or missing guests

Medical emergency (i.e. physical injury, bites and stings, drowning, disease, etc.)

Fatality, serious injury, assault

Intrusion by unwanted individuals

Loss of essential services e.g. electricity, water.

Storm

Risks and Hazards

Roadway– Hazardous materials transport, accidents

Gas leak/explosion

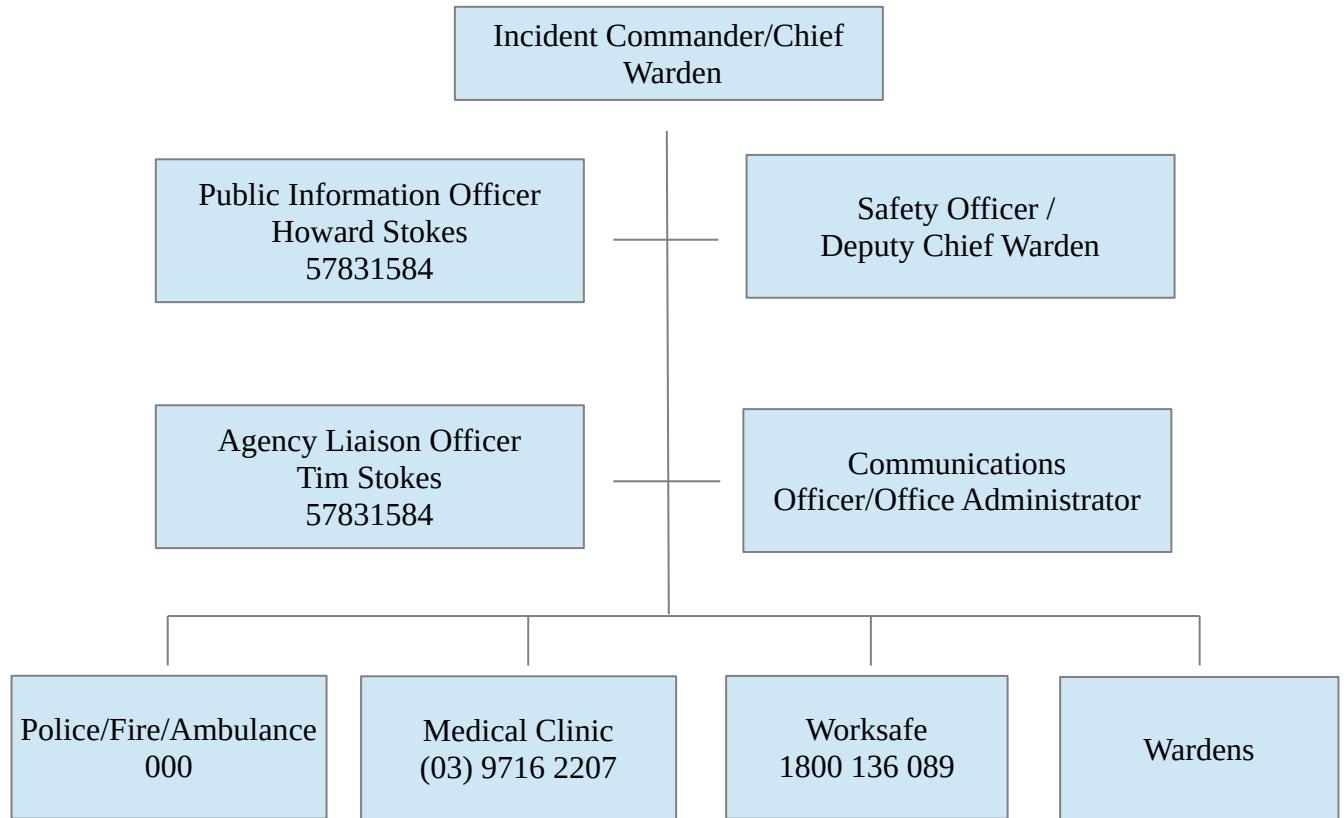
Rural area, snakes, spiders etc.

Rivers and creeks present drowning hazards

Natural disaster e.g. fire, earthquake

Incident Control System

Incident Control System Plan



Primary Roles and Responsibilities of the ICS

The primary role of members of the ICS is to ensure that life safety takes precedence over asset protection.

