

## EMERGENCY RESPONSE PLAN

- To ensure that the correct response is made to any emergency situation that may arise in the camp, all Gundiwindi Lodge staff and user groups are requested to make themselves familiar with the details of the emergency response plan.
- In the event of any emergency Gundiwindi Lodge staff should be informed.
- To prevent confusion - and to make best use of available resources, any situation requiring an emergency response i.e. accident, gas leak, lost child, etc. should be handled by the Gundiwindi Lodge owners or Group Leaders. This will enable immediate assistance to be provided and an appropriate response planned.
- All contact with emergency services should be done by the Gundiwindi Lodge owners where time/availability permits.

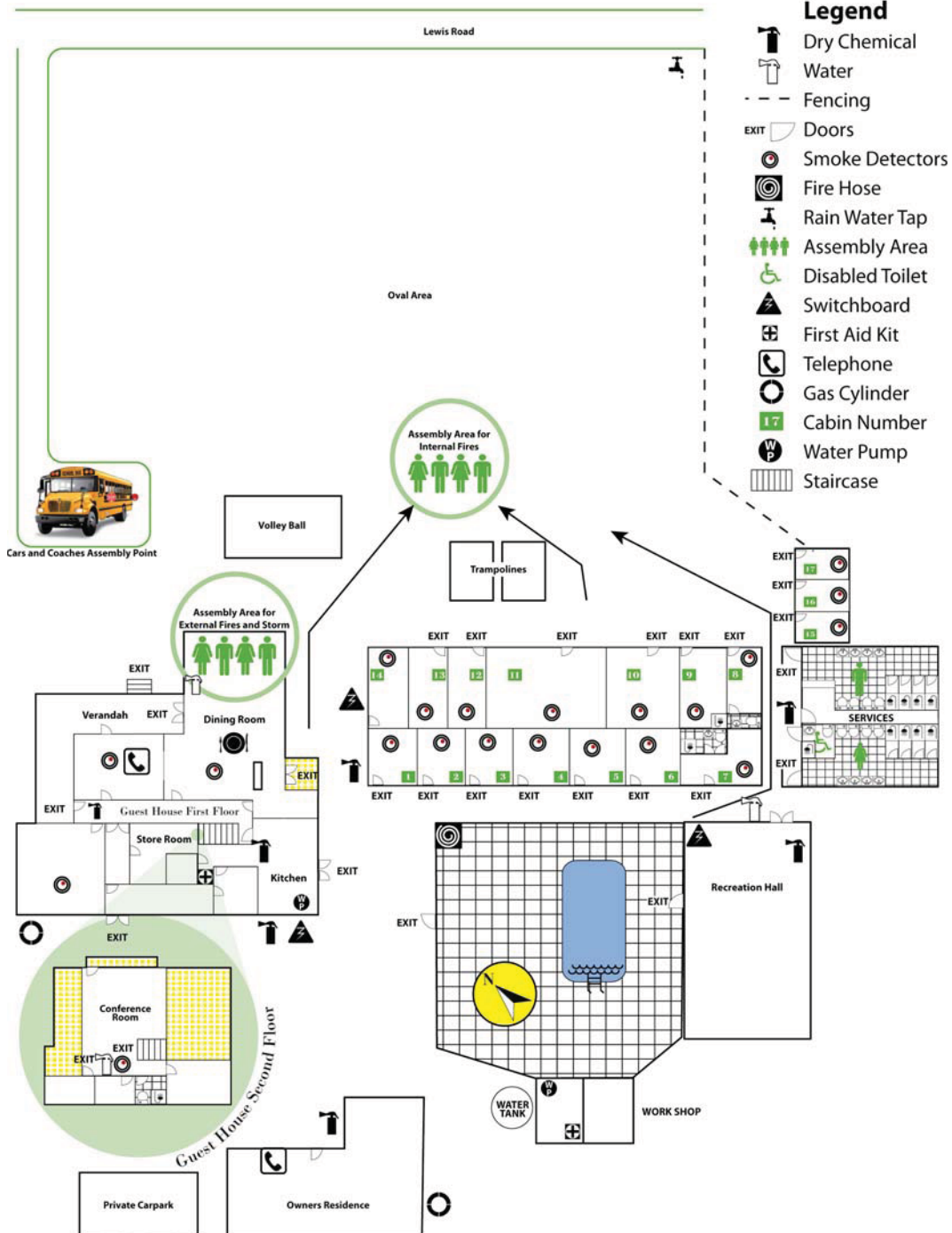


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To be used during internal fires, bushfires and severe storms



