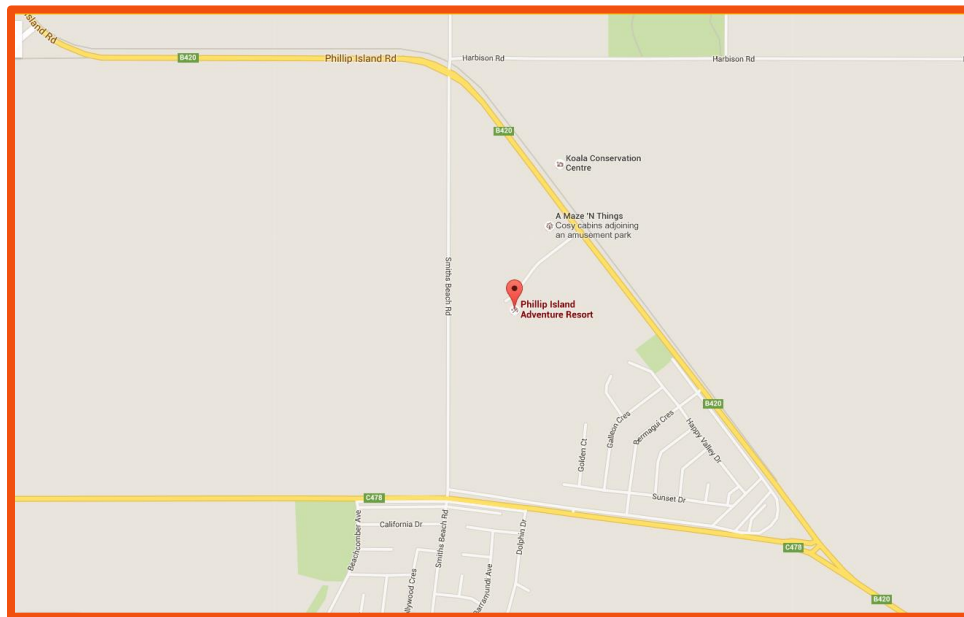


PHILLIP ISLAND ADVENTURE RESORT

Emergency Management Plan

Site Name	Phillip Island Adventure Resort
Manager Approving Plan	Marcel Edmonds
Physical Address	1775-1801 Phillip Island Rd Cowes, Phillip Island Vic 3922
Melways Reference	932 B5
Coordinates	-38.491156, 145.261600
Fire District	Central
Last Review Date	May 2016
Reviewed and Updated	February 2017
Reviewed and Updated	May 2017
Reviewed and Updated	September 2018
Next Review Date	September 2020



1. Introduction

1.1 Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how Phillip Island Adventure Resort will prepare for and respond to emergency situations.

1.2 Scope

This EMP applies to all staff, guests, visitors, contractors and volunteers at Phillip Island Adventure Resort.

1.3 Distribution

A copy of this plan has been distributed to:

Name	Position, Title & Organisation Name	Date Sent	Email or Postal Address
Mark Rowe	General Manager - CYC Limited		1775 Phillip Island Rd, Cowes Vic 3922
CFA			Cowes CFA 117 Settlement Rd, Cowes

2. Emergency Contacts

In an emergency requiring Police, Ambulance and Fire Brigade attendance call 000 or 112 (from a mobile service)

2.1 Key organisational contacts

Key Roles	Name	Phone	Mobile
CYC Ltd General Manager	Mark Rowe	03 5952 2417	0438 552 193
CYC OH&S Representative	Kerry Scarlett	03 5952 2417	0412 434 045

2.2 Site contacts

Key Roles	Name	Phone	Mobile
Site Manager	Marcel Edmonds	5952 2417	0407 540 709
Office Administrator	Linda Fry	5952 2417	0413 507 068
Schools Contact	Carol Richardson	5952 2417	
Grounds	Brian Denham	5952 2417	
Cook	Daryl Hughes		
Onsite Staff	Adrian Steele		

2.3 Local/other organisations contacts

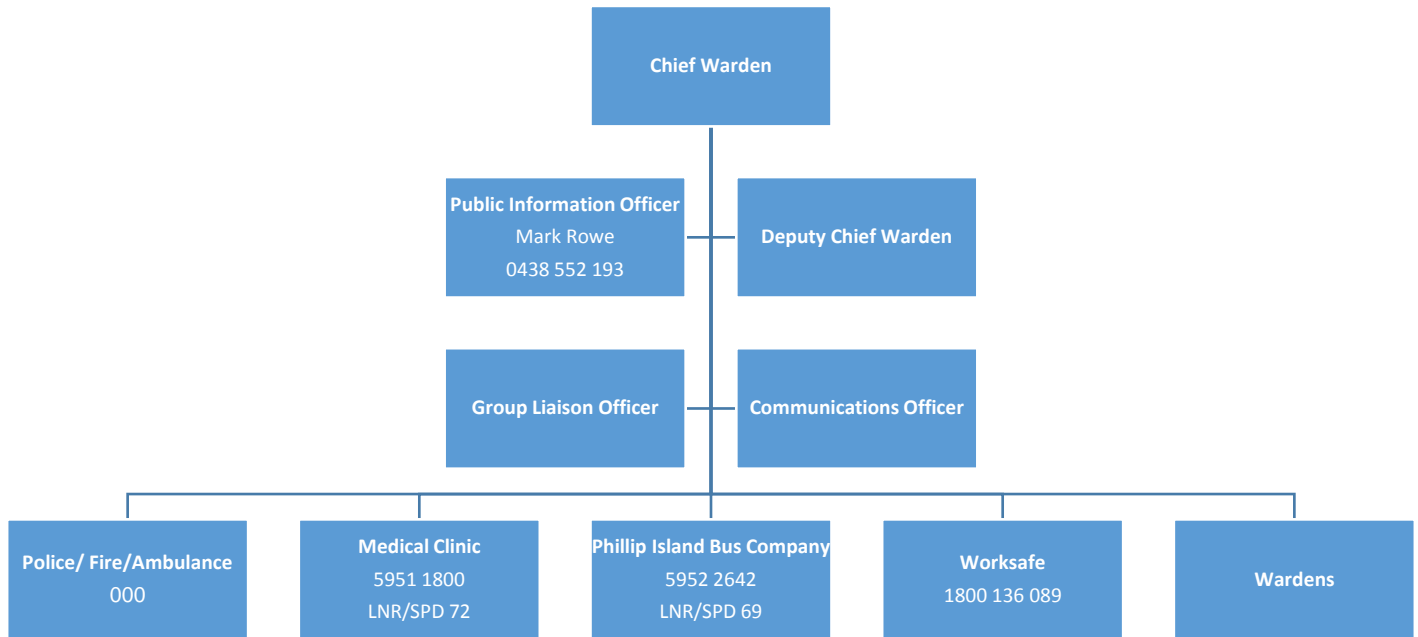
Organisation Name	Address	Phone
Local Police	92 Chapel St, Cowes (until midnight)	5952 2037
Local Police	Watt St, Wonthaggi (after midnight)	5672 1222
SES (State Emergency Service)		13 25 00
Medical Clinic	Thompson Ave, Cowes	5951 1800
Hospital	Graham St, Wonthaggi	03 5671 3333
Poisons Information Centre		131 126
Local Chemist	Phillip Island Pharmacy, Thompson Rd,	03 5952 2299
Gas Provider	Glen Richardson or ELGAS	0418 359 200 or 13 11
Gas leaks & emergencies	AusNet Services	13 67 07
Electricity Provider	TRU Energy (Energy Australia)	13 61 02
Electricity Faults	AusNet Services Faults line	13 17 99
Power Direct		1300 307 966
Water Corporation	Westernport Water	1800 249 090
Plumber	Daniel Campbell - Chunks Plumbing	0438 520 546
Electrician	Lionel Kay	0419 777 171
EPA		1800 444 004
WorkSafe Victoria		13 23 60
Bus Services	Phillip Island Bus Services	5952 2642
Local Council	Bass Coast Shire	03 5951 3311

