



Emergency Management Plan

3670 Frankston Flinders Rd. MERRICKS, Victoria, 3916

P: 5989 8422

www.peninsulaoutdoors.au

info@peninsulaoutdoors.au

Emergency Numbers & Contacts

3670 FRANKSTON FLINDERS RD, MERRICKS 3916

Office Phone Number: 5989 8422

After Hours On-Call Number displayed outside main office

Group	Phone Number
Police	000 5970 7800 (Hastings)
	5970 4900 (Mornington)
Fire "CFA"	000 Local stations Shoreham & Balnarring
Ambulance	000
State Emergency Service	132 500
Red Hill Medical Centre 129 Shoreham Rd Red Hill	5989 2077
Balnarring Village Medical Centre 3054 Frankston Flinders Rd Balnarring	5983 1355
Medical Health Advice	Health Direct 1800 022 222 Poisons Information 13 11 26
Hospital	Frankston 9784 7777 (A&E 24hrs) Rosebud 5986 0624 (direct to A&E 24hrs)
Parks Victoria	13 19 63 5986 9100 (Rosebud Office)

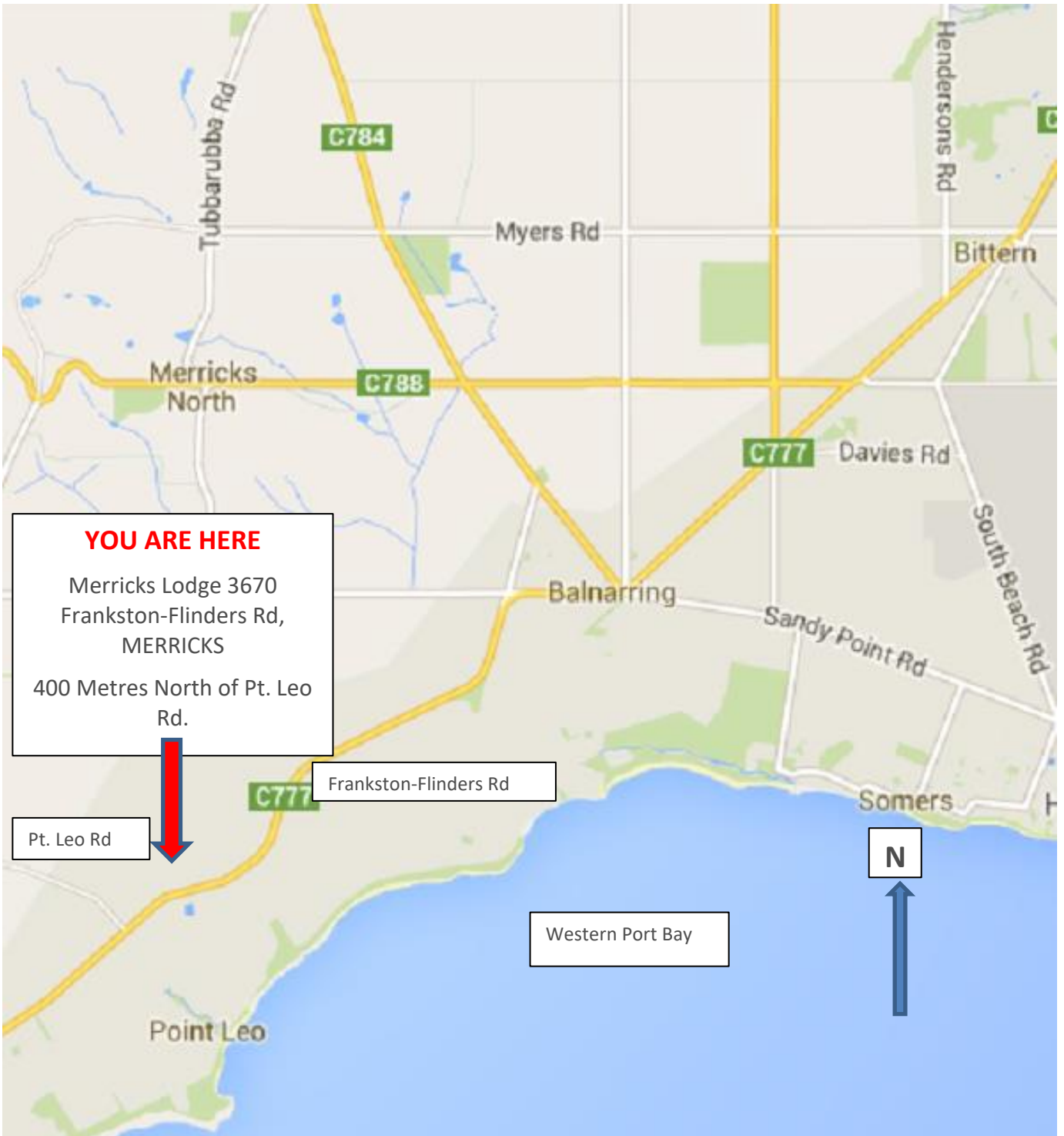
Facility Contacts

Contact Name	Position	Contact Number
Matt Gee	Site Manager	0428 070 992
Amy Higgins	Hospitality Manager	0423 349 227