## In an emergency

### Verify the report.

- confirm with other campers, with emergency services or other reliable people the accuracy of the information about the emergency.

## 1. Verify

## 2. Notify

### Notify the emergency services and Gundiwindi Lodge staff

By the quickest possible means, immediately notify:

- the emergency services **ph: 000**
- the Gundiwindi Lodge staff **ph: 9737 9512**

## 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.
- 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.

## 4. Act

### Take action based on the assessment of danger.

**Assembly Areas: Oval.**

**Emergency Bell:  
located outside  
kitchen door.**

- 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.
- refer to any specific procedures developed for the emergency.

**Your location: 90 Lewis Road, Wandin**

**Melways map: 121 B6**

**Office: 9737 – 9512**



## Emergency Phone Numbers

Fire Police Ambulance **Dial 000**

### Other Emergency Phone Numbers:

|                                |              |                           |
|--------------------------------|--------------|---------------------------|
| MAROONDAH HOSPITAL<br>EAST     | 9871 3333    | DAVEY DRIVE, RINGWOOD     |
| YARRA RANGES MEDICAL CLINIC    | 5964 2700    | 411 CLEGG ROAD WANDIN NTH |
| LILYDALE MEDICAL CLINIC        | 9735 7777    | 381 MAIN STREET LILYDALE  |
| CAMP OWNERS RESIDENCE          | 9737 9909    | PRIVATE (EMERGENCY ONLY)  |
| CAMP OWNERS MOBILE (Tracey)    | 0429 191 873 | PRIVATE (EMERGENCY ONLY)  |
| CAMP OWNERS MOBILE (Danny)     | 0429 800 781 | PRIVATE (EMERGENCY ONLY)  |
| GUNDIWINDI LODGE               | 9737 9512    | CAMPSITE OFFICE           |
| GUNDIWINDI LODGE               | 9737 9910    | FAX                       |
| LILYDALE REGIONAL CFA          | 8739 1300    |                           |
| TRU                            | 131 799      |                           |
| YARRA VALLEY WATER             | 132 762      |                           |
| ELGAS EMERGENCY                | 1800 819 783 |                           |
| POISONS INFORMATION            | 131 126      |                           |
| WEATHER INFORMATION            | 1196         |                           |
| SES (State Emergency Services) | 9696 6111    |                           |
| MT EVELYN POLICE (not 24hrs)   | 9736 2473    |                           |
| MOOROOLBARK POLICE (24hrs)     | 9725 9999    |                           |
| SHIRE OF YARRA RANGES          | 1300 368 333 |                           |
| ELECTRICAL CONTRACTOR (A/H)    | 0425 740 302 |                           |
| PLUMBING CONTRACTOR (A/H)      | 0419 876 714 |                           |



## ROLES AND RESPONSIBILITIES

### Gundiwindi Lodge Staff

Gundiwindi Lodge staff, if on site and available, will co-ordinate the emergency and set up a command centre in the camp office. They will liaise with emergency services and take control of all responses not involving the supervision of campers. Other Gundiwindi Lodge staff, if on site, will assist where necessary.