2.4 Fire Related contacts

Organisation Name	Address	Phone
CFA	Emergency	000
Victorian Bushfire Information Line		1800 240 667
DELWP (Dept Environment, Land, Water, & Planning)		13 61 86
Local SES	125/127 Settlement Rd, Cowes	1300 842 737
Emergency Management Victoria		8685 1355

3. Incident Management Team

3.1 Incident Management Team Structure



3.2 Current Incident Management Team Contact Details

IMT Role/Activities	Primary Contact	Contact No.	Mobile/After hours
CHIEF WARDEN	Marcel Edmonds	5952 2417	0407 540 709
PUBLIC INFORMATION OFFICER	Mark Rowe	5952 2417	0438 552 193
COMMUNICATIONS OFFICER	Linda Fry	5952 2417	0413 507 068
GROUP LIAISON OFFICER	Group Hosts	5952 2417	
WARDENS	All Staff		

3.3 Incident Management Team Responsibilities

CHIEF WARDEN – Primary Roles & Responsibilities

On becoming aware of an emergency shall take the following actions:

- a) Proceed to the Master Evacuation Control Point
- b) Ascertain the nature of the emergency by communicating with Warden on affected floor/area and if necessary co-ordinate evacuation
- c) Ensure the appropriate emergency service has been notified
- d) Ensure that Wardens are advised of situation

- e) Meet and brief Emergency Services personnel on arrival of type, size and location of the emergency. Provide status of the evacuation and then act on the Senior Officer's instructions.
- f) Direct person to stop people entering the building or affected area
- g) Ensure progress of evacuation and actions taken are recorded in Emergency Log Book

DEPUTY WARDEN

The Deputy Warden will 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 the OH&S guidelines.

COMMUNICATIONS OFFICER – Primary Roles & Responsibilities

On hearing an alarm or becoming aware of an emergency shall take the following actions:

- a) Proceed to the Master Evacuation Control Point
- b) Ascertain the nature and location of the emergency by communicating with Chief Warden
- c) Confirm that the appropriate emergency service has been notified
- d) At the direction of the Chief Warden provide instruction and information to staff and guests as required.
- e) Operate the communication system if required
- f) Maintain a log of the events
- g) Act as directed by the Chief Warden

WARDEN – Primary Roles & Responsibilities

On hearing an alarm or becoming aware of an emergency all staff will act as Wardens and will carry out activities as directed by the Chief Warden.

Activities may include the following:

- a) Ascertain the nature and location of the emergency
- b) Advise Chief Warden of present situation and whether evacuation is warranted
- c) If safe to do so, co-ordinate a response to the emergency
- d) Prepare all persons for evacuation and to assemble at designated Emergency Evacuation Assembly Area and await instructions from Chief Warden
- e) Act as leader of groups moving to nominated assembly areas
- f) Ensure that you clear all clients and staff in that direct area, whilst on your way to the assembly point, unless otherwise directed
- g) Ensure orderly flow of people into nominated assembly areas
- h) Assist persons with disabilities
- i) Search the floor or area to ensure all persons have been evacuated
- j) Check to ensure fire doors and smoke doors are properly closed
- k) Report to Chief Warden on completion of required activities
- l) Attend the Master Emergency Control Point
- m) Operate the communication system if required
- n) Act as directed by the Chief Warden

GROUP LIAISON OFFICER – Primary Roles & Responsibilities

The Group Liaison Officer's main role is to be the liaison between the site and the guests originating organisation. This may be a school, a church, a sporting club or another organisation. The Group Liaison Officer may be onsite or offsite at the time of the emergency and can conduct their role from a remote location.

Activities may include the following:

- a) Liaise with the Chief Warden and/or Communications Officer as to the status of the emergency, the evacuation location, and procedures regarding collection of guests/children.
- b) Communicate with the guest's organisation as to the status of the emergency and relevant procedures regarding collection of guests/children from the site.
- c) Remain available for relaying communications from the site to the organisation and vice versa.

PUBLIC INFORMATION OFFICER – Primary Roles & Responsibilities

The Public Information Officer is in charge of dealing with all media related enquiries (including social media) regarding an emergency on any site. This role is designated to the CEO only. No other persons are permitted to speak to the media during or after an emergency, nor communicate on any form of social media on behalf of CYC Ltd.

3.4 Communication Tree

To ensure effective communication, please contact the following people in the following order:



4. Emergency Response Procedures

4.1 Evacuation

Evacuation Procedure:

- When it is unsafe for guests, staff and visitors to remain inside the building, the Chief Warden will take charge and activate the Incident Management Team if necessary.
- When the alarm sounds evacuate guests, staff and visitors to the emergency assembly point
- Once at assembly point, check all guests, staff and visitors are accounted for.
- Wait for emergency services to arrive or provide further information.
- Seek advice from CYC General Manager if required.
- Wait for confirmation from emergency service personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times using the Emergency Log Book.