Emergency Contacts

Incident occurs	CALL	<u>In an emergency contact 000</u>
	CONTACTS	<ul style="list-style-type: none"> ✓ Business Hours Office Number: 5989 8422 ✓ After Hours On-Call Number displayed outside main office
Advise	WHO	<ul style="list-style-type: none"> ✓ The number and name/s of persons involved. ✓ Your Name
	WHAT	<ul style="list-style-type: none"> ✓ 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)
	WHEN	<ul style="list-style-type: none"> ✓ The time you became aware of the emergency/critical incident.
	WHERE	<ul style="list-style-type: none"> ✓ 3670 FRANKSTON-FLINDERS RD, MERRICKS (400 metres north of the Pt Leo Rd intersection)

Location Map

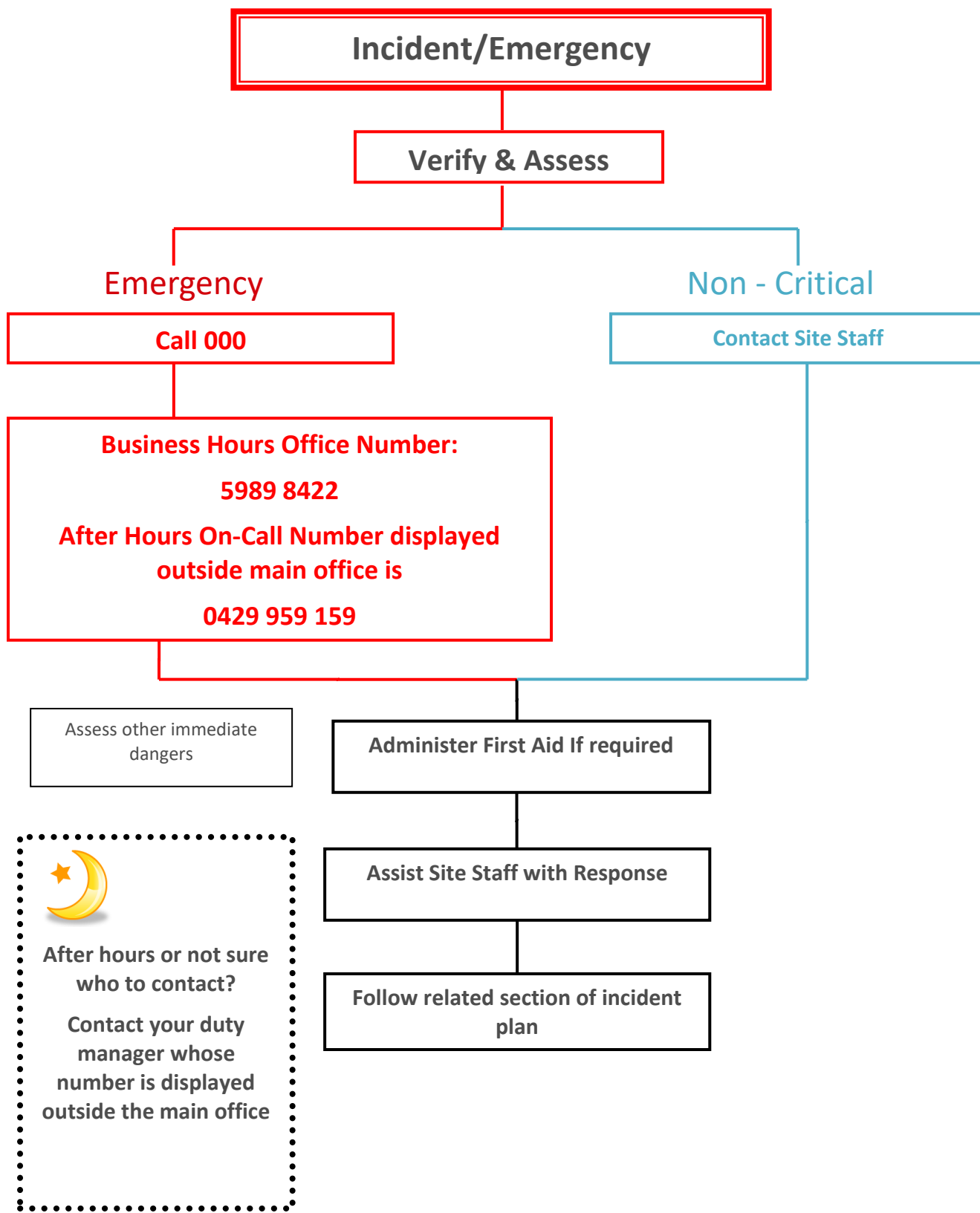


SITE PLAN

Peninsula
OUTDOORS



INCIDENT CONTROL SYSTEM



INTRODUCTION

Peninsula Outdoors provides two group accommodation areas; Lakeside and Hillside are both situated on the one site. The Centre is staffed by on site management staff, together with other full time and casual staff.

The smooth running of camp and the appropriate handling of any emergency depends on adherence to the following principles:

KEY PRINCIPLES

1. Camp Coordinator information and booking form
2. List of Campers
3. On site management
4. Briefing

1. CAMP COORDINATOR BOOKING FORM

Groups must have completed a booking form/hire agreement, on which a "Camp Coordinator" is nominated. This person will be the first point of contact. If the camp coordinator leaves the site he/she must delegate this role and inform Peninsula Outdoors Staff.

2. LIST OF CAMPERS

Groups must have a list of all campers. It is a requirement that a copy of this list is provided on arrival and camp staff must be notified of any changes during the stay.

3. ON SITE MANAGEMENT

Peninsula Outdoors provides 24-hour on-call staffing when a group is in camp. The camp coordinator of each group will be informed who is on duty and how to contact management. In many emergency situations Peninsula Outdoors staff will control the incident.

4. BRIEFINGS

In addition to the emergency briefing of all campers it is expected that:

- the camp coordinator will be available for 10 minutes shortly after arrival to be briefed on emergency procedures
- the whole group will be available shortly after arrival for a full group briefing