Each officer in the ICS shall have clearly defined duties and responsibilities, as follows:

Chief Warden: on becoming aware of an emergency, the chief warden shall take the following actions:

1. Ascertain the nature of the emergency and determine appropriate action.
2. Ensure that the appropriate emergency service has been notified.
3. Ensure that floor or area wardens are advised of the situation.
4. If necessary, initiate evacuation and control entry to the affected areas.
5. Ensure the progress of the evacuation and any action taken is recorded in an Incident log by the Communications Officer.
6. Brief the emergency services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions.

Deputy Chief Warden/Safety Officer: The deputy chief warden shall assume the responsibilities

normally carried out by the chief warden if the chief warden is unavailable, and otherwise assist as required. They will also be required to make sure the emergency is handled safely according to OH&S guidelines.

Communications Officer: The communications officer, on becoming aware of the emergency, shall take the following actions:

1. Ascertain the nature and location of the emergency.
2. Confirm that the appropriate emergency service has been notified.
3. Notify appropriate ICS personnel either by the EWIS or other means.
4. Transmit and record instructions and information between the chief warden and the floor wardens and occupants.
5. Maintain a log of the events.
6. Act as directed by the chief warden.

Floor or area wardens: On hearing an alarm or on becoming aware of an emergency, the floor or area wardens shall take the following actions:

1. Implement the emergency procedures for the floor or area you are in, evacuating all areas and guests along the way. Once at the MECP report to BOTH the Communications Officer (Receptionist) and the Chief Warden and inform them of the areas you have evacuated. Collect your Hi Vis vest and assume the responsibilities assigned by the Chief Warden.
2. Ensure that the appropriate emergency service has been notified.
3. Direct wardens to check the floor or area for any abnormal situation.
4. Commence evacuation if the circumstances on their floor or area warrant this.
5. Communicate with the chief warden by whatever means available and act on instructions.
6. Advise the chief warden as soon as possible of the circumstances and action taken.
7. Co-opt Leaders/teachers as required to assist a warden during an emergency.
8. Confirm that the activities of wardens have been completed and report this to the chief warden.

Wardens: Persons selected as wardens may be required to carry out a number of activities, including the following:

1. Act as floor or area wardens.
2. Ensure that the appropriate emergency service has been notified.
3. Operate the intercommunication system.
4. Check to ensure fire doors and smoke doors are properly closed.
5. Search the floor or area to ensure all persons have evacuated.
6. Ensure orderly flow of persons into protected areas, e.g. stairwells.
7. Assist persons with disabilities.
8. Act as leader of groups moving to nominated assembly areas.
9. Report to the floor or area warden on completion of required activities

ICS roles and responsibilities Chart

Role	Responsibilities	Name of staff member & mobile number
Incident Commander/Chief Warden	In charge of overall management of emergency situation	Howard Stokes 0491 047279
Safety Officer/Deputy Chief Warden	Ensures all actions conducted with a safety focus	Tim Stokes 0417 660 002

Public Information Officer	All media/outside information management	Howard Stokes 0491 047 279
Communication Officer	Transmit and record instructions and information between the chief warden and the floor wardens and occupants.	Tim Stokes 0417 660 002
Agency Liaison Officer	Assists with response to outside agencies requests/information	Tim Stokes 0417 660 002
Floor or area wardens/wardens	Assists with response to Emergency Management Plan	All other staff

Mobility Impaired Persons

Where practicable, an up-to-date list of the names, workplaces and other necessary information about persons with disabilities should be kept at the location from where the chief warden exercises control. If Mobility impaired persons cannot be led to the Evacuation Assembly Area without prejudicing the other occupant's safety they should be led to a safe holding area (e.g. Emergency Control Point). Notify the Chief Warden and complete their evacuation when safe to do so. The Chief Warden must be kept advised of the situation regarding mobility impaired persons. If possible a member of the ICS should be allocated to look after the needs of mobility impaired persons or at least nominate a co-guest or other person to be responsible for the mobility impaired person, both during the evacuation and also at the Evacuation Assembly Area.

