

FOREST EDGE CAMPSITE

**McKenzie Rd
Neerim South**

IN AN EMERGENCY QUOTE

**CFA Grid Reference Number - 995155
Map Book Region 9-10**

FIRE & EMERGENCY MANAGEMENT PLAN

NOV 2003
UPDATED August 09

1	INTRODUCTION	4
1.1	General	4
1.2	Authority	4
2	EMERGENCY PLANNING COMMITTEE (EPC)	4
2.1	Plan Revisions	5
2.2	Indemnity of employees	5
3	THE CAMPSITE	5
3.1	Location	5
3.2	Description	5
3.3	Environment	6
3.4	Services	6
3.4.1	Non- potable water	6
3.4.2	Potable Water	6
3.4.3	Gas	6
3.4.4	Electricity	7
3.4.5	Switchboard Locations	7
3.5	Emergency Equipment	7
3.6	Evacuation Assembly Areas	7
3.7	Master Emergency Control Point	8
4	TYPES OF EMERGENCY	8
4.1	Requiring Possible Evacuation	8
4.2	Requiring Response	8
5	RISKS AND HAZARDS	8
6	EMERGENCY CONTROL ORGANISATION	9
6.1	Responsibilities of the ECO	9
6.2	Training /Drills/Reviews	9
6.3	Chief Warden	9
6.3.1	Chief Warden Responsibilities	9
6.3.2	Chief Warden Duties	10
6.4	Deputy Chief Warden (Head of Operations)	10
6.5	Wardens	10
6.5.1	Warden Responsibilities	10
6.5.2	Warden Duties	11

7	CAMP LEADERS OR TEACHERS RESPONSIBILITIES	11
8	EVACUATION PROCEDURES	12
9	COMMUNICATION	12
9.1	Evacuation Alarm	12
9.2	PA System	12
9.3	Telephones	13
9.4	Information Centre	13
9.5	Guests Records	13
10	FIRE & EMERGENCY EVACUATION FLOW CHART	14
11	BOMB THREAT PROCEDURES	15
11.1	Overview	15
11.2	On receipt of a telephone bomb threat	15
11.5	Evacuation	15
11.6	Procedures Flow Chart	16
11.7	Bomb Threat Check List	17
12	MISSING GUESTS PROCEDURES	18
13	LOSS OF WATER / ELECTRICITY	18
14	MEDICAL EMERGENCY	18
15	EQUIPMENT FAILURE PROCEDURES	18
16	CROWD CONTROL PROCEDURES	19
16.1	Human Response to Fire and Evacuation Alarms	19
16.2	Guidelines for Wardens	19
16.3	Parents attending the Campsite	19
17	RECORDING EMERGENCIES	20
18	EMERGENCY INFORMATION UPDATED AUG 09	21
	Phone Numbers	21
	Contact Details	21

1 INTRODUCTION

1.1 General

This emergency management plan contains information and guidance for owner/management, staff and occupants of the complex. It contains a description of the site and its surroundings and includes an overview of potential hazards and procedures which must be followed to ensure the safety of all occupants in an emergency situation.

It has been formulated on the basis of the guidelines specified in AS3745 – 1995 *Emergency Control Organization and Procedures for Buildings* and utilizes the establishment of an Emergency Planning Committee (EPC) and an Emergency Control Organization (ECO).

In the event of an emergency the smooth operation of these procedures will only occur if everyone is familiar with the content and their respective duties. Injury and property loss as a result of an emergency or panic in response to that emergency can be significantly reduced if an efficient ECO is in place and all occupants are aware of their responsibilities.

Any emergency may result in the need for evacuation of some or all occupants. These procedures will enable management and staff to deal with the emergency and/or evacuation in a manner, which will ensure the safety of the occupants. Familiarization with its contents is imperative.

The plan is specific to emergencies, which impose an immediate threat, but also includes emergency incidents, which may affect the smooth operation of the campsite and are of a general nature. These may include power failure, loss of water, equipment failure and minor incidents, which may affect the health and well being of guests. Some of these emergencies may be of only short duration and not require the response of emergency services, while others may be protracted. It identifies roles and responsibilities of management and staff during all these emergencies.

All emergencies, regardless of magnitude, which affect the safety and well being of guests or staff must be reported and responded to, in accordance with these guidelines, as soon as practicable.

1.2 Authority

The Occupational Health and Safety Act impose obligations on management and staff to ensure the safety of persons they are responsible for, including other employees and members of the public.

It is mandatory that management, staff and occupants adopt these procedures and ensure they are followed. They have been developed in accordance with the intent of the *Occupational Health and Safety Act of Victoria 1985* and are generally in compliance with Australian Standard 3745 – 1995 *Emergency Control Organization and Procedures for Buildings*.

2 Emergency Planning Committee (EPC)

These procedures require the formation of an EPC, which comprises the owners (or their representative) of the site, management and at least two employees. It is responsible for the regular review of these procedures, which should be undertaken annually.

The EPC should also ensure that an efficient Emergency Control Organisation is in place and that all employees are adequately trained in the use of installed equipment and also in the

implementation of these procedures including evacuation exercises. The ECO comprises owners (or their representative) management and staff appointed for the control of emergencies and are responsible for the implementation of this plan in case of emergency.

