

A map of the Phillip Island Adventure Resort area. The map shows a network of roads including Phillip Island Rd, Harbison Rd, Santa Beach Rd, Backscomber Ave, California Dr, Wyalind Cms, Warran Road Ave, Dolphin Dr, Golden Cr, Gullong Crs, Gemmagill Crs, Happy Valley Dr, and Sunset Dr. A red location pin is placed on Phillip Island Rd, labeled "Phillip Island Adventure Resort". Other landmarks include the "Koala Conservation Centre" and "A Maze 'N Things" with a note about "Cosy cabins adjoining an amusement park". Road markers for B420, C478, and B420 are visible. The map is framed by a thick orange border.

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)

2.2 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 |

2.3 Site contacts

| Key Roles | Name | Phone | Mobile |
|----------------------|-----------|-----------|--------------|
| Site Manager | Mark Rowe | 5952 2417 | 0438 552 193 |
| Office Administrator | Linda Fry | 5952 2417 | 0413 507 068 |

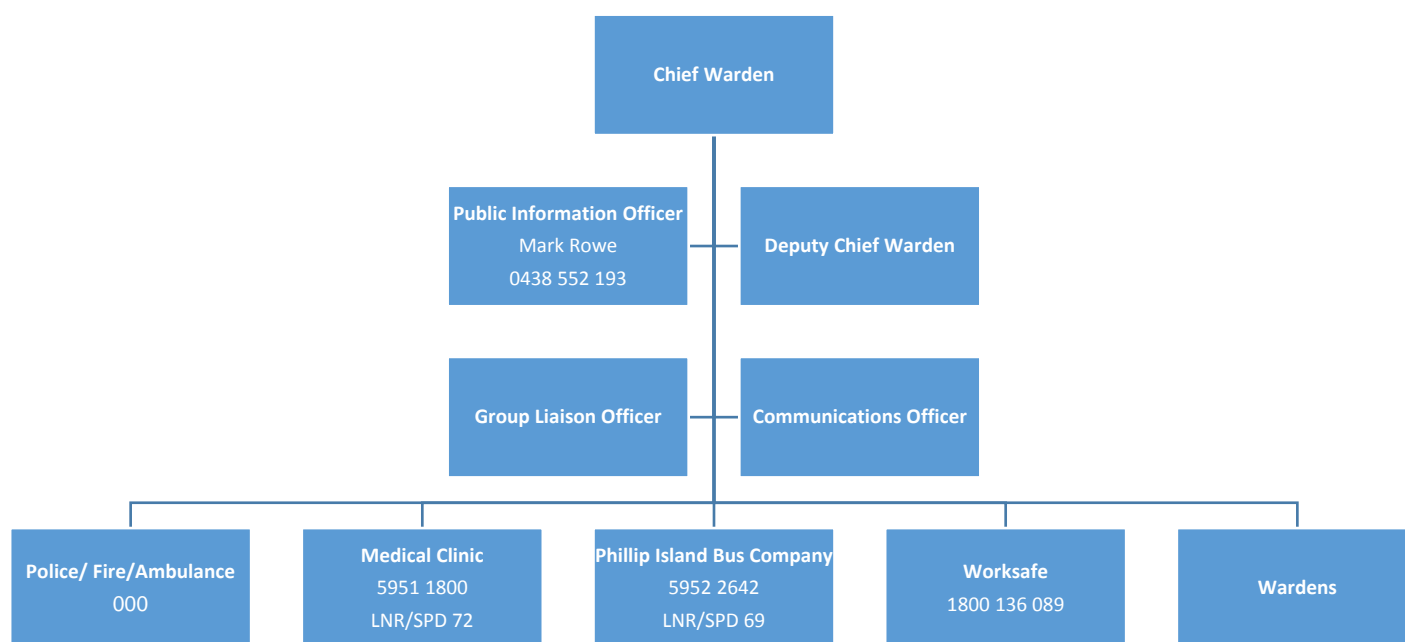
2.4 Local/other organisations contacts

| Organisation Name | Address | Phone |
|-------------------------------|--------------------------------------|--------------|
| Local Police | 92 Chapel St, Cowes (until midnight) | 03 5952 2037 |
| Local Police | Watt St, Wonthaggi (after midnight) | 03 5672 1222 |
| SES (State Emergency Service) | | 13 25 00 |
| 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 |
| Electricity | TRU Energy | 13 17 99 |
| 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 |