### Group Leaders

If Gundiwindi Lodge staff are not available or the group leader believes the response is within their own resources they can contact the emergency services and implement the planned response. Gundiwindi Lodge staff **MUST** be notified as soon as practicable. Gundiwindi Lodge staff will then assume the coordination responsibility for the emergency. Group Leaders must supervise campers at all times and prepare and safely undertake an orderly evacuation if advised to do so by Gundiwindi Lodge staff or emergency services. Group Leaders must ensure camper medical forms & medicines and parent contact details are taken with the group to the evacuation assembly areas. Gundiwindi Lodge provides this emergency plan after full consultation with the local emergency services.

Regardless of the time of year, ensure all cars and vehicles are parked in the designated areas only. This will allow ready access to all emergency vehicles.

Each group using the Gundiwindi Lodge during the fire danger season, November to March, should conduct a fire drill under the direction of the Gundiwindi Lodge staff when a Total Fire Ban day is declared.

Familiarise yourself with the roles listed below. However, in all situations - **the personal safety of all campers is of paramount importance.**

### Fire Warden

**Name:** Daniel Alderman    **ph:** 0429 800 781

**Skills/Position:** Owner/Operator, L2 First Aid.

**THIS PERSON CAN BE RECOGNISED AS WEARING A RED VEST**

### First Aider

**Name:** Tracey Alderman    **ph:** 0429 191 873

**Skills/Position:** Level 2 First Aid.

**THIS PERSON CAN BE RECOGNISED AS WEARING A GREEN VEST**



## MEDIA MANAGEMENT

**NOTE: To prevent nuisance calls by media - which tie up valuable staff and phone resources, all emergency situations will be managed in the following manner.**

1. No private phone access will be allowed during emergency situations.
2. Campers are requested not to contact outside agencies except at the direction of the Gundiwindi Lodge staff or the group leader(s), and then only to assist in the combating of the emergency.
3. Refer all media inquiries to the relevant emergency services.
4. Media access to the site and to clients is banned except where Police and parents dictate otherwise

If necessary a media point will be set up at the discretion of the relevant emergency services.

Note: If the media arrive at the site by helicopter they will land on the oval. They could arrive before the emergency services and should be met on arrival by either Gundiwindi Lodge staff or Group Leader. Request that they remain away from the main camp and do not allow them access to the campers. Offer no comment on the emergency and refer them to the police or emergency services when they arrive.



## EMERGENCY RESPONSE TO ROUTINE INCIDENTS

### Electrical Failure

Electrical failure may cause a blackout. (Mains electricity is located outside room 14 and also outside the rear small kitchen window.) Battery back up will allow hard wired smoke detectors to still operate. Emergency battery operated lights are fitted in the dining and conference rooms and also in the recreation hall.

#### RESPONSE:

1. Notify the Gundiwindi Lodge staff who will investigate.
2. Continue on with camp program if daytime.
3. If dark consider assembling campers in the dining room, conduct a head count, organise torches and outline modified program.
4. If campers are in bed visit each hut and organise campers to have torches ready, or provide Gundiwindi Lodge portable lanterns for toilet trips.
5. Meals will still be available.
6. Continue camp program.

#### Gundiwindi Lodge STAFF RESPONSE:

1. Check power point/light fitting in building.
2. Check fuse boxes in each building, including the main in the dining room.
3. Check power supply outside camp to determine an area blackout.
4. Call Local energy supplier to check fault and delay.
5. If fuse tripped or fault undetectable call camp electrician.
6. Inform group leader of action.
7. Contact Gundiwindi Lodge kitchen staff re menu etc.
8. Do not allow use of candles in any circumstances.



## Water Loss

Water loss should not be an issue as supply is "Town Water". The water mains are located at the front of the property, behind the footy goals along the front fence line. If water loss did occur campers should refrain from using the toilets with gentlemen directed to the bush. Group leaders need to be aware of hygiene problems and direct the group members on which toilet to use. Tank storages will allow for continued use of water for drinking and cooking purposes.

### RESPONSE:

1. Notify the Gundiwindi Lodge staff who will investigate
2. Continue on with camp program

### Gundiwindi Lodge STAFF RESPONSE:

1. Investigate, check power to pump, pumps, water levels in tanks.
2. Contact camp plumber
3. Inform group leader and Gundiwindi Lodge kitchen staff of likely delay.