2.1 Plan Revisions

The annual review should ensure that all possible types of emergencies are considered and included. It should also ensure that the procedures contained herein take into account any changes to the site, staffing and operations of the campsite. It must also take into account any requirements of the emergency services and changes to Acts, Regulations and guidelines for operation of a campsite.

Review must also occur following any emergency. This review must consider the nature of the emergency, the appropriateness and efficiency of the response and whether the procedures were followed. Any shortfalls or inefficiencies must be addressed immediately.

Copies of this plan and any future amendments must be provided to all emergency services, which may have the need to respond to the campsite.

2.2 Indemnity of employees

AS 3745 – 1995, clause 2.1.4, states that ECO personnel must be indemnified against civil liability resulting from practice or emergency evacuation of a building where the personnel act in good faith and in the course of their duties.

Forest Edge CYC has public liability insurance, which extends cover to employees in the course of their duties.

3 The Campsite

3.1 Location

Forest Edge Campsite is located at Neerim East, 34km from Warragul. From Warragul, travel through Neerim South, and continue 7km to Neerim East Road and turn right here. After 3km drive straight ahead onto McKenzie Rd (sealed Feb 07). The Forest Edge facility is located at the end of this road. The campsite is situated on the Latrobe River and surrounded by the Noojee State Forest.

3.2 Description

Forest Edge (purchased in 1983) is a 100 acre former dairy farming property situated on the banks of the Latrobe River and surrounded by the Noojee State Forest. The acreage varies from steep pasture, to river flats and some flood plains. The campsite offers a site catering for all age groups in schools, youth groups, churches and other organizations. Accommodation consists of single story lodges and cabins. The site consists of two separate accommodation areas – the Latrobe River Lodges and the McKerlie Creek Cabins.

The Latrobe Lodges consist of 27 separate centrally heated en-suited rooms of brick construction with colourbond roof, as well as 2 conference rooms. A dining room, auditorium and office are located in the multi-purpose stadium. These areas are staffed with Forest edge personnel.

There are 7 McKerlie Creek cabins located on the opposite side of the oval to the Lodges and are constructed of corrugated iron and timber. Heated via electric panels, they share a common timber constructed ablution block. Each cabin sleeps from to 8 - 10 guests. A rustic iron and rock constructed fully enclosed pavilion, contains a self-catered kitchen and dining area

The combined campsite accommodates 220+ guests and staff in total. The 'Lodge' and 'Cabin' areas are able to be hired separately. Guests usually come by car or bus, depending on the type of user group.

The manager's residence (house number 1- the original Farm House) is located along a private road to the right as you drive through the entrance to the site. Other staff residences (houses 2 & 3) are also located here. Further down the hill there are 3 staff flats. All residences are of a timber or masonry construction.

3.3 Environment

The property is in a rural, bush environment at the end of McKenzie Road, located in a river valley. Land on the opposite side of the Latrobe River that forms the southern and eastern boundary of the property, consists of rugged state forest wilderness, reaching to Mt Baw Baw and beyond. This is designated as the Noojee State Forest. River flats and gently rising grassy slopes are typical of the 20 acres of the main campsite area. A small permanent creek divides the property north to south.

3.4 Services

3.4.1 Non- potable water

The first source comes from the McKerlie Creek via a weir on our neighbour's property and is gravity fed to supply: -

Five fire hoses and one hydrant located around the complex via our fire services storage tank.

The second source is pumped by an electric pump on our property to the roadside tank on the left side of the driveway as you drive in. This water is both filtered by a sand filter and sanitised via an automatic chlorinator before being gravity fed to the Lodge and Cabin bathrooms.

3.4.2 Potable Water

This is collected from the stadium and Lodge roofs into a 250,000 litre tank at the end of the stadium, sanitized via an ultraviolet method and then pumped to the kitchen and dining room areas for drinking and use in catering.

The cabin drinking water is pumped from the stadium tank to a tank behind the staff units, gravity fed via an ultraviolet sanitizer to the kitchen and tap outside the laundry.

3.4.3 Gas

There is a 2.5 kL LPG tank installed outside the stadium. This provides fuel for hot water at the Lodges and hot water / cooking for our kitchen.

Staff houses 1, 2, 3 have 190 litre gas tanks attached for heating, cooking and hot water.

Staff units further down the hill have 2 other gas tanks -190 litre (in tandem) situated next to the water tank opposite the shed.

Cabin area 2 X 190Lt bottles are located behind the kitchen attached to the Pavilion. There is also a 45Lt bottle as a backup.

3.4.4 Electricity

A 200 kVA transformer and a switch room containing switch-gear are located adjacent to a power pole between the Guests registration office and the Lodges.

3.4.5 Switchboard Locations

Cabin area: On the ablution/laundry block southern wall
In the self catered kitchen

Multi - purpose stadium: In the main kitchen
In the dining room
In the auditorium
In the program store

3.5 Emergency Equipment

Forest Edge CYC maintains its own Fire truck capable of controlling small fires. Staff is trained to use this equipment via the local CFA unit.