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 | Mark Rowe | 5952 2417 | 0438 552 193 |
| 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 Main 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 Incident Log

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 Main Evacuation Control Point
- b) Ascertain the nature and location of the emergency
- 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 Exit 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 Main 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 "Prepare to evacuate" - wait for further instructions
- When the alarm sounds "Evacuate now" - 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.

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 Post Emergency Record

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.

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 Post Emergency Record

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.

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 Post Emergency Record

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 is 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 Post Emergency Record

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 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 school'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 IMT 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 |

6.2 Building information summary

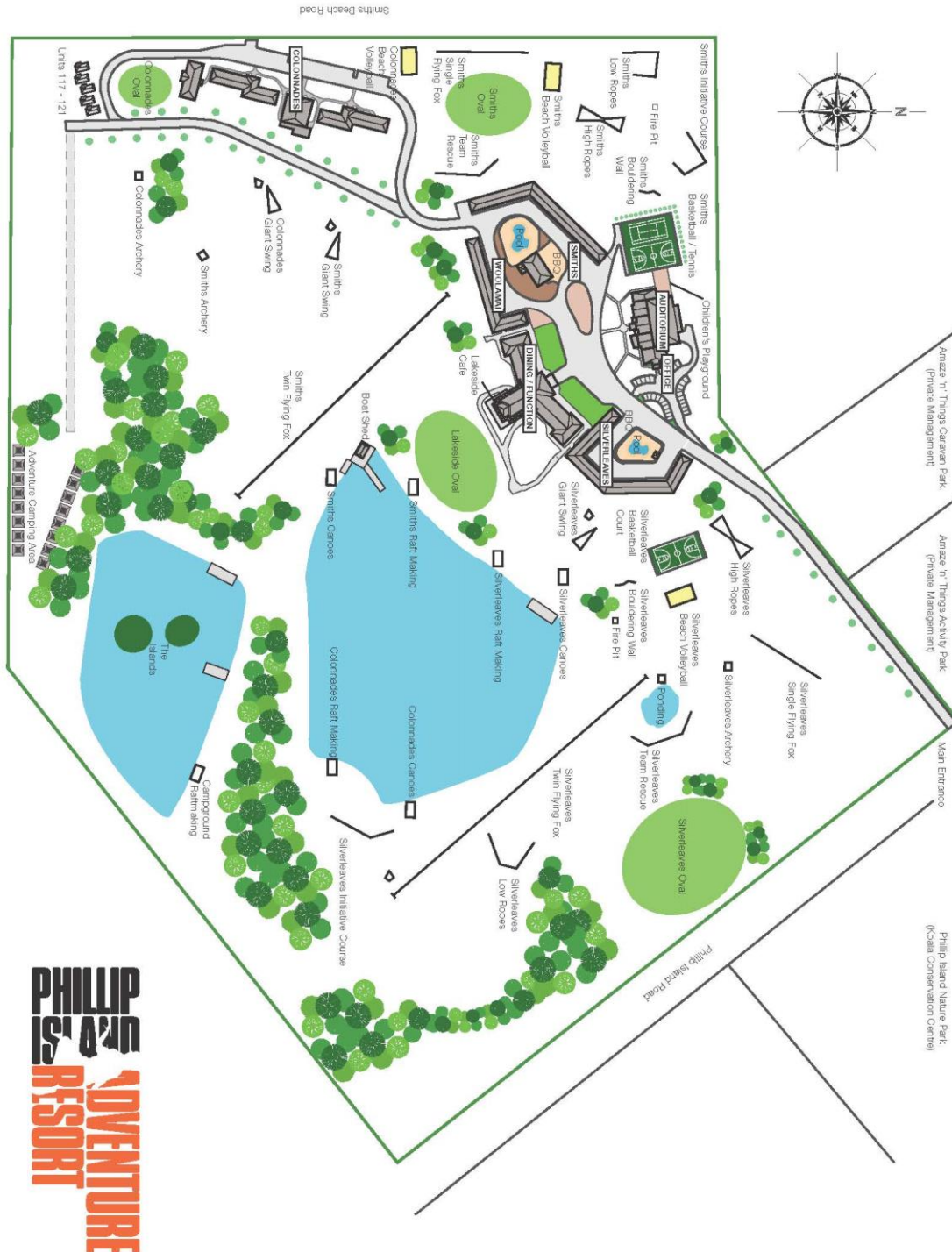
| Important Locations | | |
|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| Area | Location | Notes |
| Master Emergency Control Point (MECP) | Main Office | |
| Secondary Emergency Control Point (SECP) | At the kitchen end of each dining room | |
| Major Emergency Evacuation Assembly Point (MEEAP) | Between auditorium and dining room | See Site Plan |
| Colonnades Secondary Emergency Evacuation Assembly Point (SEEAP) | Eastern side of Colonnades dining room between Colonnades giant swing and archery area. | |
| Emergency Box | Managers Office | |
| Security Keys | All Group Hosts have keys | Grand Master held by Site Manager & CEO. |
| First Aid Kit | Manager's Office | |
| List of guests on site | Administration Office | Reception desk – left hand side. Included with group information sheet |
| List of staff on site | Finance office | Print out from Focus |
| Register of Hazardous Chemicals & Dangerous Goods | Administration Office | Reception desk |