Persons Refusing to Comply

Should a person refuse to comply with a Warden's instruction the Warden shall:

Ensure the person has been clearly advised he is required to evacuate because of an emergency
Notify the Chief Warden who shall in turn advise the responding emergency services officer, who has the discretion to have the person removed by law.

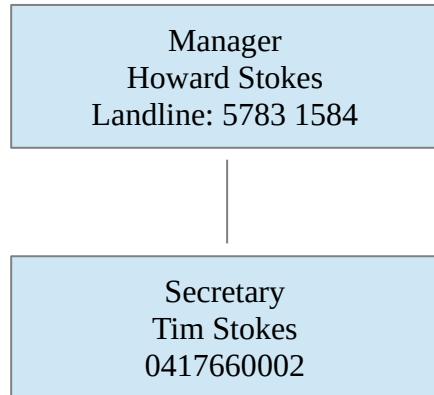
Camp Leaders or Teachers Responsibilities

During an emergency teachers and/or camp leaders are to collect camper rolls and initiate a roll call to account for all members of their group ASAP after reaching the Emergency Evacuation Area and report status to the EEA Warden or Chief Warden. Acting under the direction of the Wardens they will ensure that guests follow directions and remain under constant supervision. If directed by a Warden to lead guests to the Emergency Evacuation Area they will do so quickly and quietly. If they are directed by a Warden or the emergency services to another task it is their responsibility to ensure guests remain under adult supervision. If sufficient teacher/group leaders are available then some may be utilised for other duties, such as ensuring all guests are evacuated and assembled in the appropriate area or for running messages.

Groups' first aid officer to report to the MECP with the group's first aid kit to establish a first aid post for their group.

Sites communication tree

Upper Plenty Conference Centre



Emergency numbers sheet

Group		Phone Number
Police	Life-threatening or time critical emergency	000
	During Day, Wallan Police	(03) 5783 0400
	After Hours, Mill Park Police	(03) 9407 3333
Ambulance		000
Fire Services		000
SES		132 500
Hospital	Northern Hospital	(03) 8405 8000
Electricity	TRU Energy	13 17 99
Local Government	Mitchell Shire	(03) 5734 6200
EPA		1800 444 004
Poisons Information Centre		13 11 26
Chemist	Wallan Pharmacy	(03) 5783 1403

Emergency numbers for site personnel

Role	Name	Phone
Manager	Howard Stokes	0491 047 279
Secretary	Tim Stokes	0417 660 002

Evacuation plan and checklist

Steps for Evacuation

1. Senior person on site takes charge and decides who does what (your ICS)
2. Call 000

3. Inform Emergency Services of the nature of the emergency
4. Using all available staff/volunteers calmly move/carry/walk the guests out of the building to your pre-determined outdoor assembly area if this is the evacuation option
5. Take the group's attendance list, staff roster and your emergency/First Aid kit
6. Once at assembly area, check all guests and staff are accounted for
7. Call 000 and inform them of your location at the outdoor assembly area
8. Focus on safety and well-being of staff and guests
9. Wait for Emergency Services to arrive
10. If time permits and it is safe to do so try to collect the backup Hard Drive and take it with you. All folders with yellow dots should be packed in boxes and transported offsite with the manager or senior employee when they leave. These folders are located in the manager's office

Evacuation Checklist: Before

To maximise the safety of children, staff and volunteers, check these things (at a minimum) are in place beforehand.

Have you:

A clear ICS (who does what)?

Site plan showing clearly marked exits, including the safest possible alternative exits from the building?

Posted the site plan on walls where you can access them easily?

Designated two assembly areas, the first 150 metres away and an alternate location further away (walking distance)?

An easily accessible First Aid/emergency kit, bottled water and sunscreen?

A portable contacts sheet with updated and after-hours numbers?

A working mobile phone?

A portable attendance list of children, volunteers, and staff?

Your evacuation plan.

Divert all phones to CEO.

A record of any problems you encountered during drills.