There are five (5) Fire hose reels installed on the fire services main branch, Two are located in the 'internal corners' of the quadrangle formed by the Lodge complex.

One is located in the 'internal corner' of the North side of the Stadium.

One is located at the external corner of the North side of the Stadium next to the office.

One is located upstairs at the far end of the foyer adjacent to the exit doors.

One single headed L-Type hydrant is located at the end of lodge room 1 adjacent the gas tank.

Emergency Lighting is installed in the stadium, auditorium, dining room, kitchen and office and above the escape routes.

Each sleeping area contains hard wired smoke detectors.

PA systems used in the evacuation process are located in the dining room of the Latrobe Lodges and the kitchen of the McKerlie Creek Cabins.

A further P.A outlet initializing both dining-room P.A units is installed in the office, which is the **Master Emergency Control Point**.

3.6 Evacuation Assembly Areas

The Emergency Evacuation Assembly Area has been designated, to cover both accommodation areas.

The major Emergency Evacuation Assembly Area is located centrally - on the main oval.

The **secondary Emergency Evacuation Assembly Area** is located in the stadium, BUT is designated as the major area when emergencies require shelter as in the case of bush fires. See site plan in the appendix at the back of this Emergency plan.

The Evacuation Assembly Areas will provide a safe refuge during an emergency and keep all occupants out of the way of responding emergency services.

3.7 Master Emergency Control Point

The Master Emergency Control Point is situated in the main office, which is part of the main building complex situated above the Latrobe Lodges. It has all communication facilities enabling contact with emergency services plus a large battery operated megaphone with siren capabilities. It also has a vantage point overlooking the entire complex and is sufficiently separated from the accommodation areas as to be out of the way of responding emergency services, while at the same time allowing easy access for emergency service personnel. The Chief Warden will control operations for an emergency at least initially from this location unless otherwise directed.

3.8 Secondary Emergency Control Point

The manager's residence (House 1) which is the 2nd house located on the right on the private road just inside the entrance gate, is designated to be the Secondary Emergency Control Point.

4 Types of Emergency

4.1 Requiring Possible Evacuation

The following emergency situations may require a partial or full evacuation of the complex:

- Fire or explosion
- Gas leak
- Chemical spill
- Structural damage
- Natural disaster
- Civil disturbance
- Bomb threat
- By direction of Police or by an Emergency Service

4.2 Requiring Response

Some events may not require evacuation but will necessitate an emergency response and they include:

- Lost or missing guests
- Medical emergency (i.e. physical injury, bites and stings, drowning, disease, etc.)
- Fatality, serious injury, assault
- Intrusion by unwanted individuals
- Loss of essential services e.g. electricity, water
- Storm

5 Risks and Hazards

Roadway– Hazardous materials transport, accidents

Gas leak/explosion

Rural area, snakes, spiders etc.

Rivers and creeks present drowning hazards

Natural disaster e.g. fire, earthquake

6 Emergency Control Organisation

6.1 Responsibilities of the ECO

The Emergency Control Organisation comprises management and all staff of the Forest Edge campsite. The ECO is responsible for:

Control of the emergency - if safe to do so

The safe and orderly evacuation of guests and anyone else within the site to the designated Evacuation Assembly Areas

Assist the Emergency Services as directed

In the event of fire to use installed fire fighting equipment – if safe to do so

The safety of guests and their removal from the danger zone is the main priority of the ECO. Dealing with the emergency should only occur if guest's safety and evacuation can or has been completed successfully.

The ECO consists of a Chief Warden, Deputy Chief Warden and Wardens.

Persons nominated for these positions must have their details documented and attached to each copy of these procedures.

6.2 Training /Drills/Reviews

The ECO should meet at least six monthly for training purposes. This training must ensure complete familiarization for all staff. This should include a re-familiarisation of this manual by all staff every 6 months at the same time as the Forest Edge Hazards reduction sheet is completed.

Routine drills (as opposed to irregular impromptu drills carried out during the year) these are scheduled drills with debriefing times.

All emergency procedures and the operation of any equipment, which might be used during any emergency

A record of these training and emergency sessions including dates and participants is placed on the current hazards record sheet.

6.3 Chief Warden

The position of **Chief Warden** will be filled by the camp manager or in the camp manager's absence the Head of Operations.

6.3.1 Chief Warden Responsibilities

Ascertain the nature of the emergency and determine the appropriate action

Take charge of any emergency response until the arrival of an emergency service

Ensure the appropriate emergency services, if required, have been notified

If a school group is in residence notify the School, Dept. of Education Emergency and Security Management team and regional Dept. of Education Office for Gippsland (business hours), which is located at Moe. See *Emergency Phone Numbers in the appendix at the back of this manual.*

Ensure appropriate staff are notified of the nature of the emergency and relevant response
If necessary, initiate evacuation procedures
Brief emergency service personnel on arrival of nature and location of emergency and status of response
Provide assistance to emergency services as directed
Ensure guests welfare during and after the emergency
To establish an information centre at a location, that will not interfere with emergency operations