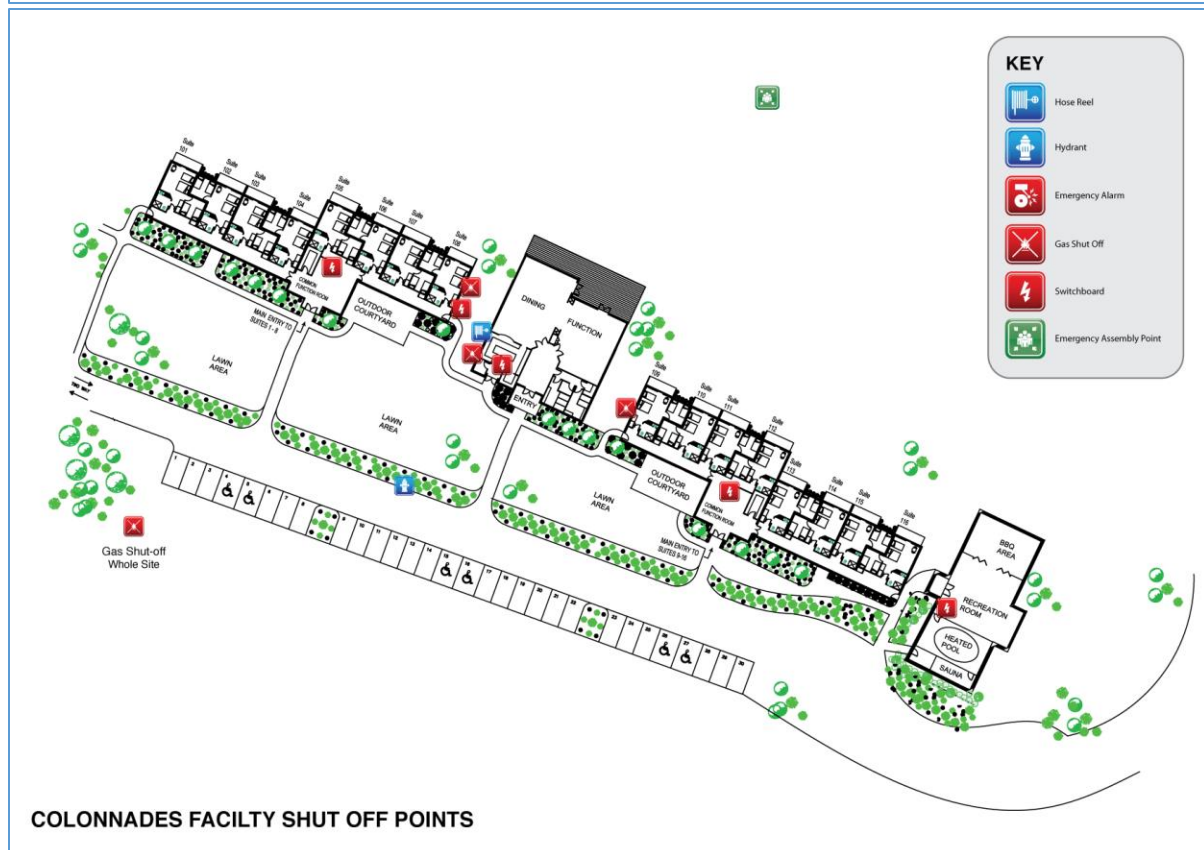
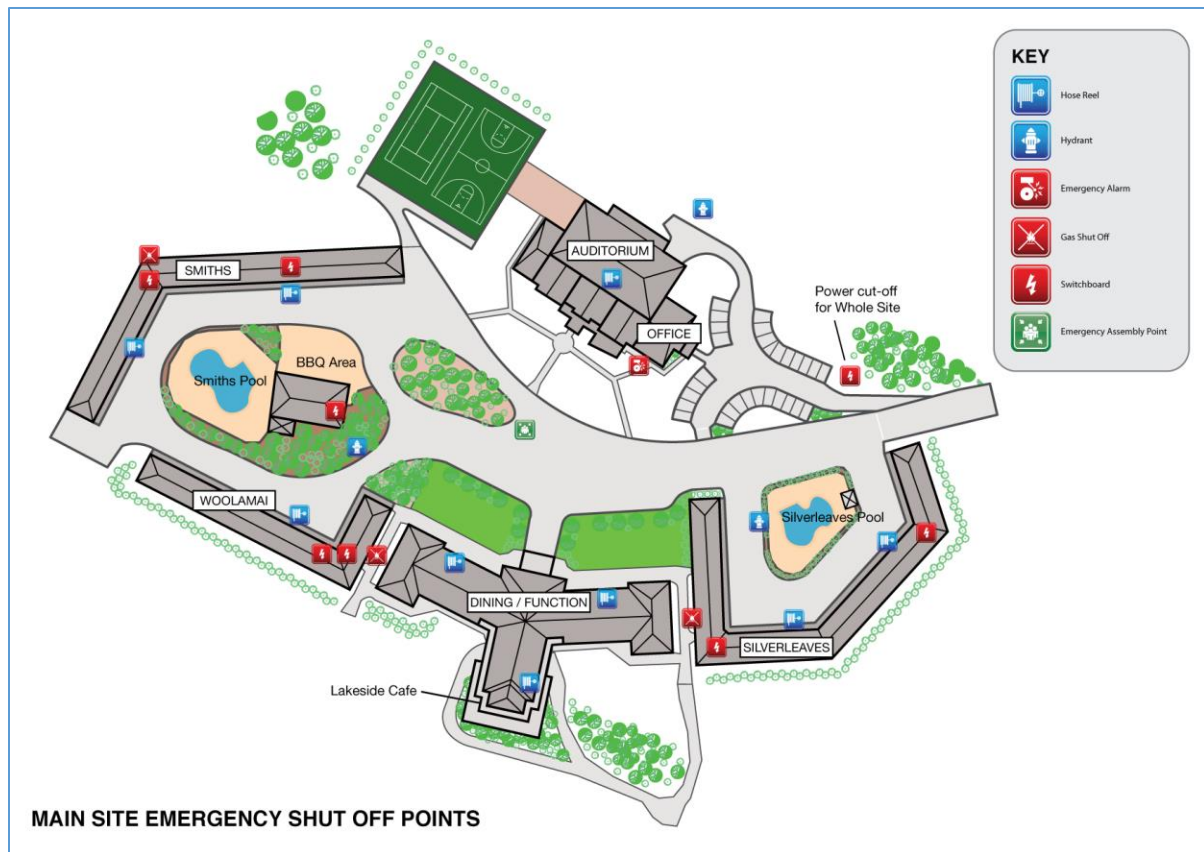
| Alarms – NOT APPLICABLE AT PIAR | | | |
|---------------------------------|----------|--------------------|-----------------------------------|
| | Location | Monitoring Company | Location of shut-off instructions |
| | | | |