Actions after evacuation/relocation procedure:

- Ensure any guests, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information guests, staff and visitors need to know (for example, areas of the facility to avoid).
- Undertake operational debrief with staff and Incident Management Team to identify any on-site evacuation and procedural changes that may be required.
- Complete your Emergency Event Report Form

4.2 Lock-down

Lock-Down procedure:

- When an external and immediate danger is identified and it is determined that the guests, staff and visitors should be secured inside the building for their own safety the Chief Warden on-site will take charge and activate the Incident Management Team if necessary.
- Call 000 for emergency services and seek and follow advice.
- Initiate the lock-down and move all guests, staff and visitors to a determined area (ie function or dining rooms)
- Check that all external doors (and windows if appropriate) are locked.
- Divert parents and returning groups from the building if required.
- Ensure a telephone line is kept free.
- Keep public address system free.
- Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
- If safe to do so, have a staff member wait at the main entry to guide emergency services personnel.
- Check that all guests, staff and visitors are accounted for.
- Seek advice from the CYC General Manager if required.
- As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times using the Emergency Log Book.

Actions after lock-down procedure:

- Ensure any guests, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information guests, staff and visitors need to know (for example, areas of the facility to avoid).

- Undertake operational debrief with staff and Incident Management Team to identify any lock-down and procedural changes that may be required.
- Complete your Emergency Event Report Form

4.3 Lock-out

Lock-Out procedure:

- When an internal immediate danger is identified and it is determined that guests, staff and visitors should be excluded from the building for their safety the Chief Warden on-site will take charge and activate the Incident Management Team if necessary.
- Call 000 for emergency services and seek and follow advice.
- Move guests, staff and visitors away from the affected area
- When advised to do so, evacuate guests, staff and visitors to the emergency assembly point.
- Once at assembly point, check that guests, staff and visitors are all accounted for.
- Ensure communications with emergency services is maintained.
- Seek advice from the CYC General Manager if required.
- As appropriate, confirm with emergency service personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times using the Emergency Log Book.

Actions after lock-out procedure:

- Ensure any guests, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information guests, staff and visitors need to know (for example, areas of the facility to avoid).
- Undertake operational debrief with staff and Incident Management Team to identify any lock-out and procedural changes that may be required.
- Complete your Emergency Event Report Form

4.4 Shelter-in-place

When an incident occurs outside the building and emergency services or the Chief Warden determines the safest course of action is to keep guests and staff inside the building (as evacuation might reasonably expose people to a greater level of danger until the external event is handled), the Chief Warden will take charge and activate the Incident Management Team if necessary.

- Call 000 for emergency services and seek and follow advice.
- Move all guests, staff and visitors to a determined shelter-in-place area (ie function rooms).
- Check that all guests, staff and visitors are accounted for.
- Ensure communications with emergency services are maintained.
- Wait for emergency services to arrive or provide further information.
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

Actions after shelter-in-place procedure:

- Ensure any guests, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information guests, staff and visitors need to know (for example areas of the facility to avoid).
- Undertake operational debrief with staff and Incident Management Team to identify any lock-

- out and procedural changes that may be required.
- Complete your Emergency Event Report Form

5. Response Procedures for Specific Emergencies

5.1 Building Fire

If not automatically triggered, activate the fire alarm and call 000 for emergency services and seek and follow advice.

- Extinguish the fire (only if safe to do so).
- Report the emergency immediately to the Chief Warden
- Evacuate guests, staff and visitors to the emergency assembly point.
- Once at assembly point, check that all guests, staff and visitors are accounted for.
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

5.2 Major external emissions/spill (includes gas leaks)

- Call 000 for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden.
- Turn off gas supply.
- If safe to do so, evacuate guests, staff and visitors to the emergency assembly point.
- Once at assembly point, check all guests, staff and visitors are accounted for.
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

5.3 Intruder

- Call 000 for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden.
- Do not do or say anything to the person to encourage irrational behaviour.
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- Determine what further action is required. Do this in consultation with the Police where possible.
- Evacuation only should be considered if safe to do so.
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

5.4 Bomb/substance threat

- Call 000 for emergency services and seek and follow advice.
- Report the threat immediately to the Chief Warden.
- Do not touch any suspicious objects found.
- If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered:

- If appropriate under the circumstances, clear the area immediately within the vicinity of the object of guests and staff
- Ensure guests and staff are not directed past the object
- Ensure guests and staff that have been evacuated are moved to a safe, designated location
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

If a bomb/substance threat is received by telephone:

- > Do not hang up
- > If possible fill out the bomb threat checklist (App 2) while you are on the phone to the caller
- > Keep the person talking for as long as possible and obtain as much information as possible
 - Have a co-worker call 000 for emergency services on a separate phone without alerting the caller and notify the Chief Warden
- > Listen carefully for a full description:
 - Sex of caller
 - Age of caller
 - Accents and speech impediments
 - Background noises
 - Key phrases used by the caller
- > Ask the caller:
 - What is the threat?
 - When is the threat to be carried out?
 - Where the threat may be located?
 - Why the threat is being made?
 - Where are you? Where do you live?
 - What is your name?
- > Once a call is finished:
 - DO NOT HANG UP – it may be possible to trace the call if the telephone line is kept open, regardless of whether the caller hangs up
 - Ensure all information has been written down
 - Inform Chief Warden and report threat to emergency services immediately – use a separate telephone line or mobile phone (in case the caller rings again)
 - Do not touch, tilt or tamper with the object
 - Follow any instructions given by emergency services

If a bomb/substance threat is received by mail:

- > Place the letter in a clear bag or sleeve
- > Avoid any further handling of the letter or envelope or object
- > Call 000 for emergency services and seek and follow advice
- > Notify the Chief Warden

If a bomb/substance threat is received electronically or through the campsite's website:

- > Do not delete the message
- > Call 000 for emergency services and seek and follow advice
- > Notify the Chief Warden

5.5 Internal emissions/spill

- Call 000 for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden
- Move guests and staff away from the spill to a safe area and isolate the affected area.
- Seek advice in regards to clean up requirements, and if safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet and Safety Work Procedure.
- If necessary, evacuate guests, staff and visitors to the emergency assembly point.
- Once at assembly point, check that all guests, staff and visitors are accounted for.
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

5.6 Severe weather event

- Call 000 if emergency services are needed and seek and follow advice.
- Before the storm, store or secure loose items external to the building, such as outdoor furniture and rubbish bins.
- Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances.
- During a severe storm:
 - Remain in the building and keep away from windows
 - Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm.
- Report any matter concerning the safety and wellbeing of guests, staff and visitors to the Chief Warden.
- Disconnect electrical equipment – cover and/or move this equipment away from windows.
- Seek advice from the CYC General Manager if required.
- Listen to local radio or TV for weather warnings and advice.