6.3.2 Chief Warden Duties

In case of an emergency:
Proceed to Master Emergency Control Point (MECP) and take charge
Establish communication with the affected area and assess the nature and location of the emergency
Notify the appropriate emergency service
If an evacuation is required give instructions to the Wardens to initiate the evacuation alarm and use the public address system to advise guests
Ensure ALL staff is aware of the emergency, if necessary having the wardens use the public address system
Stop any vehicular movement and ensure emergency service access is clear
Maintain control of the emergency until arrival of the emergency services and then act under their direction
Appoint a responsible person to control an information centre where parents can report if they arrive

If leaving the MECP for any reason Wardens must be notified

6.3.3 Sequence of Evacuation

The sequence of evacuation is:
The affected area
The affected building

6.4 Deputy Chief Warden (Head of Operations)

The Deputy Chief Warden will assume the responsibilities of the Chief Warden if he is absent. If the Chief Warden is present he will assume responsibilities as directed.

6.5 Wardens

6.5.1 Warden Responsibilities

Thorough knowledge of the area they are responsible for including exits, emergency equipment etc.
Notify Chief Warden of any emergency
Commence evacuation if circumstances warrant it or if directed by the Chief Warden or member of an emergency service
Implement emergency procedures
Communicate with the Chief Warden by whatever means available and act on his instructions
Advise Chief Warden of whatever actions are taken
Liaise with teachers/guests to ensure safe evacuation
Ensure campsite is thoroughly searched during evacuation

To record any relevant details or information (e.g. Roll Call, Injuries, guests details etc.)

6.5.2 Warden Duties

Evacuate any occupants in immediate danger

Make sure the alarm has been raised

Report to the Evacuation Control Point (ECP) and advise Chief Warden of nature and location of the emergency

If the emergency cannot be controlled isolate as best as possible

6.5.3 In case of evacuation:

Instruct teachers to lead occupants to the Evacuation Assembly Area and ensure a camp leader/ teacher is there to supervise them at all times and initiate roll call.

Initiate a thorough search of the premises

If roll call is inconclusive and it is still safe to do so conduct another thorough search to ensure all occupants are accounted for

Advise the Chief Warden that the camp has been evacuated

Remain in charge until the all clear is given

Provide assistance to occupants in difficulty

Ensure noise level is kept to a minimum

Keep evacuees together

Ensure emergency service access is not blocked

Prevent any persons from re-entering building for any reason unless authorized by the Chief Warden or Emergency Service controller

Permit only non-bulky items to be carried

Ensure guests are supervised by an adult at all times

6.5.4 Mobility Impaired Persons

If Mobility impaired persons cannot be led to the Evacuation Assembly Area without prejudicing the other occupant's safety they should be led to a safe holding area (e.g. Emergency Control Point). Notify the Chief Warden and complete their evacuation when safe to do so.

The Chief Warden must be kept advised of the situation regarding mobility impaired persons.

If possible nominate a co-guests or other person to be responsible for the mobility impaired person, both during the evacuation and also at the Evacuation Assembly Area.

6.5.5 Persons Refusing to Comply

Should a person refuse to comply with a Wardens instruction the Warden shall:

- Ensure the person has been clearly advised he is required to evacuate because of an emergency
- Notify the Camp or Chief Warden (as appropriate) who shall in turn advise the responding emergency services officer, who has the discretion to have the person removed by law

7 Camp Leaders or Teachers Responsibilities

During an emergency teachers and/or camp leaders are responsible for the supervision of the guests at all times. Acting under the direction of the Wardens they will ensure the guests follow directions and remain under constant supervision.

If directed by a Warden to lead guests to the Emergency Evacuation Area they will do so quickly and quietly.

If they are directed by a Warden or the emergency services to another task it is their responsibility to ensure guests remain under adult supervision.

If sufficient teacher/group leaders are available then some may be utilized for other duties, such as ensuring all guests are evacuated and assembled in the appropriate area or for running messages.

Group leaders/teachers must keep all guests records with them at all times during an emergency.

8 Evacuation Procedures

Emergency evacuation procedures will be initiated by the sounding of the evacuation alarm. This alarm may be activated by:

Direction of the Chief Warden

Direction of the Emergency Services

On the sounding of this alarm Wardens shall implement the following actions:

Direct any occupants to the nearest exits and guide them to the appropriate Evacuation Assembly Area

Check all areas including toilets, cupboards, under beds, plant rooms, recreation rooms, cool rooms and any other occupiable spaces

Liaise with head teacher or camp organiser to activate a roll call to account for all guests.

Conduct a final check of all areas, if safe to do so, to ensure complete evacuation if roll call is inconclusive

Advise the Chief Warden when evacuation is completed

Wardens will then report to the Evacuation Control Point for further instructions

Evacuees are not to leave the Evacuation Assembly area unless by express permission of the Chief Warden or the Emergency Services. Any parent/guardian who has permission to collect their children must remain in the Information Centre while a runner takes the permission to leave docket to the Warden at the Emergency Evacuation Point, who will release the guests named on the docket to the runner who will reunite the guests with their parent/guardian.