## Gas Failure

Camp Gas supply is "Tank ". Bottled gas is used at the owners residence. (2 bottles located in the carport.)

Our gas supplier is "Elgas" (emergency ph: 1800 819 783) Main supply tank is located at the rear of the main lodge. Emergency shut off point is located on top of tank, under the white lift up lid.

A portable BBQ and 9kg gas bottle are located outside the kitchen.

No hot water will often indicate trouble with gas supplies or excessive hot water use.

### RESPONSE

1. Notify the Gundiwindi Lodge staff who will investigate.
2. Continue on with camp program.

### Gundiwindi Lodge STAFF RESPONSE:

1. Investigate and re-light pilot light.
2. If no success call camp plumber Colin. ph: 0419 876 714
3. Inform group leader of action and kitchen staff if cooking will be disrupted.



## EMERGENCY RESPONSE TO NON-ROUTINE INCIDENTS

### Bushfire : At The Campsite

The following procedures are drawn up on the premise that it is safer to remain at the camp than attempt to move in the face of a fire:

1. In the event of a fire emergency in the area the campsite will be evacuated **only on the advice of the emergency services.**
2. The Gundiwindi Lodge staff, or in their absence the group leader, will **sound the siren (or bell, if loss of power) in front of the dining room.** This places all campers on alert and they should quietly and slowly move to the dining room area if safe to do so.
3. A **head count of campers** is to be conducted by group leaders after which Gundiwindi Lodge staff, or in their absence one or two group leaders, are to **check all campsite buildings** for campers closing all doors and windows (close blinds).
4. The **camp office will be the command centre** and all communication with the emergency services will occur here.
5. **Everyone must dress** in long clothes, preferably wool, and solid footwear. Blankets are to be made available to campers.
6. All people are to **gather in the sleeping units** closest to the car park (10 people per unit) and remain inside until advised otherwise by the emergency services. One bucket of water, towels and battery operated lights to be placed in each unit.
7. **Gas and power** should remain on unless the fire is close by.
8. Gundiwindi Lodge staff:
  - Fire Warden (Daniel Alderman) will appoint staff to designated areas;
  - fill spouting of both dining room and residences with water;
  - prepare fire trailer and hoses;
  - remove combustible material from verandahs;
  - start generator;
  - move cars into central car park;
  - distribute knapsacks sprays and fire rakes around campsite; and
  - once fire front has passed check for spot fires



## Bushfire: Off Site

**(On days of total fire ban all campers will be advised to remain at Gundiwindi Lodge) - (2- way radios and mobile phone taken on all off-site trips)**

1. If smoke or flames are seen away from the campsite no attempt should be made to return to the campsite if there is danger of being threatened by the fire retreat to a safe area i.e. river, broad track, rock or cleared area.
2. Campers should drink plenty of water.
3. Loose clothing should be dampened with water to protect head and shoulders.
4. All exposed areas of skin should be covered with appropriate clothing to avoid radiant heat.
5. Campers should shelter around rocks, logs or ground depressions to avoid radiant heat.

(Waiting on further advice from CFA here)



## Building Fire:

All sleeping areas are fitted with smoke detectors. In the event of an emergency signal sounding the following steps will be undertaken:

1. In the event of a smoke alarm sounding alert the people in the room and all adjoining rooms and contact an adult or group leader.
2. **Gundiwindi Lodge staff or a responsible adult or group leader** is to check the sleeping area being indicated by the alarm.
3. **If smoke is present** in the sleeping area the accommodation rooms are to be evacuated in a quiet and orderly manner to the dining room where a head count will be undertaken. A **designated** group leader or Gundiwindi Lodge staff member is to undertake individual room checks to ensure that all sleeping areas are empty.
4. **If there is no evidence of smoke** Gundiwindi Lodge staff or a group leader should investigate the [fire site] to ascertain whether or not it is a false alarm & **Emergency Services notified**.
5. **If Gundiwindi Lodge staff are not present they are to be immediately notified**.
6. Where the fire is strictly confined - **attempt should be made to fight the fire**.  
All doors should be closed and the building evacuated.
7. **Gas & electricity** should be cut off. Gas: Rear of main lodge.  
Electricity: Outside Room 8, Room 14 & rear of kitchen.