- that the camp coordinator will be available for about 15 minutes close to the time of departure for a final sign off and evaluation

Incident Control Protocols

In the event of an Incident/Emergency, Peninsula Outdoors responsibility for “Incident Control” will vary depending on:

- Whether there are guests on site
- Availability of emergency services
- Skills and experience of group staff
- Immediate risks to people and infrastructure

At the point of notification of an incident, the most senior camp staff member present will liaise with the most senior member of the user group/s available to determine who will take charge of the situation until authorities arrive.

Camp management and staff will take responsibility for the facility and grounds of the property.

Camp management will offer advice and support to the user group to the best of their knowledge and expertise. They will seek advice from relevant authorities as required and in accordance with the following Emergency Management Plan.

If the User Group decides to overlook the advice of Peninsula Outdoors management or authorities it will be at their own risk and we will take no responsibility for the events directly related to that decision.

BUILDING FIRE

CALL 000

User Group Coordinator	Camping Site Staff
<ul style="list-style-type: none"><input type="checkbox"/> Notify Site Management<input type="checkbox"/> Assemble Campers in assembly area<input type="checkbox"/> Collect camper records and medications<input type="checkbox"/> Roll Call<input type="checkbox"/> Inform site staff of any injuries or missing people within group<input type="checkbox"/> Maintain calm within the group<input type="checkbox"/> Await further instruction from site management, police or CFA	<ul style="list-style-type: none"><input type="checkbox"/> Sound bell/fire alarms<input type="checkbox"/> Evacuate buildings through designated exits<input type="checkbox"/> Meet with User Group to explain situation and instructions.<input type="checkbox"/> Isolate services (Gas)<input type="checkbox"/> Assist group with gaining Medical assistance if required<input type="checkbox"/> Communicate with Emergency Services<input type="checkbox"/> Escort group to more comfortable area if appropriate.<input type="checkbox"/> Activate fire hoses<input type="checkbox"/> Communicate situation and hand over to authorities