9 Communication

9.1 Evacuation Alarm

An evacuation alarm system is installed in each site (Latrobe Lodges & McKerlie Creek Cabins) as part of the public address system and each is operated independently. The evacuation alarm is used to alert the campsite of the initiation of evacuation procedures. When sounded, Wardens must proceed to the Emergency Control Point.

9.2 PA System

The PA system in each camp can be used to advise guests of evacuation procedures and also be used to assist with providing emergency information, which may assist to maintain calm and promote a smooth evacuation.

9.3 Telephones

The telephone system installed in the camp has emergency priority. During an emergency all calls must be restricted to matters relating to that emergency and kept brief.

9.4 Information Centre

An information centre will be established at a location where it will not impede emergency operations. This centre can be used to impart information to the media as they arrive, but is mainly established to provide a location for parents to report to where they can be briefed on the situation. Instructions for the collection of children is in Paragraph 16.3

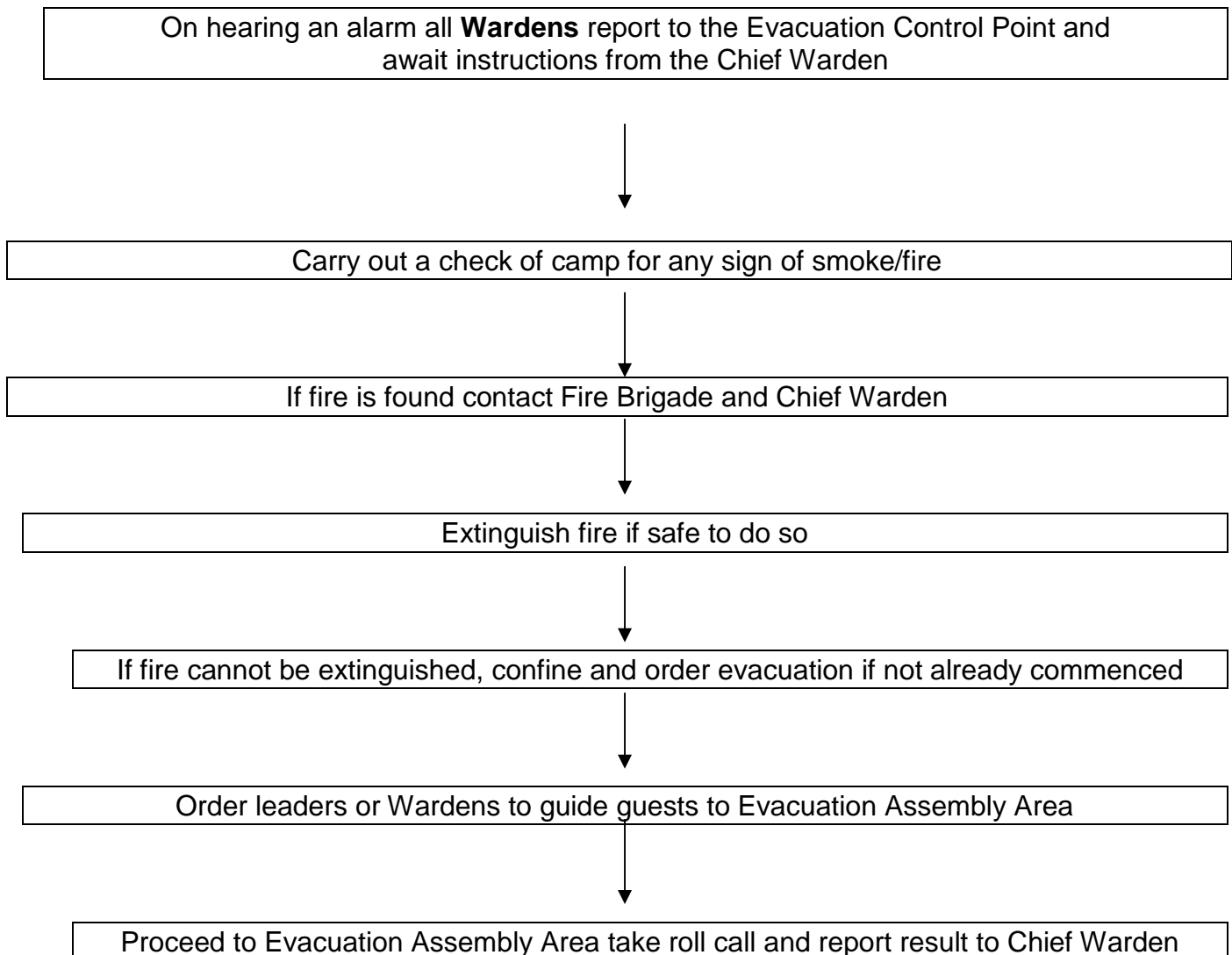
9.5 Guests Records

Guests records must be taken to the Emergency Evacuation Point during evacuations by the Group Leaders and include a complete list of guests names, medical information etc. Forest Edge records are kept in the Red folder marked "Accommodation Register" on the right hand side of the receptionists' desk.

9.6 Communication with CFA

During the fire season a report outlining the number of guests in residence each week will be sent to the local CFA Headquarters in line with the recommendations made in the Black Saturday Royal Commission.