Evacuation Sequence Checklist: During

Evacuate the affected room or area

Evacuate any room, adjoining area

Evacuate other rooms or areas, starting with the closest

Evacuation Checklist: During

Phone 000

Account for all children/staff/volunteers at the assembly area against your attendance list

Bring First Aid/emergency kit

Assemble the children/staff/volunteers in the pre-determined assembly area

Bring mobile telephone and emergency telephone contact sheets

Evacuation Checklist: After

Record the incident and report it according to your reporting requirements

Write down what went wrong and what went well to improve your plan for the future

Evacuation Procedures

Emergency evacuation procedures will be initiated by the sounding of the evacuation alarm. This alarm may be activated by:

Direction of the Chief Warden

Direction of the Emergency Services

On the sounding of this alarm Wardens shall implement the following actions:

Direct any guests under their supervision to the nearest exits and guide them to the appropriate Evacuation Assembly Area before making the area they are in safe and then proceeding to the MECP to report to the Incident Commander for further duties. Search and clear any areas on the way to the MECP and advise Communications Officer and Chief Warden of areas cleared.

Check all areas including toilets, cupboards, under beds, plant rooms, recreation rooms, cool rooms and any other occupiable spaces

Liaise with head teacher or camp organiser to activate a roll call to account for all guests.

Conduct a final check of all areas, if safe to do so, to ensure complete evacuation if roll call is inconclusive

Advise the Chief Warden when evacuation is completed

Wardens will then report to the Evacuation Control Point for further instructions

Evacuees are not to leave the Evacuation Assembly area unless by express permission of the Chief Warden or the Emergency Services. Any parent/guardian who has permission to collect their children must remain in the Information Centre while a runner takes the permission to leave docket to the Warden at the Emergency Evacuation Point, who will release the guests named on the docket to the runner who will reunite the guests with their parent/guardian. Note that only people authorised to collect the guests can do so. In the event of an estranged couple the parent with guardianship is the only parent the child will be released to unless the head teacher knows that the parent with guardianship allows the other parent access. This may need to be arranged via the school.

Communication

Telephones

The telephone system installed in the camp has emergency priority. During an emergency all calls must be restricted to matters relating to that emergency and kept brief.

Information Centre

An information centre will be established at a location where it will not impede emergency operations. This centre can be used to impart information to the media as they arrive, but is mainly established to provide a location for parents to report to where they can be briefed on the situation. It may be necessary for a spare teacher to assist with this process so that estranged family members that don't have guardianship don't collect their children.

Guests Records

Guests records must be taken to the Emergency Evacuation Area during evacuations by the Group Leaders and include a complete list of guests names, medical information etc.

Personal Fire Plans for Staff

All staff are to fill in their personal fire plan for Code Red Days to enable management to establish staffing levels on these days.

Relocation (off-site evacuation) plan and checklists

School personnel may have similar roles in an off-site evacuation to an on-site evacuation at their school. After an off-site evacuation the site may need to be inspected or cleared by relevant authorities before people return to the site. Transport arrangements for an off-site evacuation should be planned in advance; contact the Local Emergency Management Committee (chaired by the Local Government).

Suggested Steps for Relocation

1. Manager (Incident Controller) assesses situation and seeks advice from:

Fire and Emergency Services agencies

Note: In case of bushfires obtain more information at:

CFA website: www.cfa.vic.gov.au

DSE website - www.dse.vic.gov.au

Victorian Bushfire Information Line: 1800 240 667

AM 774 ABC Radio

Police re: road closures for safe evacuation routes

2. Enact evacuation plan/sequence

Loss of Water / Electricity

Report to Campsite manager

Have fault repaired if simple

If fault is unfixable or caused by supply interruption report to relevant authority.

Electricity: Tru Energy 13 17 99

When power supply resumes check all electrical appliances and reset any timers

Medical Emergency

Leader or Campsite staff to administer first aid (if certified to do so) Notify campsite staff who will in turn notify manager

If necessary call ambulance

Keep other guests away

If necessary to remove guests to another location advise the manager so any response is sent to the correct location

If poisoning occurs call Poison Information Line 13 11 26

Equipment Failure Procedures

Where equipment fails or breaks down notify the Host who will investigate and attempt rectification. Otherwise the Duty Manager will decide on the appropriate course of action. If problem cannot be fixed then Manager will authorise repair by a licensed tradesman.

