



Emergency Management Plan

**43 Murrays Road, Whanregarwen Vic 3714
PO Box 227, Alexandra Vic 3714**

Phone: (03) 5772 1409

**OWNERS/MANAGEMENT:
Chase & Brooke Pearce
& Peter McEldrew**

EMERGENCY MANAGEMENT PLAN

Contacting AAR Staff

The Camp Manager is available from 7am to 7pm daily – or at any time in an emergency.

For Emergencies (at any time):

Contact the Camp Manager on 03 5772 1409 (Office) or 0499 900 453 (*onsite mobile*).

The following Emergencies are covered within the following pages:

1. FIRE
2. HAZARDOUS MATERIAL
3. GAS LEAK
4. PERSONAL THREAT
5. SNAKE BITE
6. MEDICAL EMERGENCY
7. BOMB THREAT
8. FAILURE OF ELECTRICITY, GAS OR WATER
9. LOST/MISSING CAMPER
10. FLOODING/SEVERE STORM
11. EARTHQUAKE

**Our Emergency Evacuation Plan and Emergency Contact Numbers
are on page 9 of this document.**

1. FIRE

In the event of a Fire, report directly to the Camp Manager and follow the procedures below:

- Alert all people nearby and request assistance.
- Switch on the emergency alarm bell – switch in Kitchen.
- Evacuate all persons present onsite to the oval area and conduct a head count.
- Assist any person in immediate danger (only if safe to do so)
- Close any doors leading to the fire to contain the spread of fire
- Call triple zero **000** and report the fire and also notify Camp Staff.
- Extinguish the fire (only if safe to do so).
- If threat to life exists, evacuate immediately closing all doors.
- Check that all areas have been cleared and notify Camp Staff
- Control the movement of people to the *Emergency Assembly Area* (near the High Ropes)
- Maintain control of people at the *Emergency Assembly Area*
- Listen to radio UGFM 106.9 / ABC Local 102.9 FM / Star 93.7 FM for emergency information.

2. HAZARDOUS MATERIAL

In the event of a Hazardous Material Spill:

The spill may give off toxic or noxious fumes - report directly to the Camp Manager and follow the procedures below:

- Call triple zero **000** and report the hazard and also notify Camp Staff.
- Provide as much information about the hazardous material as possible.
- Turn off air conditioning and recirculation fans. Ventilate for open air if possible.
- Notify all people in the buildings to evacuate (ensure first that the Emergency Assembly Area is upwind).

If the Spill is a suspected Flammable Material:

Report directly to the Camp Manager and follow the procedures below:

- Remove any ignition sources such as central heating, hot water pilot lights, electricity etc.
- Evacuate all persons in immediate danger (ensure Emergency Assembly Area is 200 metres clear of building).
- Do not attempt to re-enter the affected area.
- Maintain control of people at the Emergency Assembly Area.
- Remain at the Emergency Assembly Area until advised by emergency services.

3. GAS LEAK

In the event of a Gas Leak, report directly to the Camp Manager and follow the procedures below:

- Notify Camp Staff.
- Isolate the gas supply at the source (only if safe to do so).
- Call triple zero **000** and report a gas leak.
- Turn off air conditioning and recirculation fans to prevent the spread of flammable or toxic gases.
- Remove any ignition sources such as central heating, hot water pilot lights, electricity etc.
- Notify Camp Staff of any actions taken.
- Control the movement of people to the Emergency Assembly Area (if required).
- Remain at the Emergency Assembly Area until advised by emergency services.

4. PERSONAL THREAT

In the event of a Civil Disturbance, report directly to the Camp Manager and follow the procedures below:

- Notify Camp Staff.
- Call triple zero **000** and request Police.
- Do not do or say anything that may encourage irrational behaviour.
- Alert any other people in the camp who may be able to help.
- Initiate action to:
 - Restrict entry to the buildings if possible
 - Confine or isolate the person from all other people
 - Report to Camp Staff regularly regarding campers' safety
 - Evacuation should be considered (only if safe to do so)
 - Have people complete a '*Description of Offender*' form if applicable.

5. SNAKE BITE

Stay very calm

It is important to stay very calm. If you become agitated, your heart beats faster and you increase the flow of blood to the affected area and increase the amount of toxins flowing through your body.

Get to the nearest Hospital (Alexandra) or call Triple zero 000 for an Ambulance

Not every venomous snakebite injects venom, but you should never wait for symptoms to appear before going to an emergency room.