10 Fire & Emergency Evacuation Flow Chart



If Emergency does not involve fire skip steps relating to fire fighting.

11 Bomb Threat Procedures

11.1 Overview

If a bomb threat is received either verbally or written the following points should be observed.

11.2 On receipt of a telephone bomb threat

- Remain calm
- Use bomb threat check list
- Obtain as much information as possible and record details
- Listen carefully for background noises or any other identifiable sign
- Notify Chief Warden, Campsite Owners and Police
- Complete bomb threat report
- Do not discuss with guests

11.3 Evaluate Threat

- Study bomb threat report
- Gather facts
- Consider options
- Make a decision
 - Take no further action
 - Search without evacuation
 - Evacuate and search
 - Evacuate without search

11.4 Searching

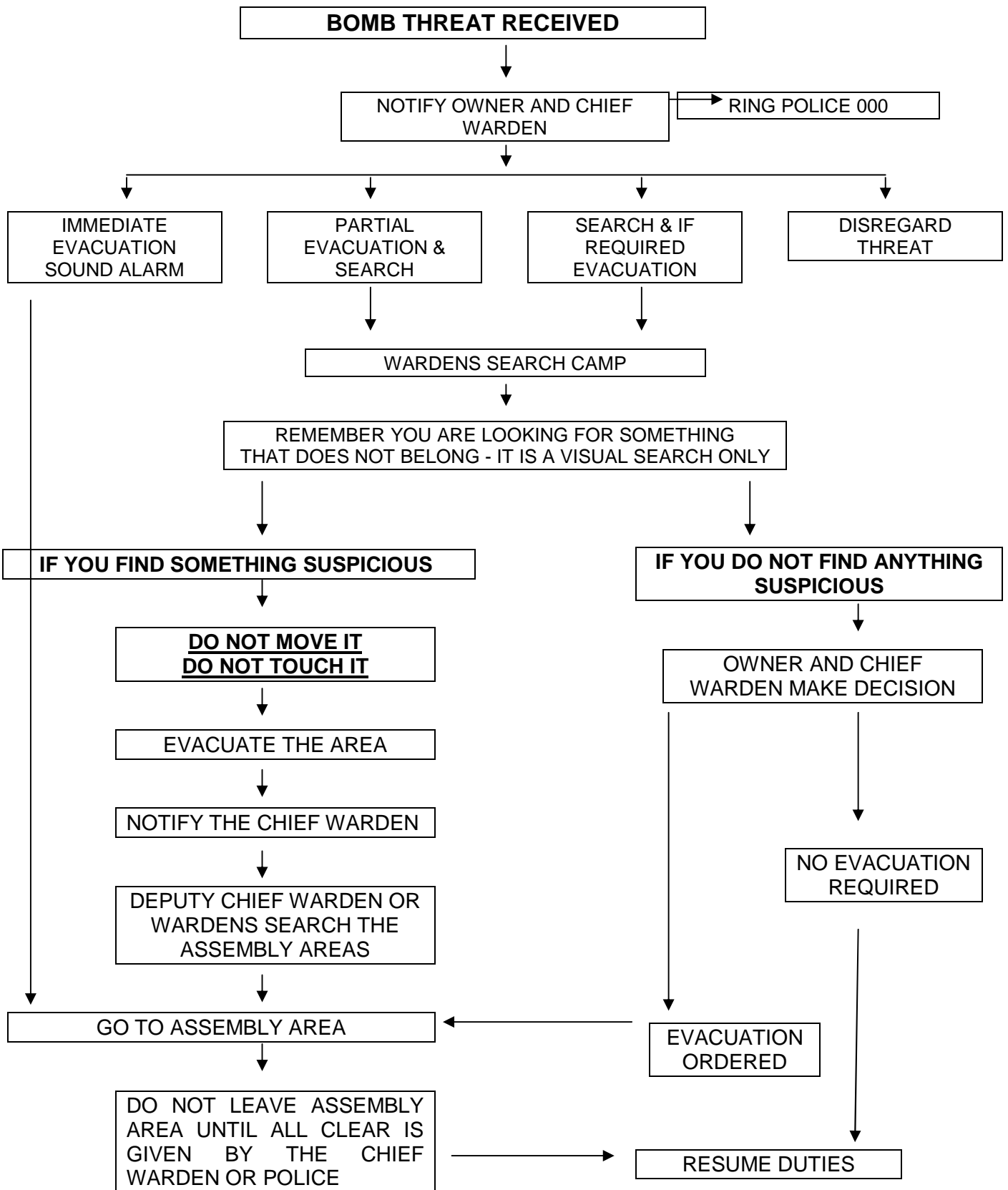
- Search public areas first including the Assembly Area
- You are looking for something that does not belong where it is
- If you find anything suspicious
 - **Don't move it**
 - **Don't touch it**
- Notify the Chief Warden of search results

11.5 Evacuation

Evacuation due to a bomb threat is not necessarily in accordance with fire evacuation procedures and significant safety considerations need to be made:

- The location of any suspicious article may mean reconsidering the evacuation route or assembly area
- Evacuation may remove search personnel from the site
- A bomb threat evacuation may panic guests resulting in chaos and/or injury
- Depending on nature of incident only a quiet and partial evacuation may be necessary

11.6 Procedures Flow Chart



11.7 Bomb Threat Check List

**BOMB THREAT CALL
QUESTIONS TO ASK**

1. When is the bomb going to explode?
2. Where did you put the bomb?
3. When did you put it there?
4. What does the bomb look like?
5. What kind of bomb is it?
6. What will make the bomb explode?
7. Did you place the bomb?
8. Why did you place the bomb?
9. What is your name?
10. Where are you?
11. What is your address?