Crowd Control Procedures

Human Response to Fire and Evacuation Alarms

Research indicates that people unfamiliar with specific alarms, such as visitors, will usually react in the following manner:

Ignore the alarm hoping it will be a false alarm or go away

Finish what they are doing

Locate family and friends

People in a group will behave in a similar manner

Most people will not panic unless confronted with a dangerous situation, which they believe there is no escape from

They will usually take on a passive role, expecting to be told what to do by someone with authority

This last point is what allows Wardens to control crowds.

Guidelines for Wardens

Keep yourself clearly visible ie: Hi Vis vest

Do not expose yourself or any other person to danger

Stay where you can keep control of persons leaving an area

Use a firm but calm voice

Use commanding hand signals

DO NOT use words such as hurry, quickly, faster, bomb, fire, trapped

DO NOT engage in lengthy conversations or explanations

Prevent evacuees from carrying bulky items, which may obstruct exits

Parents attending the Campsite

If an emergency situation results in the attendance of parents it is important that they not be allowed to go directly to the Emergency Evacuation Area and take their children away. Someone, preferably a spare leader should be directed to meet them, and have them gather at the Information Centre where they can be briefed on the situation. This will provide reassurance until they can be reunited with their children.

NOTE - Parents MUST NOT be allowed to go to the Emergency Evacuation Point and remove children. They must report to the Information Centre and fill out a —permission to leave docket with the names of all children they are authorised to collect. This should be checked with the school or head teacher BEFORE the docket is filled in. A duplicate of this docket will then be given to a designated runner who will retrieve the children from the Emergency Evacuation Point by handing the —Permission to Leave Docket to the warden in charge of the Emergency Evacuation Point who will release the children to the runner who will in turn reunite them with their parent/ guardian. Permission to Leave Dockets are kept in the Emergency Response Cupboard.

Recording Emergencies

Details of the emergency should be recorded in the log book and include such details as:

Evacuation times

Missing persons

Phone call log (e.g. time, who called)

Actions taken

Decisions made

This recording process can be carried out simply, by making notes on a pad as the emergency progresses. A debriefing meeting should be held as soon as practicable after the emergency involving all persons concerned and include if possible emergency service representatives. The purpose of this debriefing is to review the procedures and identify any psychological effects following the emergency.

Important site locations: checklist for relocation

Areas	Location	Notes
Main Emergency Control Point	Kitchen	
Emergency Control Point (Alternative)	Car Park A	
Evacuation Assembly Areas	Car Park A	
Information Centre	Kitchen	
Evacuation Kit	Kitchen	
First Aid Kit	Kitchen	
Power board		End of main passage outside
List of people on site		

Lockdown/Lockout procedures checklists

Actions during lockdown/lockout - Site manager (Incident controller)

- Liaise with guests, leaders and other agencies in considering a lockdown/lockout
- Activate lockdown/lockout using the predetermined activation signal
- Advise Victoria Police and other appropriate emergency service agencies
- Allocate responsibilities
- Guide visitors to safety
- Divert parents and returning groups from the site
- Ensure a telephone line is kept free
- Keep public address system free
- Secure external doors and entrances
- Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access
- Have a delegated staff member wait at the main entry to the site to guide Emergency Services personnel
- Ascertain (as possible) if all guests, staff and visitors are accounted for
- Record some details of actions undertaken and times
- Await de-activation advice from Emergency Services personnel

Actions after lockdown/lockout - Site manager (Incident controller)

Actions to de-activate and immediately following lockdown/lockout

- Confirm with Emergency Service personnel that it is safe to de-activate lockdown/lockout
- Determine if there is any specific information staff, guests and visitors need to know (e.g. areas of the site to avoid)
- De-activate lockdown using predetermined de-activation signal
- Advise staff, guests and visitors of any specific information they need to know
- Ensure any guests, staff or visitors with medical or other needs are supported
- Brief staff on the incident
- Ensure all personnel are made aware of Employee Assistance

- Program contact details
- Prepare and maintain records and documentation
- Follow up with any guests, staff or visitors who need support
- Undertake operational debrief to review the lockdown/lockout and site procedural changes that may be required