BUSHFIRE – Initial Response

CALL 000

N.B. Specific response for Bushfire is detailed in the Bushfire Plan

User Group Coordinator	Camping Site Staff
<ul style="list-style-type: none"><input type="checkbox"/> Notify Site Management<input type="checkbox"/> Assemble campers in Emergency Assembly area<input type="checkbox"/> Collect camper records and medications<input type="checkbox"/> Roll Call<input type="checkbox"/> Inform site staff of any injuries or missing students within group<input type="checkbox"/> Campers are requested to dress appropriately (sturdy footwear, long pants, jumpers)<input type="checkbox"/> Maintain calm within the group<input type="checkbox"/> Await further instruction from site management, police or CFA<input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management.	<ul style="list-style-type: none"><input type="checkbox"/> Sound bell/fire alarms<input type="checkbox"/> Notify Regional Manager<input type="checkbox"/> Meet User group in Emergency Assembly area and relocate to appropriate inside area<input type="checkbox"/> Isolate services<input type="checkbox"/> Assist group with gaining Medical assistance if required<input type="checkbox"/> Activate Bushfire Plan<input type="checkbox"/> Communicate situation and hand over to authorities<input type="checkbox"/> Await further instruction from authorities

SEVERE WEATHER, STORM & FLOOD

User Group Coordinator	Camping Site Staff
<ul style="list-style-type: none"><input type="checkbox"/> Assemble campers in designated area<input type="checkbox"/> Collect camper records and medications<input type="checkbox"/> Roll Call<input type="checkbox"/> Inform site staff of any injuries or missing students within group<input type="checkbox"/> Maintain calm within the group<input type="checkbox"/> Await further instruction from site management or authorities<input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management.	<ul style="list-style-type: none"><input type="checkbox"/> Assemble in designated area<input type="checkbox"/> Close windows and secure loose objects i.e. garbage bins<input type="checkbox"/> Isolate any services that may cause additional hazards, e.g. electricity, gas<input type="checkbox"/> Facilitate evacuation with advice from authorities<input type="checkbox"/> Assist group with gaining Medical assistance if required<input type="checkbox"/> Contact relevant authorities for assistance if required

ANDSLIDE/DEBRIS FLOW

User Group Coordinator	Camping Site Staff
<ul style="list-style-type: none"><input type="checkbox"/> Assemble campers in designated area<input type="checkbox"/> Collect camper records and medications<input type="checkbox"/> Roll Call<input type="checkbox"/> Inform site staff of any injuries or missing students within group<input type="checkbox"/> Maintain calm within the group<input type="checkbox"/> Await further instruction from site management or authorities<input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management.	<ul style="list-style-type: none"><input type="checkbox"/> Contact relevant authorities for assistance & information<input type="checkbox"/> Assemble in designated area<input type="checkbox"/> If deemed necessary facilitate evacuation in conjunction with authorities<input type="checkbox"/> Assist group with gaining Medical assistance if required<input type="checkbox"/> Contact relevant authorities for assistance if required

GAS LEAK

User Group Coordinator	Camping Site Staff
<ul style="list-style-type: none"> <input type="checkbox"/> Assemble campers in designated assembly area <input type="checkbox"/> Collect camper records and medications <input type="checkbox"/> Roll Call <input type="checkbox"/> Inform site staff of any injuries or missing students within group <input type="checkbox"/> Maintain calm within the group <input type="checkbox"/> Await further instruction from site management or authorities <input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management. 	<ul style="list-style-type: none"> <input type="checkbox"/> Notify authorities <input type="checkbox"/> Sound emergency bell <input type="checkbox"/> Isolate gas tank at main valve and call professional assistance <input type="checkbox"/> Assemble in designated area <input type="checkbox"/> If deemed necessary facilitate evacuation in conjunction with authorities <input type="checkbox"/> Assist group with gaining Medical assistance if required <input type="checkbox"/> Contact relevant authorities for further assistance

MISSING PERSON ON SITE

User Group Coordinator	Camping Site Staff
<ul style="list-style-type: none"> <input type="checkbox"/> Notify Site Management <input type="checkbox"/> Assemble campers in designated assembly area <input type="checkbox"/> Collect camper records and medications <input type="checkbox"/> Roll call – establish all missing persons <input type="checkbox"/> Document events and procedures that are taken including time each event occurs <input type="checkbox"/> Provide medical forms of missing persons to Merricks management <input type="checkbox"/> Maintain calm within remainder of group <input type="checkbox"/> In the event that police/authorities are notified; user group coordinator must contact relevant people i.e. School Principal <input type="checkbox"/> Await further instruction from site management or authorities <input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management. 	<ul style="list-style-type: none"> <input type="checkbox"/> Collect missing persons' medical form from user group staff <input type="checkbox"/> Establish where missing person was last sighted to determine where person/s may be lost <input type="checkbox"/> Carry out initial search 10-15min <input type="checkbox"/> If initial search is unsuccessful immediately notify 000 <input type="checkbox"/> Remain on site and available to communicate with authorities