Symptoms of venomous snakes can vary. An untreated venomous snakebite that has injected venom is a serious medical condition that could result in death.

If a Snake bites you:

- Remain calm.
- Immobilize the bitten area of the body and stay as still as possible to keep the poison from spreading through the body.
- Remove jewellery in case of swelling.
- Cover the bite area with a clean, dry dressing.
- Apply a firm bandage and a splint to reduce movement of the affected area, but keep the bandage loose enough so as not to restrict blood flow.
- Stay still where you are until medical personnel arrives.
- Position yourself if possible, so that the bite is at or below the level of your heart.
- If possible, try to remember the colour and shape of the snake so you can describe it to medical staff to assist with treatment.

DO NOT:

- Do not use a tourniquet or apply ice.
- Do not cut the wound or attempt to remove the venom.
- Do not drink caffeine or alcohol.
- Do not try to capture the snake.

6. MEDICAL EMERGENCY

In the event of required Medical Assistance, Emergency Control Personnel should:

- Check for any threatening situation and remove or control (only if safe to do so).
- Remain with the casualty and provide appropriate support.
- Notify first aid personnel.
- Notify Camp Manager/Staff.
- Call triple zero 000 and request Ambulance if necessary.
- Designate someone to meet the Ambulance and direct it to the location of the casualty.

Note:

- Provide support and appropriate assistance.
- Try not to leave casualty alone unless emergency assistance has arrived.
- Do not move casualty unless they are exposed to a life threatening situation.

7. BOMB THREAT

In the event of receiving a telephone Bomb Threat:

- DO NOT HANG UP - the recipient should keep the caller talking as long as possible and obtain as much information as possible.

Important details include:

- Exact wording of the threat. Location of the device, Time of detonation, Gender of the caller and other details, such as estimated age if possible
- Details of speech, accent, delivery and background noises can also be helpful.

Action to be taken by the recipient:

- Notify Camp Manager/Staff who will call triple zero 000 and request Police.
- The Camp Manager/Staff will then take further action as advised by Authorities.

Action to be taken by Camp Staff:

- Notify Camp Manager immediately.
- Call triple zero 000 and request Police.
- Do not do or say anything that may encourage irrational behaviour by anyone.
- DO NOT touch any suspicious object/s if found.
- Evacuate all guests to the Emergency Assembly Area and follow advice from Authorities and ensure guests and staff are not directed past the object.
- Await an "all clear" advice from Police before returning to camp buildings to resume normal activities.
- Where it is unsafe to remain on the camp grounds, the Camp Manager/Staff will organise evacuation to the nearest township, Alexandra.

IF A SUSPECTED EXPLOSIVE DEVICE IS FOUND:

- **DO NOT TOUCH – leave it to the experts!**
- **Clear the area**
- **Notify Camp Manager/Staff immediately who will call triple zero 000**
- **Follow the directions given by Authorities**
- **Prevent all people from entering the area where the device is located.**

8. FAILURE OF ELECTRICITY OR WATER

Electricity Failure

If power has gone out on the property, follow the below:

- Notify the Camp Manager
- Determine if a property power issue or a local power outage
- If a local power outage, find out approximate time frame when the power will be back on
- Turn on the camp generator which supplies power to the whole camp
- Water can also be restored within a short time, approximately 5-10 minutes
- Call the Electrician if a property issue.

Water Supply

Alexandra Adventure Resort runs on treated bore water, which is gravity fed throughout the property.

Water Supply Failure

Leaders of the camp group should contact Camp Manager/Staff for assistance if the water supply fails. The following steps will be taken:

- If a water pump issue, locate where the problem is
- Look for any leakage areas around the property or where no water is coming through
- Test different taps to see the issue is located in a certain area Any flooded areas on soft soil, dig into the ground until you see the pipe
- Once the area is located, call the local Plumber to repair.

Mechanical Breakdown

For a mechanical breakdown, such as the cool room, pumps or camp vehicles on the property, assess the situation and phone one of the below contractors:

- **Cool Room Fridge:**
Scott Phelps - Air2Air Conditioning - 0431 331 085
- **Swimming Pool Pump:**
Don Campbell - Alexandra Pools & Spas - 03 5772 2728
- **Gas/Hot Water Service:**
Andrew Wood - Plumber - 0488 559 091
- **Car Mechanical Breakdown:**
Matthew Coulson - Alexandra Tyrepower - 03 5772 3456

9. LOST/MISSING CAMPER

- Notify the Camp Manager immediately.
- The Camp Manager will organise and conduct a search of the camp property along with the Camp Leader.
- The Police will be called if unable to locate the camper.
- Camp Leaders to determine from campers, when and where the missing person was last seen.
- Camp Staff to liaise with Police to notify others as necessary.