After the severe weather event

- After storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.
- Await advice from emergency services that it is safe to resume normal operations.

5.7 Earthquake

- Call 000 if emergency services are needed and seek and follow advice.
- Seek advice from the CYC General Manager if required.

If outside

- > Instruct staff and guests to:
- > Stay outside and move away from buildings, streetlights and utility wires.
- > DROP to the ground
- > Take COVER by covering your head and neck with their arms and hands
- > HOLD on until the shaking stops.

If inside

- > Instruct staff and guests to:
- > Move away from windows, heavy objects, shelves and so on
- > DROP to the ground.
- > Take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and head in their arms.
- > HOLD on until the shaking stops.

After the earthquake

- > Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
- > If you evacuate, watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
- > Arrange medical assistance where required.
- > Report any matter concerning the safety and wellbeing of guests, staff and visitors to the Chief Warden.
- > Listen to local radio if you can and follow any emergency instructions.

5.8 Bushfire/Grass Fire

- Call 000 if emergency services are needed and seek and follow advice.
- Report the emergency immediately to the Chief Warden who will convene the Incident Management Team if necessary.
- Determine appropriate response strategy (evacuate or shelter-in-place) in consultation with emergency services, if possible.
- If evacuation is required and time permits before you leave:
 - Make sure you close all doors and windows
 - Turn off power and gas
- Check that all staff, guests, visitors and contractors are accounted for
- Listen to TV or local radio on battery-powered sets for bushfire/weather warnings and advice
- Ensure that no one hinders emergency services or put themselves at risk by going near damaged buildings or trees
- Seek advice from the CYC General Manager if required.

5.9 Missing person

- Notify the Chief Warden and Site Manager
- Notify all campsite staff
- Sound the emergency alarm and evacuate all guests to the emergency evacuation point
- Group Leaders/Teachers to do a roll call of all guests
- If person is confirmed missing, Chief Warden to allocate Wardens to search all areas of site
- If person is not found, call the Police immediately.

6. Facility Profile

6.1 General Information

Site Name	Phillip Island Adventure Resort
Physical Address	1775-1881 Phillip Island Rd Cowes, VIC 3922
Operating Hours	24 hrs, 7 days
Phone	5952 2417
Email	piar@cyc.org.au
Fax	5952 1627
Number of buildings	13 buildings + 3 workshops/sheds
Total Number of Staff	100
Total onsite staff/family members	3

6.2 Building information summary

Important Locations		
Area	Location	Notes
Master Emergency Control Point (MECP)	Main Office	
Secondary Emergency Control Point (SECP)	Main Kitchen	In case the MECP is unsafe
Major Emergency Evacuation Assembly Point (MEEAP)	Roundabout	Located between Auditorium and Smiths Dining room
Colonnades Major Emergency Evacuation Assembly Point (CMEEAP)	Colonnades Giant Swing	Located on the Eastern side of the Colonnades dining Room
Campground MEEAP	Campground Oval	Located on western side of the oval
Secondary Emergency Evacuation Assembly Point (SEEAP)	Main Auditorium	In case of lockdown emergency, this site will become the MEEAP.
Colonnades Secondary Emergency Evacuation Assembly Point (CSEEAP)	Colonnades Function Room	In case of lockdown emergency, this site will become the MEEAP.
Campground SEEAP	Rotunda's or Colonnades Function Room	
Major Emergency Box	Main Office	Located in room behind managers' office.
Secondary Emergency box	Main Kitchen Colonnades Kitchen Campground	Underneath pigeon holes in kitchen Located in the breeze way Located in kitchen rotunda
Security Keys	All full time staff have keys	Grand Master held by Site Manager & CEO.
First Aid Kit	Main Office	Above Face Scan machine
Spare First Aid Kits	Main Kitchen	Above kitchen office computers

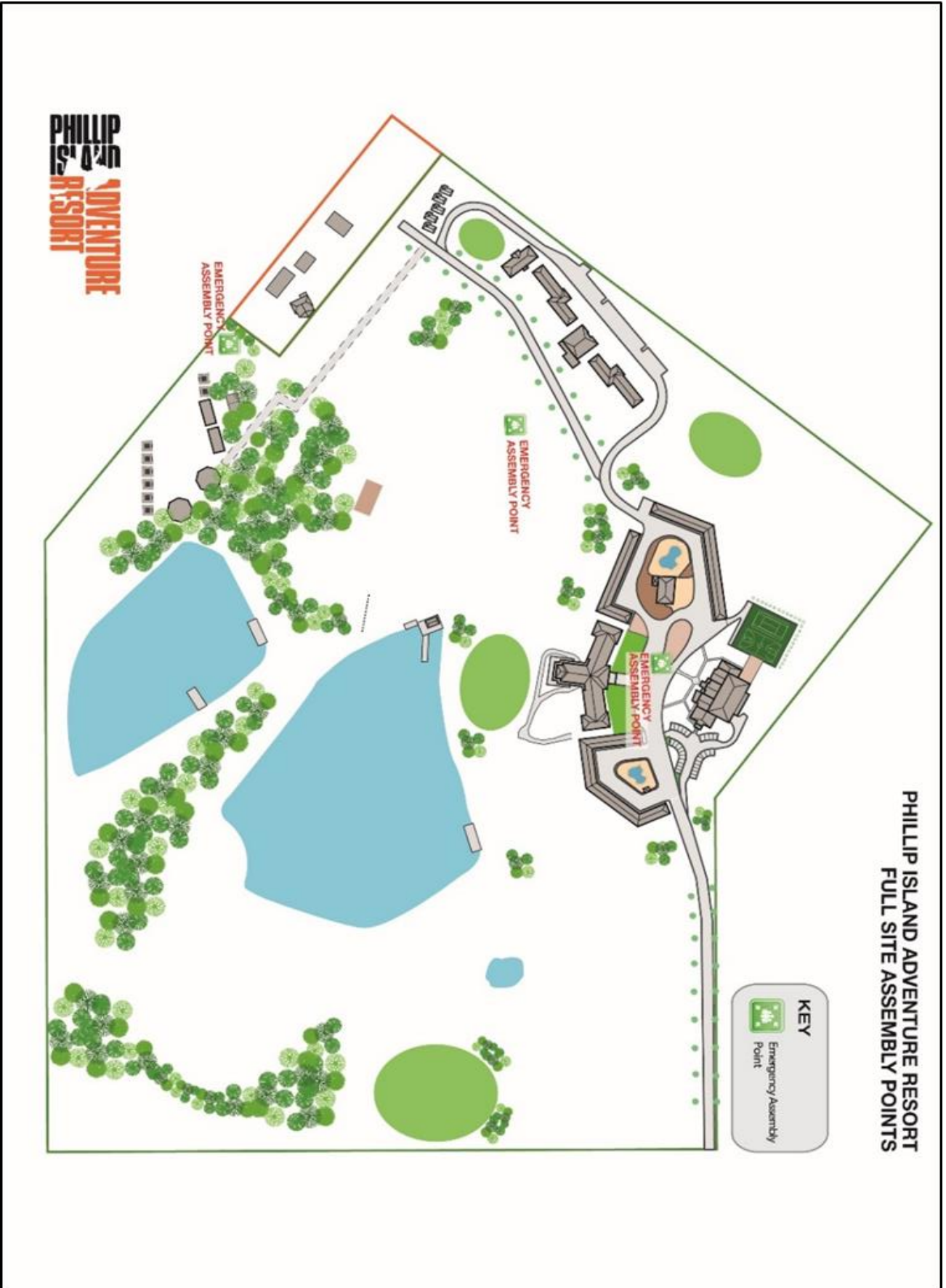
List of guests on site	Programs Office	Red Folder labelled 'User Info' behind main computer
Secondary location	All kitchens	Located behind group's program info in kitchens
List of staff on site	Finance office	Print out from Focus
List of visitors/contractors on site	Administration Office	Reception desk
Register of Hazardous Chemicals & Dangerous Goods	Administration Office	Reception desk