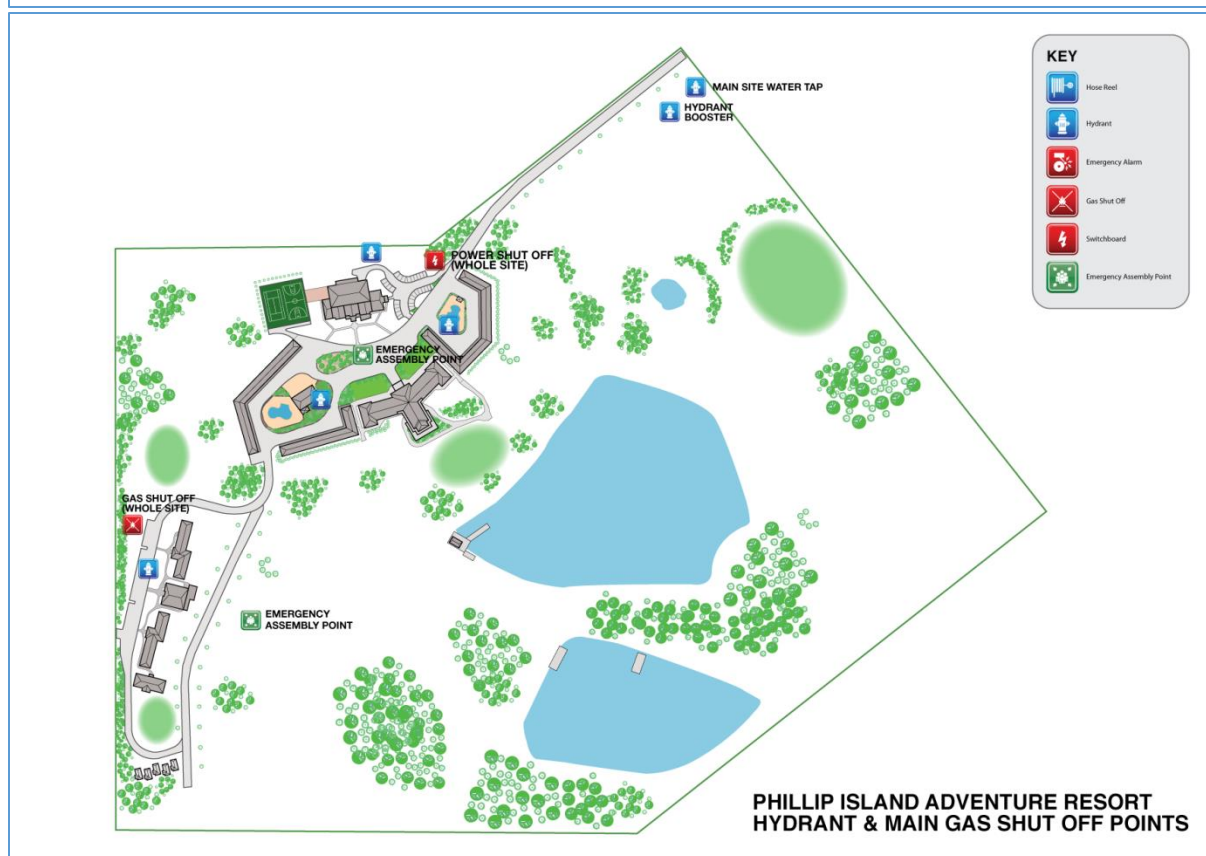
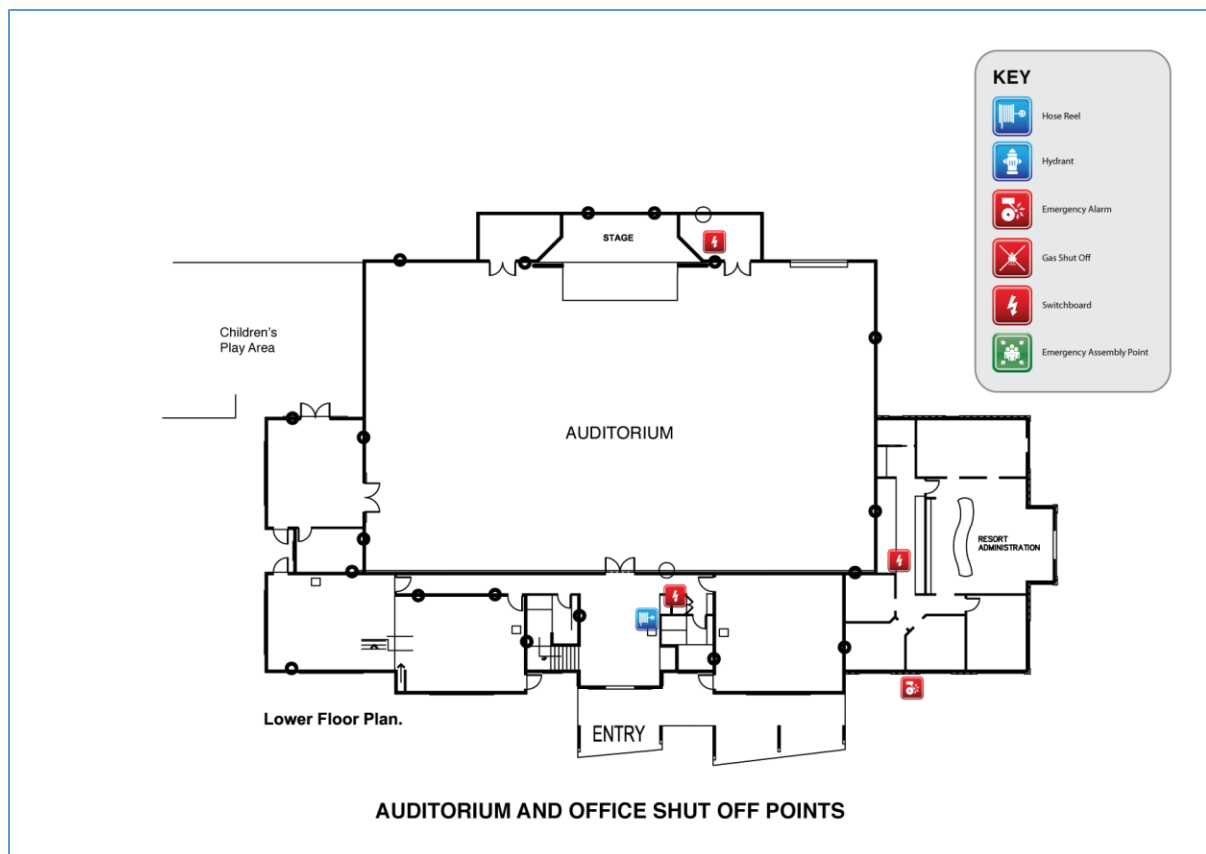
| Fire Hose Reels | Locations |
|-----------------|--------------------------------------------------|
| Fire Hose Reels | Various locations across the site. See site maps |

| Utilities | Location of shut-off instructions |
|-----------------|-----------------------------------|
| Gas | See site plan |
| Water – all CYC | See site plan |
| Electricity | See site plan |

7. Site Maps







Appendices

APPENDIX 1. – Emergency Box Contents

| The Emergency Box contains (at minimum) the following items: |
|---------------------------------------------------------------------|
| Emergency Management Plan Manual |
| 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) |
| Megaphone/Siren/Air Horn |
| Dolphin Torch & spare battery |
| 6 x hand torches & spare batteries |
| Pair of leather gloves |
| Chalk |
| Whistle |

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 | |