10. FLOODING / SEVERE STORM

In the event of Flooding or a Severe Storm:

Camp Manager with Staff to prepare the Camp as below:

- Store and/or secure all loose items external to the building, such as outdoor furniture etc.
- Secure all windows, (closing curtains/blinds) and external doors
- If necessary, tape windows and glass entrances, protect them with boards and sand bags
- Shut off electricity, water and gas services if necessary
- Disconnect electrical equipment and move it away from windows
- During a severe storm, remain in the building, keeping campers away from windows
- After the storm, evaluate the need to evacuate if uncontrolled fires, gas leaks or structural damage has occurred as a result of the storm
- Report to the Camp Manager regarding campers' safety
- All injuries to be recorded on the *Injury, Illness or Accident Report form*.
- Listen to radio UGFM 106.9 / ABC Local 102.9 FM / Star 93.7 FM for emergency information.

11. EARTHQUAKE

In the unlikely event of an Earthquake:

Camp Manager & Staff to:

- Instruct campers to keep away from windows and seek shelter under a table or desk

After the Earthquake:

- Evaluate the need to evacuate if uncontrolled fires, gas leaks or structural damage has occurred
- The Emergency Assembly Area (if required) is to be clear of trees, power lines, etc
- Shut off electricity, gas and water services if necessary
- Check all staff and camp guests are ok.
- Listen to radio UGFM 106.9 / ABC Local 102.9 FM / Star 93.7 FM for emergency information.

EMERGENCY EVACUATION PLAN

- In the unlikely event of an emergency requiring full evacuation from the camp grounds, the Camp Manager and/or staff with responsible Authorities will arrange.
- The local bus company is located 7kms from Alexandra Adventure Resort where an arrangement is set in place to call upon in the case of any emergency.
- There are three emergency road exit options leading from Camp; to Molesworth/Yea, to Alexandra or to Taggerty.
- If an Emergency Relief Centre is open in a nearby town, campers would be taken to this site.
- There are also several *Neighbourhood Safer Places* located in townships within Murrindindi Shire.

EMERGENCY RESPONSE ROLES & RESPONSIBILITIES:

CAMP MANAGER/STAFF

Camp Manager/Staff if on site and available, will coordinate the emergency response and set up a command centre in the Office.

They will liaise with Emergency Services and take control and coordination of all responses, not involving the supervision of campers.

GROUP LEADERS

If Camp Staff are not available and the Camp Group Leader believes a response is needed immediately, they can contact Emergency Services.

If triple zero 000 is called, the Camp Manager/Staff MUST be notified as soon as practicable by the group.

The Camp Manager/Staff will then assume responsibility for the coordination of the emergency.

Camp Group Leaders must supervise campers at all times and help coordinate an evacuation if advised by the Camp Staff or Emergency Services.

EMERGENCIES:

AAR are committed to providing a safe site for all campers at all times. Our staff are trained to act in an emergency situation for the following such as fire, flooding, power failure and injuries to campers.

PROCEDURE:

1. VERIFY

- Verify the report
- Confirm with other campers, Emergency services or other reliable people, the accuracy of the information about the emergency

2. NOTIFY

- Notify camp staff and emergency services immediately by the quickest means possible

3. ASSESS

- Assess the danger posed by the emergency
- Use all your senses to build a picture which tells you what is happening and use that information to help decide on a course of action
- Use verbal information

4. OBSERVE

Observe what is happening to decide:

- Has the danger passed?
- Is the danger increasing or decreasing?
- Is the danger coming closer or moving further away?
- Is the weather or terrain affecting its progress?
- Decide how much time exists to take alternative actions

5. ACT

Take action based on the assessment of danger:

- Ensure that injured campers are not exposed to further injury or danger
- Contain the emergency, if safe to do so
- Move people away from the danger area by the safest means. If necessary, move campers indoors, to one end of the building, to the furthest part of the campsite or to a site well away from the campsite, if time permits