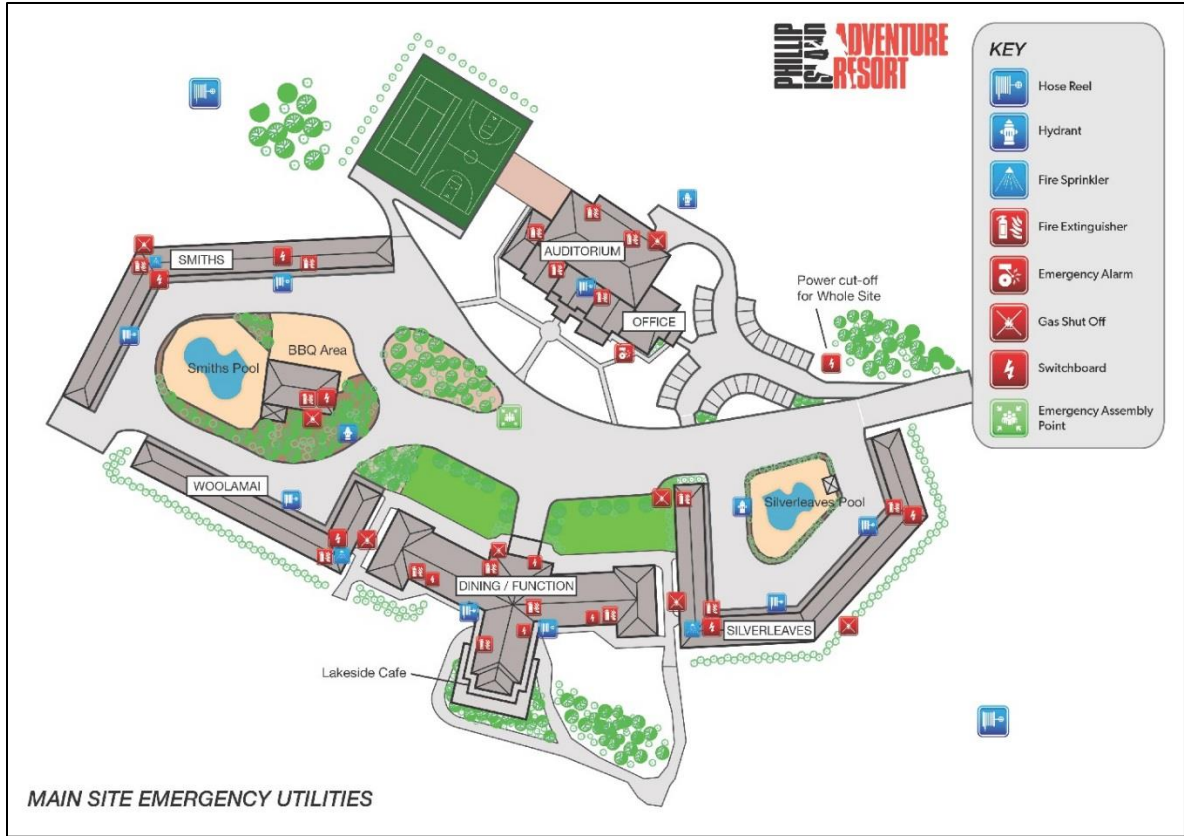
Alarms – NOT APPLICABLE AT PIAR			
	Location	Monitoring Company	Location of shut-off instructions