EXACT WORDING OF THREAT

ACTION

Report Call immediately to Police on '000'
Notify the Chief Warden

**REMEMBER KEEP CALM
DON'T HANG UP
NOW
FILL IN THE BOMB THREAT REPORT**

**BOMB THREAT REPORT
CALLER'S VOICE**

Accent (Specify): _____

Any Impediment (Specify): _____

Voice (e.g. loud, soft): _____

Speech (e.g. Fast, Slow): _____

Diction (e.g. clear muffled): _____

Manner (e.g. calm, emotional): _____

Did you recognize the voice? _____

If so, who do you think it was? _____

Was the caller familiar with the area? _____

THREAT LANGUAGE

Well Spoken: _____

Incoherent: _____

Irrational: _____

Taped: _____

Message read by caller: _____

Abusive: _____

Other: _____

BACKGROUND NOISES

Street Noises: _____ House noise: _____

Aircraft: _____

Voices: _____ Local Call: _____

Music: _____ STD: _____

Machinery: _____

Other: _____

OTHER

Sex of Caller: _____

Estimated Age: _____

CALL TAKEN

Date: _____ Time: _____

Number Called: _____

Duration of Call: _____

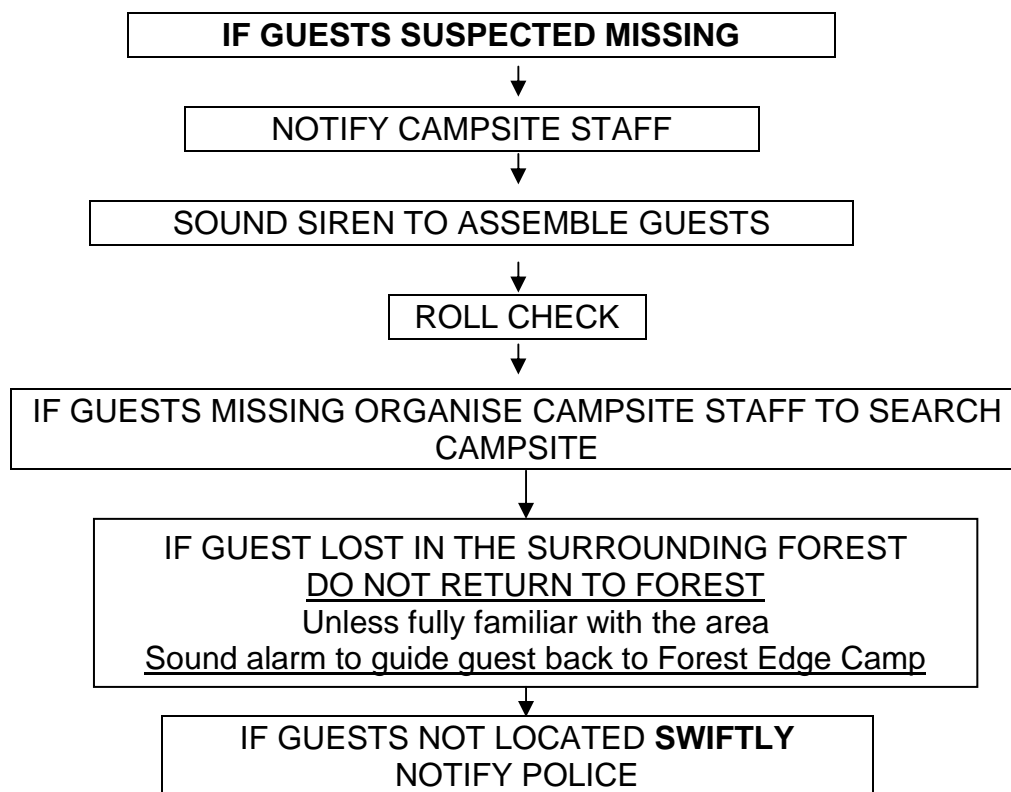
RECIPIENT

Name (print): _____

Telephone Number: _____

Signature: _____

12 Missing Guests Procedures



13 Loss of Water / Electricity

- Report to Campsite owners or manager
- Have fault repaired if simple
- If fault is unfixable or caused by supply interruption report to relevant Authority
See Emergency Phone Numbers
Electricity - Call 13 17 99
Water - Call campsite maintenance person and/or plumber.
- When power supply resumes check all electrical appliances and reset any timers

14 Medical Emergency

- Leader or Campsite staff to administer first aid (if certified to do so)
- Notify campsite staff who will in turn notify manager
- If necessary call ambulance
- Keep other guests away
- If necessary to remove guests to another location advise the manager so any response is sent to the correct location
- If poisoning occurs call Poison information line *See emergency phone numbers*

15 Equipment Failure Procedures

Where equipment fails or breaks down notify the Host who will investigate and attempt rectification. Otherwise the Duty Manager will decide on the appropriate course of action. If problem cannot be fixed then Manager will authorise repair by a licensed tradesman.