EMERGENCY TELEPHONE NUMBERS

Camp Office **03 5772 1409**

Camp Manager **Chase 0499 900 453 or Brooke 0439 035 917**

Emergency Call Service - Police, Fire, Ambulance - 000

State Emergency Service (SES)	131 444
Storm & Flood Hotline	1800 560 760
Alexandra District Health – Hospital (Urgent Care)	03 5772 0900
Alexandra Medical Centre – Doctor (Downey St)	03 5772 1444
Alexandra Family Medical Centre – Doctor (Grant St)	03 5772 1669
Alexandra Police Complex (Station)	03 5772 1040
Electrician (Heath Bates)	0488 977 967
Gas/Plumber (Andrew Wood)	0488 559 091
AusNet Service Electricity	131 799
Vic Emergency Hotline (bushfire info & advice)	1800 226 226

OUR LOCATION

Alexandra Adventure Resort
43 Murrays Road, Whanregarwen Vic 3714
(We are the first right turn off Crystal Creek Road)

EMERGENCY TELEPHONE

For all Campers:

You have access to the landline phone located in the First Aid Room – for emergency calls only.

1. Press Line 1
2. You will hear a dial tone
3. Dial the emergency contact number
4. Please use the contact list of phone numbers on this list or as displayed above the phone.

DOCTORS / AMBULANCE / HOSPITAL

The nearest Hospital (Alexandra District Health) is located at 12 Cooper St, Alexandra and is 7kms from Camp and provides ***Urgent Care***.

An Ambulance Station is located adjacent to the Hospital.

There are also two Doctor Medical clinics in Alexandra.

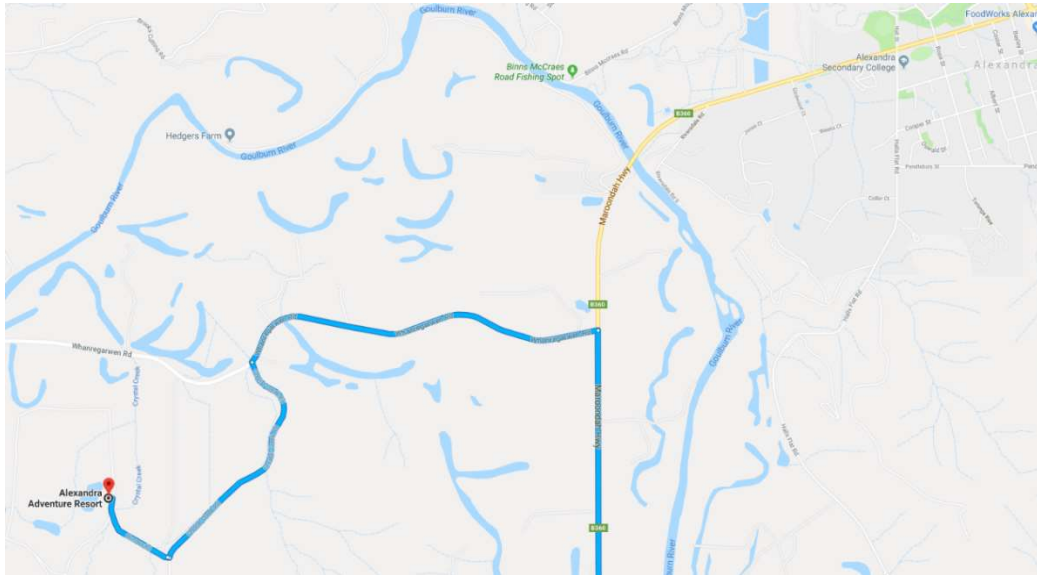
The phone numbers are listed for each on page 9 of this document and also displayed in the First Aid Room and Kitchen area.

In The Case of Emergency - Call 000

****Please note:***

If you call 000 while at Camp, please immediately notify one of our AAR Staff or the Camp Manager – at any time, day or night.

WE ARE LOCATED:



From Melbourne via Maroondah Highway

Travel through Healesville and the Black Spur

- Turn Left onto Whanregarwen Road from Maroondah Highway (just outside of Alexandra)
- Turn Left onto Crystal Creek Road (the first left)
- Turn Right onto Murrays Road and follow the signs to Alexandra Adventure Resort.



From Melbourne via Goulburn Valley Highway

Travel through Yea and Molesworth

- Just past The Molesworth Hotel is Whanregarwen Road
- Turn Right onto Whanregarwen Road
- Travel 15kms then turn Right onto Crystal Creek Road
- Turn Right onto Murrays Road and follow the signs to Alexandra Adventure Resort.

CAMP MAP:



<END>