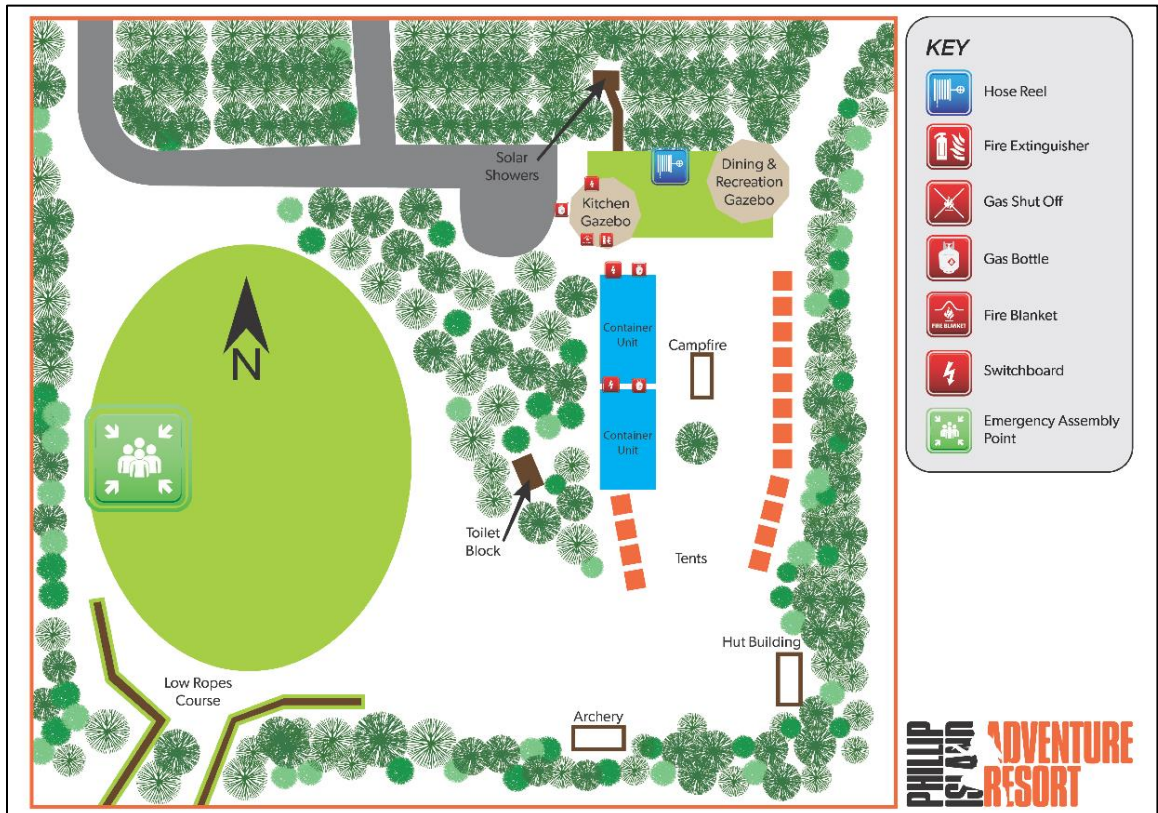
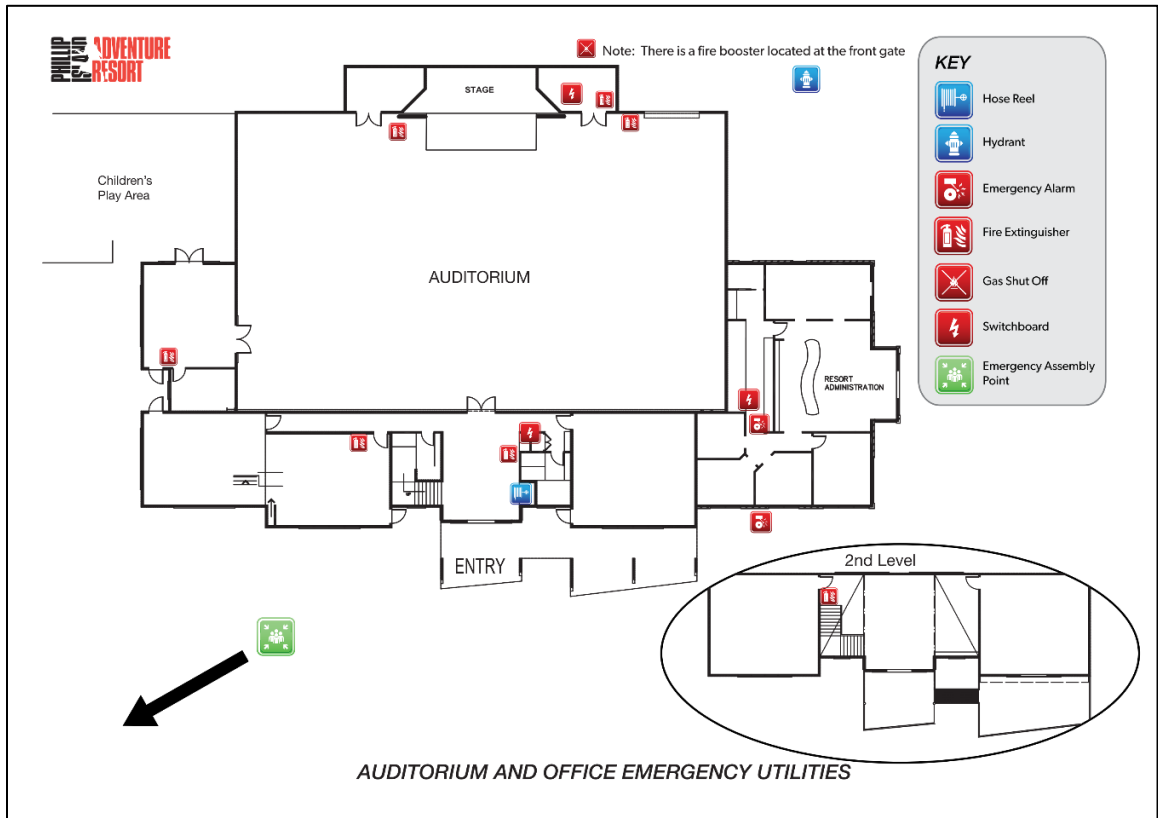
Fire Hose Reels	Locations
Auditorium	Cupboard on right hand side of Auditorium foyer
Silverleaves x 2	In front of rooms 8-9 and 18-19
Smiths x 2	In front of rooms 50-51 and Suite 4
Woolamai	In front of rooms 34-35
Colonnades x 1	North side of function/dining room
Campground	Between kitchen/dining room rotunda's

Utilities	Location of shut-off instructions
Gas	Several – see site plan. Main site gas supply is located on western side of Colonnades facilities
Water – all CYC	Main site water tap is located on the nature strip at front entrance to campsite – see site plan
Electricity	Main power board is located in a shed beside the campsite's staff carpark, west side. All power can be turned off by TBC.