16 Crowd Control Procedures

16.1 Human Response to Fire and Evacuation Alarms

Research indicates that people unfamiliar with specific alarms, such as visitors, will usually react in the following manner:

- Ignore the alarm hoping it will be a false alarm or go away
- Finish what they are doing
- Locate family and friends
- People in a group will behave in a similar manner
- Most people will not panic unless confronted with a dangerous situation, which they believe there is no escape from
- They will usually take on a passive role, expecting to be told what to do by someone with authority

This last point is what allows Wardens to control crowds.

16.2 Guidelines for Wardens

- Keep yourself clearly visible
- Do not expose yourself or any other person to danger
- Stay where you can keep control of persons leaving an area
- Use a firm but calm voice
- Use commanding hand signals
- DO NOT use words such as hurry, quickly, faster, bomb, fire, trapped
- DO NOT engage in lengthy conversations or explanations
- Prevent evacuees from carrying bulky items, which may obstruct exits

16.3 Parents attending the Campsite

If an emergency situation results in the attendance of parents it is important that they not be allowed to go directly to the Emergency Evacuation Point and take their children away. Someone, preferably a spare leader should be directed to meet them, and have them gather at the Information Centre where they can be briefed on the situation. This will provide reassurance until they can be reunited with their children.

NOTE - Parents MUST NOT be allowed to go to the Emergency Evacuation Point and remove children. They must report to the Information Centre and fill out a “permission to leave docket” with the names of all children they plan on taking. A duplicate of this docket will then be given to a designated runner who will retrieve the children from the Emergency Evacuation Point by handing the “Permission to Leave Docket” to the warden in charge of the Emergency Evacuation Point who will release the children to the runner who will inturn reunite them with their parent/ guardian.

Permission to Leave Dockets are in the back of this folder.

17 Recording Emergencies

Details of the emergency should be recorded in the log book and include such details as:

- Evacuation times
- Missing persons
- Phone call log (e.g. time, who called)
- Actions taken
- Decisions made

This recording process can be carried out simply, by making notes on a pad as the emergency progresses.

A debriefing meeting should be held as soon as practicable after the emergency involving all persons concerned and include if possible emergency service representatives. The purpose of this debriefing is to review the procedures and identify any psychological effects following the emergency.

18 Emergency Information updated AUG 09

Phone Numbers

FIRE BRIGADE.....	000
POLICE.....	000
AMBULANCE.....	000
SES.....	5623 1028
DOCTOR.....	5628 1302
HOSPITAL.....	5628 1226 (priv) 5623 0611(pub)
TRU ENERGY.....	13 17 99
WATER.....	(In house supply)
POISONS.....	13 11 26
ELGAS GAS	24 HR EMERGENCY 1800819 783
	B.H. Faults 131161
DEPT. of EDUCATION	
EMERGENCY & SECURITY MANAGEMENT	24 HR 9589 6266
DEPT. of EDUCATION Regional Office	B.H. 5127 0400

Contact Details

FIRE BRIGADE	
Country Fire Authority	
Neerim South	5623 1180
Regional Office	
24 Normandy Street Warragul 3820	5623 1180

POLICE	
Until midnight - Neerim South	5628 1303
Then - Warragul	5622 7111

DOCTOR (Business Hours)	
53 Main Rd Neerim South	5628 1302

HOSPITAL (24 Hr Emergency)	
Warragul.....	5623 0611

Forest Edge CYC

JOHN KRAUSE – MANAGER	0414 450 224
TREVOR BLOOD – HEAD OF OPERATIONS	0427 525 837
GLYN MAHON – CYC LTD CEO	0418 552 193

19 Media Management

To prevent any nuisance calls from the media, the following procedure applies:

- guests shall not be allowed to access telephones except to contact emergency services
- mobile phones shall not be used except in emergencies
- no camp staff or leaders (except the manager) shall contact any media organisation
- refer all media enquiries to police and offer no opinions
- Media access to the campsite or guests shall be denied
- If media have gained access to the site, contain in an area allocated to the media

Forest Edge CYC Lodge Layout



Maximum 5 People per Room

For School Groups:

- 2 Bunks (4 Beds) and 1 Trundle Bed
- Toilet / Shower Shared between two rooms
- 2 Wash Basins

For Weekend Groups:

- 1 Combination Double/Single Bunk, 1 Standard Bunk & 1 Trundle Bed
- Toilet / Shower Shared between two rooms
- 2 Wash Basins

Adventure Into Nature

405 McKenzie Road
Neerim East 3831
P: (03) 56284224
F: (03) 56284445
Free call -1800 TO STAY
E: forestedge@cyc.org.au
www.forestedge.cyc.org.au

ABN 69 095 681 342

Note: Lodge 27 has 8 beds (4 bunks) and wheel chair accessibility