## Lost or Missing Camper:

In the event that a camper is reported missing the procedures noted below need to be followed:

1. **Obtain a full description** of the missing person from the group leader including - name, age, weight, height, build, hair and eye colouring, distinguishing physical marks and clothing worn. Time and location last seen. Direction of travel. Any disabilities? Reasons for absence?
  2. **Organise a search party** comprising both Gundiwindi Lodge staff and group leaders to cover and search a number of specified areas. Searchers are to be equipped with 2-Way radios (channel 4). Make a note of these search groups, their members and search areas. Campers should not be used in this capacity.
  3. Ensure that someone in a responsible position is left in charge of the **remaining campers** and that these campers are given a variety of things to do. This group leader should also be able to receive telephone messages etc. and access the 2-Way radio (channel 4).
  4. Coordinate watches and agree upon the maximum length of this **initial search** (30 mins). Upon reaching this time, all search groups must reassemble and confirm results.
  5. If, after this initial, quick and thorough search of the immediate area, if the individual has not been located or there are specific concerns for their safety **call the POLICE on 000** and provide a detailed description of the missing camper, the estimated time last seen, any physical or medical aspects and the actions put in place to date.
  6. In the event of an **underlying medical concern** with the missing individual the ambulance and hospital should be informed:
    - Ambulance..... 000
    - Maroondah Hospital.....9871 3333
1. **Notify the immediate neighbours** and provide detailed description of the missing camper. Make sure that they know the campsite's phone number:
  2. In the event that the emergency services and police have been introduced into the search, the group leader should consider **notifying the person in charge of their organisation** or school, so that the parents can be notified.
  3. Upon **locating the missing camper**:
    - ensure that the police, emergency services and neighbours are informed
    - immediate first aid if required
    - determine whether medical attention is required, and
    - notify your organisation and parents.



## Camper Abduction Or Assault [NB No Private Access To Telephones]

### Off Site

1. Call 000
2. Ask witnesses to remain on site.
3. Group returns to camp to continue program. **Gundiwindi Lodge staff immediately notified.**
4. Police manage situation
5. Group leader contacts organisation

### On Site

1. Immediate details obtained from witnesses and Police notified immediately
2. Rest of group to carry on with program
3. Witnesses asked to remain in office subject to police arrival
4. Group leader contacts organisation
5. Police manage situation



## Hostage Situation

**There is no single correct response for this problem, as it will depend on prevailing circumstances. Contact Police on 000 immediately**

### **If in Direct Contact with Perpetrator:**

Principles to observe when confronted by situation:-

1. Remain calm and endeavour to reduce tension, particularly if in direct contact with perpetrator
2. Be flexible in response, humour the perpetrator and try to observe their behaviour
3. Comply with reasonable requests and negotiate if possible

### **If Not In Direct Contact with Perpetrator:**

1. Should a hostage situation develop at the camp all campers and staff not involved are to be immediately evacuated to the oval area. NOTE: Evacuation should only occur if it can be done in a manner that will not inflame the situation. All evacuations should be quiet and if possible out of sight of the perpetrator.
2. Police notified immediately and take control.
3. On advice from police campers remain at the oval or evacuated home.



## Injury / Illness

### Off Site

1. Ensure no danger to rescuer. DRABC
2. If safe to do so remove person from further danger.
3. First Aid and/or CPR as required.
4. Contact Gundiwindi Lodge by Mobile phone. Two adults stay with person, rest of group continue activity away from injured camper
5. Gundiwindi Lodge staff or group leader contacted to arrange transport of person to medical aid or call Ambulance.