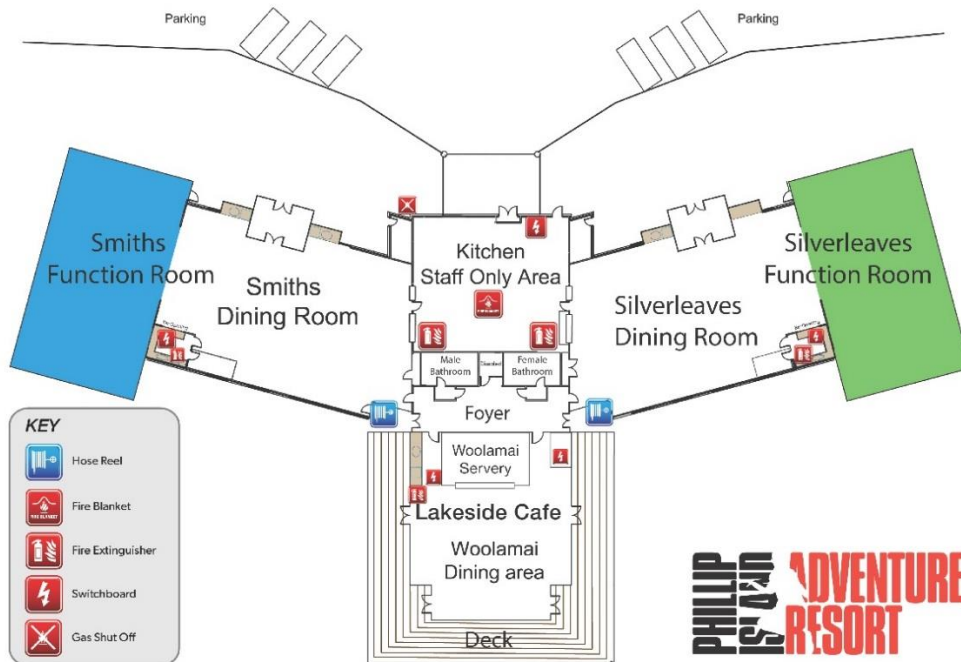
7. Site Maps



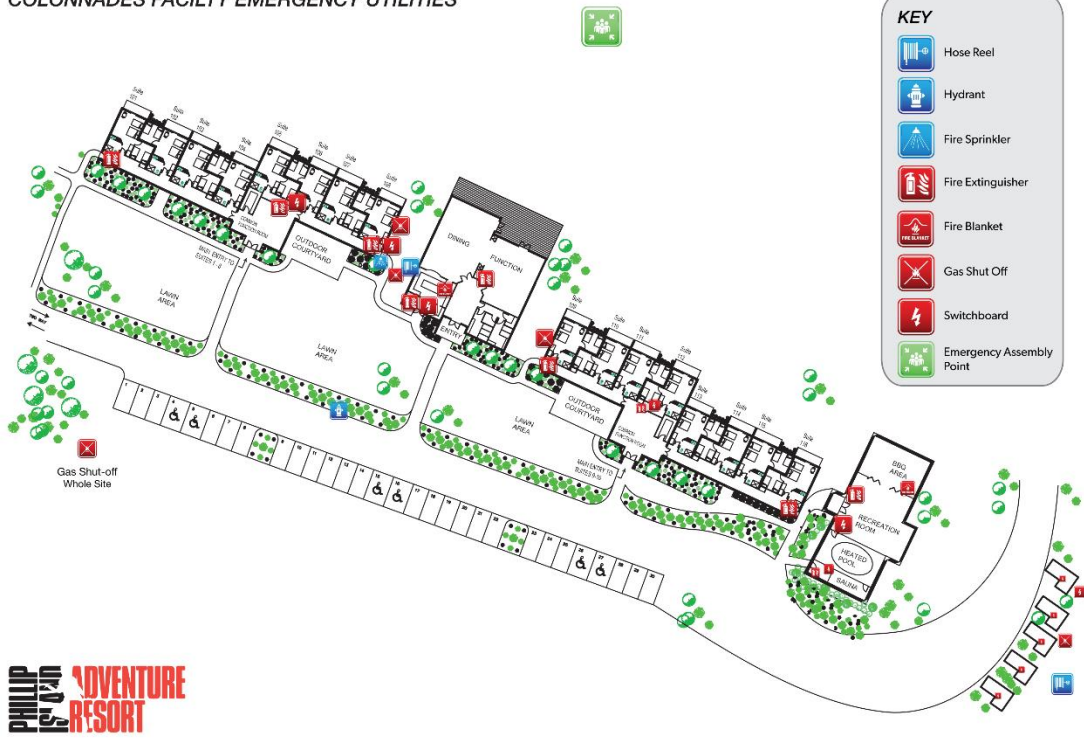


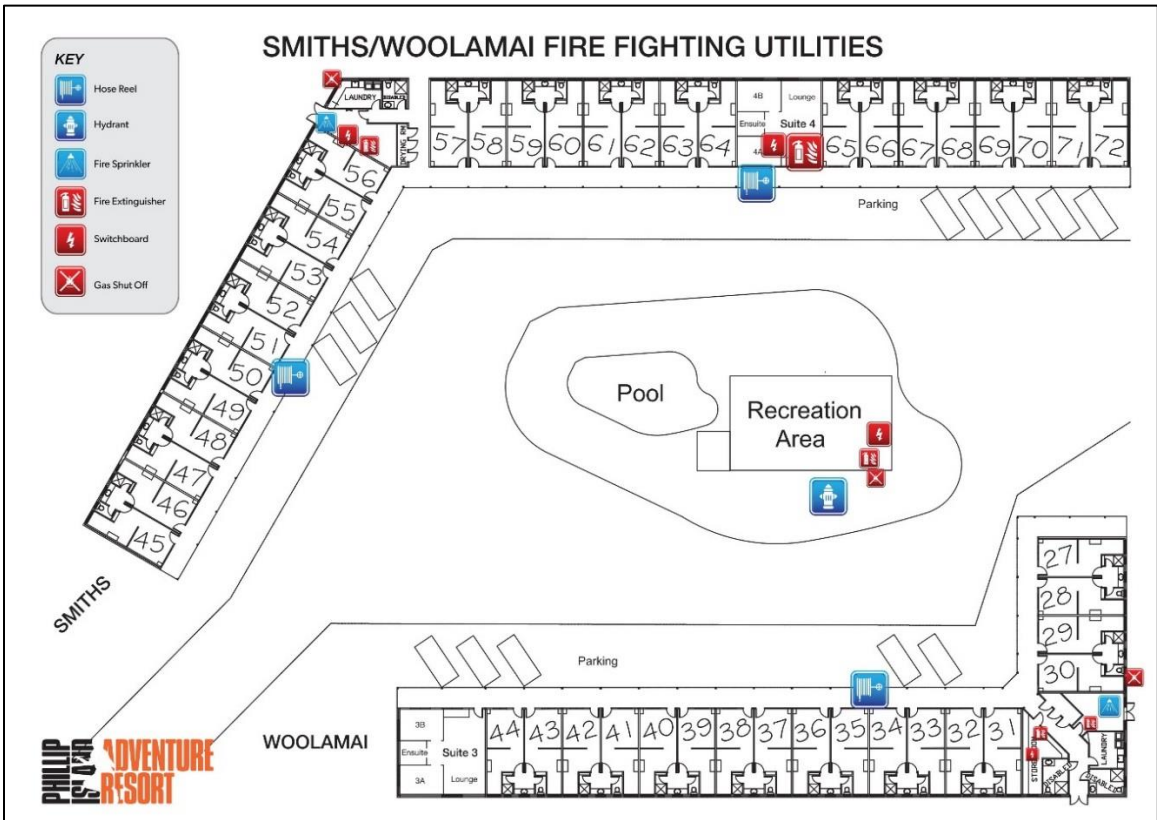
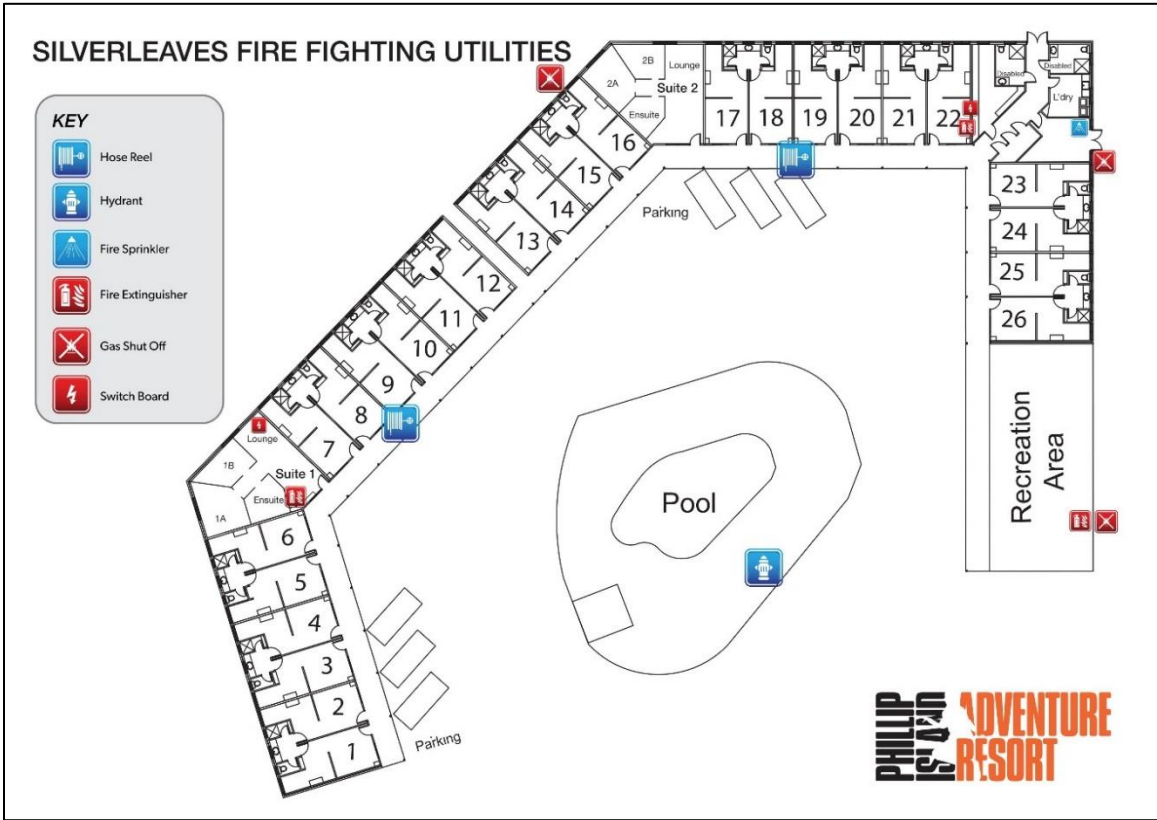


KITCHEN & DINING ROOMS FIRE FIGHTING UTILITIES



COLONNADES FACILITY EMERGENCY UTILITIES





Appendices

APPENDIX 1. – Emergency Box Contents

The Emergency Box contains (at minimum) the following items:
Emergency Management Plan Manual
Emergency Control Point Sign
Permission to Leave Book
Emergency Instruction Cards
Pens
Notebook
First Aid Kit
Fire Warden Helmet
Chief Warden Vest (white)
Deputy Warden Vest (white)
Communications Officer Vest (white)
First Aid Vest (green)
Secondary PA Systems - Megaphone/Air Horn
Dolphin Torch & spare battery
3 x Clear Plastic Bags
Pair of leather gloves – may need them for each Area Warden
10 x hand torches & spare batteries
20 x sticks of Chalk & spares
Hi-vis Vests for Area Wardens
10 x Whistles
10 x battery operated radios – TBC
Face Masks

APPENDIX 2 - Bomb/Substance Phone Threat Checklist

This checklist should be distributed to all persons who regularly accept incoming telephone calls.

CALL TAKER		CALL TAKEN	
Name:	Phone No.	Date of Call:	Call Start/End Time:
Signature:		Number Called:	Was call Local or STD:

BOMB THREAT QUESTIONS	