Emergency kit checklist

Have you:

- Standard portable First Aid kit with bandages, Savlon, antiseptic wipes
- Medical and Special needs list: children with asthma, allergies
- Special medications e.g. those supplied by the guest and kept in the dining room fridge or stored in a safe place away from other guests.
- Current Accommodation Register
- Bottled water/sunscreen/spare hats
- Portable non perishable snacks such as sultanas, dried fruits, energy bars
- Emergency contacts telephone list
- Charged mobile phone
- Torch with replacement batteries
- Copy of your building site plan with marked exits
- Map of local streets with evacuation route
- Battery powered radio (if available) and spare batteries

Emergency Services call sheet

Dial 000, ask for the Emergency Service and be ready with the following information:

1. Your telephone number: 5783 1584 and the Chief Wardens mobile number in case the office is unattended or there is a power failure in case the office is evacuated or the phone is out.
2. Details of your location 45 Stokes Track, Upper Plenty
3. Exact location within the building
4. Your name
5. A brief description of the incident (e.g. if you are requesting an ambulance, you will need to describe the symptoms of the person who is ill/injured)
6. Advice on the best entrance to use
7. Advise the name of the person who will meet the emergency services

Speak clearly and slowly and be ready to repeat information if asked.

Post-emergency record

Group:

Date:

Time Of Notification:

Name Of Person Taking The Call:

Position:

Name Of Person Reporting The Incident:

Contact Telephone Number:

Details:

Immediate Action:

Manager notified: YES / NO Time _____

Other site staff notified: YES / NO Time _____

Emergency Services notified: YES / NO Time _____

Issues:

Operational Debriefing Required: YES / NO Date/Time: _____

Person Responsible to organise:

Confirmation of Operational Briefing: Date/Time:

Issues for Follow up action:

Signature:

Date:

Missing Guest Procedures

- If guest/s suspected missing
- Notify Campsite staff
- Sound alarm to assemble guests
- Roll call to check numbers
- If guest/s confirmed missing organise a search of the campsite
- If camper NOT found quickly, Notify the police.

Phone/bomb threat guide and checklist

Details of the person who received the call

Name (print):

Signature:

Telephone number called:

Date call received:

Time call received:

General questions to ask the caller

1. What is it? Is it a bomb?
2. When will it explode or the substance be released?
3. Where did you put it?
4. What does it look like?
5. When did you put it there?
6. How will it explode or the substance be released?
7. Did you put it there?
8. Why did you put it there?
9. What is your name?

Bomb threat questions

1. What type of bomb is it?
2. What is in the bomb?
3. What will make the bomb explode?

Chemical/biological threat questions

1. What kind of substance is in it?
2. How much of the substance is there?
3. When will the substance be released?
4. Is the substance a liquid, powder or gas?

Exact wording of the threat:

Gender of the caller: Male Female

Accent of the caller: British / Australian / Middle Eastern / American / European / Asian / Other (specify)

Background noise:

None / TV or Radio / Train / Traffic / Construction / Music / Sirens / Aircraft / Voices / Other (specify)

Estimated duration of call:

Estimated age of the caller:

Did the caller appear familiar with the area? Yes / No

Other comments:

Sites Emergency Management Plan exercise record

Were Emergency Services briefed on exercise prior to exercise being started? Yes / No

Did the person discovering the emergency alert the other occupants? Yes / No

Was the alarm activated? Yes / No

Was the emergency service notified promptly? Yes / No

Did site staff direct persons from the building/site per the evacuation procedures? Yes / No

Were isolated areas searched? Yes / No

Was the evacuation logical and methodical? Yes / No

Did someone take charge? If yes, who? Yes / No

Did occupants act as per instructions? Yes / No

Was a roll call conducted for: Guests, Staff and Site Visitors? Yes / No

Was someone appointed to liaise with the emergency service/s? Yes / No

Was the emergency service given the correct information? Yes / No

Did anyone re-enter the premises before the all clear was given? Yes / No

Did anyone refuse to leave the building/site? Yes / No If yes, see attached list for name and reason. To be followed up.