### On Site

1. If safe to do so remove person from further danger and make comfortable.
2. First Aid and/or CPR as required.
3. Contact Gundiwindi Lodge staff or group leader immediately
4. Two adults with 1st aid training to stay with injured / ill camper.
5. Gundiwindi Lodge staff or group leader arrange transport to medical aid or call ambulance
6. Group removed from immediate vicinity of injured and continue program activity.



## LPG Gas Leak

1. Gundiwindi Lodge staff or Group leader to be notified **immediately**.
2. Gas turned off at point if practical to do so.
3. **If the leak is minor** e.g. strong smell of gas from appliance. Turn off appliance or at supply. - **No evacuation of camp required** Isolate area from campers and ventilate area. Contact camp plumber
4. **If a major leak** i.e. a very strong smell or visual plume of gas either indoor or outdoor then **evacuation must be considered. Remember - Gas is heavier than air and will flow downhill. Do not use vehicles to evacuate. The toilet end of the oval provides the best assembly area.**
5. **If safe to do: Remove sources of ignition. Eg: hot water pilot lights, electrical appliances.**
- 6.

Notify gas supplier .....ELGAS ph: 1800 819 783 and police 000.



## POST EMERGENCY DEBRIEF

In the event that the Emergency Response Plan is enacted a post response debrief will occur as soon as practicable after the situation has been normalised. The level of this debrief will be determined by the seriousness of the incident.

**Minor incidents** - Where the matter has been handled internally and no injuries or apparent exposure to potential trauma has occurred.

A discussion between those involved in the incident and Gundiwindi Lodge staff will occur. Diary notes of the incident and the response will be made. Any problems with the response and lessons that can be learned will be noted and adopted.

**Major Incidents** - Where injury, trauma has occurred or Emergency Services have been involved.

A full debrief with all parties involved and formal recommendations as to any adjustments to the response are sought from all interested parties. A report shall be written and lodged with the camp



## Gundiwindi Lodge Site Overview

*Updated June 2009*

Gundiwindi Lodge is a 22 acre property situated in Wandin, Victoria. (Yarra Valley Region) The property itself is located at the top of a hill and has a vegetation base of park like/oval areas, open paddock spaces, with grazing animals and remnant bushland.

Most Buildings are weatherboard and have been built at various times since as early as 1922 (Main Lodge) and as most recently as 2005 (Recreation Hall.) The Ablutions block is constructed from Bricks

Access to the property is off Lewis Road (sealed road frontage) and the two Local Fire Stations (Silvan and Wandin North) are both only 5 minutes away.

The closest Police Station is Mt Evelyn, also only 5-7mins from here.  
An SES branch is located within the Wandin North Fire Brigade.

Emergency access only, can be made via the Yarra Valley Water open air aqueduct which cuts across Lewis Road and is depicted on the Melways Map.

Maroondah Hospital is approximately ½ hour – Ringwood East.

Ambulances can be dispatched from either Lilydale or Yarra Junction Services, response time is no longer than 12mins.

Water supply is “Mains” and pumped to a header tank for pressure improving reasons.

Electricity is “Mains” and currently gas is “tank” - however provisions for “mains gas” are now in place and the swap will take place in the next year or so.

Quince’s Scenicruisers are the bus line used by Gundiwindi Lodge for transport to and from camp. Tel: 8506 2700



*Gundiwindi Lodge Staff Emergency Training Program/Reviewing Plan*

## **Gundiwindi Lodge staff**

- New Gundiwindi Lodge staff are briefed on the Emergency Management Plan as part of the induction process on commencing employment.
- Each Gundiwindi Lodge staff member is provided with a copy of the plan and are to acquaint themselves with the location of assembly areas, fire extinguishers and utility cut off points.
- The Emergency Management Plan is tested every 12 months to simulate different emergencies.
- Gundiwindi Lodge staff are re-trained and updated annually on the use of fire extinguishers and emergency plan execution.
- First Aid Qualifications noted and kept on file in office.



Australian Campsite and Outdoor Activity Provider Accreditation Program