MISSING PERSON OFF SITE

User Group Coordinator	Camping Site Staff
<ul style="list-style-type: none"> <input type="checkbox"/> Assemble group <input type="checkbox"/> Roll call – establish all missing persons <input type="checkbox"/> Remain in current location <input type="checkbox"/> Document events and procedures that are taken including time each event occurs <input type="checkbox"/> Allocate appropriate number of staff to supervise remainder of group. Remaining staff to conduct initial search <input style="color: red;" type="checkbox"/> Nominated staff to conduct initial search for 10-15 mins of immediate area and retrace the last 5 mins. Do not involve other children. <input type="checkbox"/> If initial search is unsuccessful notify Site Management immediately <input type="checkbox"/> Maintain calm within remainder of group <input type="checkbox"/> In the event that police/authorities are notified; user group coordinator must contact relevant people i.e. School Principal <input type="checkbox"/> Await further instruction from site management or authorities 	<ul style="list-style-type: none"> <input type="checkbox"/> Establish where missing person was last sighted to determine where person/s may be lost <input type="checkbox"/> Collect medical form and medication of missing person <input type="checkbox"/> Carry out initial search 10-15min <input type="checkbox"/> If initial search is unsuccessful immediately notify Hastings Police <input type="checkbox"/> Remain on site and available to communicate with authorities <input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management.

OFFSITE ACTIVITY CRITICAL INCIDENTS

CALL 000

User Group Coordinator	Camping Site Staff
<ul style="list-style-type: none"><input type="checkbox"/> Assess situation, immediate dangers to self and group<input type="checkbox"/> Assemble group<input type="checkbox"/> Roll call<input type="checkbox"/> Administer first aid as required<input type="checkbox"/> If not with site staff - notify Staff as soon as possible<input type="checkbox"/> If unable to contact via phone – send two adults to get help (if numbers permit, allowing appropriate number of staff to supervise remainder of group)<input type="checkbox"/> Take appropriate actions relevant to situation with advice from site management or authorities<input type="checkbox"/> Maintain calm within remainder of group<input type="checkbox"/> In the event that police/authorities are notified; user group coordinator must contact relevant people i.e. School Principal<input type="checkbox"/> Await further instruction from site management or authorities	<ul style="list-style-type: none"><input type="checkbox"/> Notify authorities as required<input type="checkbox"/> Assess situation, immediate dangers to self and group<input type="checkbox"/> Provide first aid assistance to user group as required<input type="checkbox"/> Provide user group with advice regarding evacuation and appropriate action to take<input type="checkbox"/> Remain available to communicate with user group and authorities<input type="checkbox"/> Advise Office as soon as reasonably practical

STRANGERS/INTRUDERS

If there is a person on the property that looks suspicious or you do not recognise, report this to management or another staff member immediately.

User Group Coordinator	Camping Site Staff
<ul style="list-style-type: none"><input type="checkbox"/> Report strangers/intruders to Site Management<input type="checkbox"/> If it is determined that the person is an intruder follow steps below.<input type="checkbox"/> Assemble group<input type="checkbox"/> Roll call<input type="checkbox"/> Maintain calm within group<input type="checkbox"/> Await further instruction from site management or authorities	<ul style="list-style-type: none"><input type="checkbox"/> Notify authorities as required<input type="checkbox"/> Assess situation and establish if the person is an intruder.<input type="checkbox"/> In the case that the person is an intruder Site Management will establish the danger of the intruder and escort from property.<input type="checkbox"/> If the person cannot be escorted the local police will be called<input type="checkbox"/> Hand over to Police on arrival

PHONE/BOMB THREAT GUIDE

DETAILS OF THE PERSON WHO RECEIVED THE CALL

Name (print): _____

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?
10. Who am I speaking to?

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: Australian

 Middle Eastern

 British

 Asian

 American

 European

 African

 Other (specify)

BACKGROUND NOISE: None

 TV/Radio

 Train

 Traffic

 Music

 Construction

 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: _____

PLAN FOR OTHER EMERGENCIES

In the case of serious injury, acute asthma attack, drug overdose or any other medical emergency not covered in the above Emergency Management plan, follow the steps below.

Incident/Emergency

Emergency

Call 000

Do not leave an injured person to get help. Send someone else or call for help

Contact Site Staff
Number located at office

Non - Critical

Contact Site Staff

Determine transport requirements

Assess other immediate dangers

Ensure remainder of group are supervised appropriately

After hours or not sure who to contact?

Contact your duty manager (number outside main office)

Administer First Aid if required

Assist Site Staff with Response

Both User Group staff and Site Staff will submit incident reports to the appropriate agencies/authorities.