Area of emergency plan tested by current exercise: Yes / No

Evacuation/Lockdown/Lockout (ELL) Exercise Timing

Alarm sounded and message ELL given (exercise warning included): Time:

Site Staff (Floor/Area Warden) responds: Time:

Site staff (Wardens) check building/floor/area: Time:

Evacuation/Lockdown. Lockout commenced: Time:

Site staff (Warden) reports floor/area clear or locked down: Time:

Arrive at assembly point (Evacuation & Lockout only): Time:

Site staff (Warden) checks guests, staff & visitors present against rolls: Time:

Evacuation/Lockdown/Lockout completed: Time:

Exercise completed: Time:

Staff, guests & visitors debriefed on exercise: Time:

Problems Encountered: Time:

Issues raised: Time:

Sites emergency drills / training schedule

November. Evacuation and relocation drills for guests and staff.

The Campsite

Location

Upper Plenty Conference Centre is located near the Mount Disappointment State Forest at 45 Stokes Track, Upper Plenty.

Description

Upper Plenty Conference Centre is situated on 300 Acres of bushland. There are many buildings and activity areas including an oval, tennis court, games room.

The complex is all single story and comprises one main building complex, a number of lodges and recreation structures.

Environment

The 300 acre property is in a rural/bush environment.

Services

Water

All water is supplied on site from tanks or dams.

Gas

There are 2 gas bottles outside the main kitchen, 2 on the western corner of lodge 1 and one outside the small kitchen in lodge 4

Electricity

The mains supply comes via a pole about 300 metres from the complex, then underground to a switchboard outside the main building near the passage entrance.

Emergency Equipment

There are Fire hydrants and fire hoses installed on each building

Evacuation Assembly Areas

An Evacuation Assembly Area has been designated on the tennis court. The Evacuation Assembly Area will provide a safe refuge during an emergency and keep all occupants out of the way of responding emergency services.

Should an emergency preclude the use of this OUTSIDE designated Emergency assembly area, or there is need of a covered area due to the type of emergency a Secondary INSIDE/COVERED Evacuation Assembly Area (games room) located next to the tennis court

Master Emergency Control Point (MECP)

The Master Emergency Control Point is situated in the kitchen attached to the main building. Communication to all facilities can be arranged from here. It is sufficiently separated from the complex as to be out of the way of responding emergency services, while at the same time allowing

easy access for emergency service personnel.

The Chief Warden will control operations for an emergency from this location unless otherwise directed.

Emergency Control Points

An Emergency Control Point has been designated. It is located in the kitchen, close to the main complex to ensure good communications.

The Emergency Control Point Warden will control the operations, initially from this point.

Evacuation Plan



Staff personal fire plan for use on Code Red Days

Name.....

What will be your trigger to leave? An incident within 15 / 30 / 45 kms

.....

Do you intend to notify the Site Manager of your intention to not come to work?

.....

What is your planned destination? Eg. Local leisure centre and address.

.....

How will you get there?

.....

What is your intended route?

.....

What will be your contact Phone number and or an alternative?

.....

Do you have a back up plan?

.....

UPCC. Does NOT expect any staff member to actively defend any of their properties. O.H. & S. Procedures and principles are still to be followed in the event of an emergency. If however any staff member is using the site as an emergency shelter with guest's onsite that have not evacuated or others that have taken refuge on our site, then staff may be asked to help operate safety equipment to protect life in the area they are sheltering in.

This does NOT mean they will be expected to put themselves in danger.

Fire Danger Rating Procedures

CATASTROPHIC	UPCC will invoke it's EMP. Any group on site shall do the same, and must evacuate the site the night before or before 10am on the day.
EXTREME	Operations as normal with a heightened sense of awareness, and hourly monitoring of the CFA website and 774 ABC Melbourne. Regular communication with the group to ensure they are aware of any threats.
HIGH	Operations as normal with a heightened sense of awareness, and 2 hourly monitoring of the CFA website and 774 ABC Melbourne.
MODERATE	Operations as normal with a heightened sense of awareness, and 4 hourly monitoring of the CFA website and 774 ABC Melbourne.
NO RATING	Operations as normal.