When is the bomb going to explode?	
Where did you put the bomb?	
What does the bomb look like?	
What kind of bomb is it?	
What is in the bomb?	
When did you put it there?	
What will make the bomb explode?	
Did you place the bomb?	
Why did you put it there?	
What is your name?	
Where are you/what's your address?	
SUBSTANCE THREAT QUESTIONS	
What kind of substance is in it?	
When will the substance be released?	
Where is it?	
What does it look like?	
When did you put it there?	
How will the substance be released?	
Is the substance liquid, powder or gas?	
Did you put it there?	
Why did you put it there?	
What is your name?	
Where are you/what's your address?	

CALLER'S VOICE			
Sex of caller		Estimated age	
Accent (specify)			
Speech impediments (specify)			
Voice (loud, soft, and so on)			
Speech (fast, slow and so on)			
Dictation (clear, muffled, and so on)			
Manner (calm, emotional, and so on)			
Did you recognise the voice?		If so, who do you think it was?	
Was the caller familiar with the area?			

THREAT LANGUAGE		BACKGROUND NOISE	
Well spoken		Street noises	
Incoherent		House noises	
Irrational		Aircraft	
Taped		Voices	
Message read by caller		Music	
Abusive		Machinery	
Other:		Other:	

EXACT WORDING OF THREAT

ACTIONS			
Report call immediately to:		Phone Number	