



EMERGENCY RESPONSE PLAN

Reviewed **01/07/2016**

It is of utmost importance that those using the Tandara Camp facilities are well informed and instructed on how to respond to emergencies should they arise. Camper safety is taken very seriously and treated as the priority and it is for this reason that this detailed response plan has been developed.

- To ensure that the correct response is made to any emergency situation, all Tandara Camp staff and user groups are requested to make themselves familiar with this emergency response plan.
- All group leaders must carry some sort of communication equipment (mobile phone or hand held UHF radio etc.) at all times while off site so they can be contacted by their group leader. It is important all numbers are exchanged before camp begins. **The Group leader must at all times know where each camper and leader is and be able to make contact with them in the event an emergency situation presents itself.**
- In the event of an emergency, Tandara Camp staff should be informed.
- To prevent confusion - and to make best use of available resources, any situation requiring an emergency response should be handled by the Tandara Camp staff or group leaders. This will enable the most efficient response.
- All contact with emergency services should be done by the Tandara Camp management if available, or in their absence the group leaders.

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1. IN AN EMERGENCY

A. Verify

Verify the report.

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

B. Notify

Notify the emergency services and Tandara Camp staff

By the quickest possible means, immediately notify:

- the emergency services
- the Tandara Camp staff

C. 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.

D. Act

Take action based on the assessment of danger.

**Assembly Areas: car park.
Emergency Bell in Dining Room**

- 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 furthestmost 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: Tandara Camp, 25 Tandara Rd, Halls Gap, 3381

EMERGENCY PHONE NUMBERS

Fire Police Ambulance Dial 000 (or mobile 112)

Tandara office ph: 03 5356 4253, Fax: 03 53564220, Managers mobile at office

Hospital:	03 5358 2255 (Enquiries) 03 5358 8555 (Emergency)	Doctor:	03 5358 1410 (Stawell)
Plumber:	0438 049 469 (D&A Murley)	Power:	13 24 12 (Powercor)
Gas Supply:	131 161 ELGAS	Electrician:	0419 115 135 (Matt Skinner)
Injured Wildlife:	1300 094 535		

2. EMERGENCY PLAN OVERVIEW

The purpose of this emergency management plan is to set guidelines for the safe, efficient and effective response to any emergency which may occur on the camp-site or during camp activities.

Any incident which results in injury, or threat of injury, must be reported immediately to the camp manager, camp staff, or the camp leader, by whoever observes such an occurrence. This includes any damage property, or damage to or failure of any equipment.

2.1 ROLES AND RESPONSIBILITIES

Tandara Camp Staff

Tandara Camp 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 Tandara Camp staff, if on site, will assist where necessary.

Group Leaders

If Tandara Camp 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. Tandara Camp staff **MUST** be notified as soon as practicable. Group Leaders must supervise campers at all times and prepare and safely undertake an orderly evacuation if advised to do so by Tandara camp 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.

Regardless of the time of year, ensure all cars and vehicles are parked in the designated areas only. This will allow 24hr access for all emergency vehicles.

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

3. 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 for those campers not directly involved in the emergency situation.
2. Mobile phones shall not be used except where constructively assisting the situation.
3. Under no circumstances shall campers contact outside agencies except at the direction of the Tandara Camp staff or the group leader(s), and then only to assist in the combating of the emergency.
4. Refer all media inquiries to Police and offer no opinions

5. Media access to the site and to clients is banned except where Police and camp management dictate otherwise

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 Tandara Camp 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 when they arrive.

4. ROUTINE INCIDENTS

4.1 FIRST AID

Overview

Camp Leaders are responsible both providing their own first aid equipment and having suitably trained first aiders for their campers at all times. The Tandara Camp staff are happy to assist you and must be notified of all first aid assistance given while at Camp. Tandara has access to a defibrillator within Halls Gap, contact the on call staff members to access this device after calling 000.

4.2 SNAKE BITE

Apply the pressure immobilisation bandaging technique

- Keeps the victim lying down at total rest.
- Call 000 or mobile 112 for an ambulance.
- Discourage movement by the victim as this increases venom circulation.

Observe the victim closely

- While waiting for the ambulance to arrive, observe the victim closely for any change in condition, including pulse rate, breathing rate and level of consciousness. Be prepared to begin CPR if necessary.

4.3 ELECTRICAL FAILURE

In Halls Gap it is quite common for Blackouts and Brown outs to occur and disrupt the camp's power supply. This may completely black out the camp, or partially. Battery back up will allow hard wired smoke detectors to still operate. Loss of power will cause loss of water pressure, loss of hot water, and no power to lights (except emergency lighting which will automatically come on). **Do not allow use of candles in accommodation areas as these present a fire hazard.**

1. Notify the Tandara Camp staff who will investigate if available.
2. Continue on with camp program if daytime.
3. If dark assemble campers in the dining room where there is emergency lighting, conduct a head count, organise torches and candles and outline modified program.
4. If campers in bed visit each dorm and organise campers to have torches ready.
5. Meals will still be available but may have to be changed.
6. Continue camp program.

Tandara Camp Staff / Group leader Response:

1. Check circuit boards in main hall and related area.
2. If a circuit is off, you have a *camp problem*, if not, it may be a *town blackout*.

Camp Problem

- Before switching the circuit back on, ascertain what device may have tripped it and remove that device by unplugging it and removing it from service.
- Switch circuit back on.
- If fault undetectable or persists, leave the circuit switched off and call the camp electrician (see page 3).

Town Blackout

- Check power supply outside camp to determine an area blackout.
- Call Powercor to check fault.
- Inform group leader of action.
- Contact kitchen staff regarding menu changes due to blackout.

4.4 WATER LOSS

Campers should refrain from using the toilets with males perhaps directed to the bush. Group leaders need to be aware of hygiene issues. Remember each toilet will have one full flush only with no water pressure.

1. Notify the Tandara Camp staff who will investigate.
2. Continue on with camp program.

Tandara Camp Staff Response:

1. Investigate. Check Pump room for faults.
2. Contact camp plumber if required (see page 3).
3. Inform group leader and Tandara Camp kitchen staff of likely delay.

4.5 GAS FAILURE

No hot water or gas available at the kitchen stove top or oven may indicate trouble with gas supplies.

1. Notify the Tandara Camp staff who will investigate.
2. Continue on with camp program.

Tandara Camp Staff Response:

1. Investigate
2. If no success call camp plumber (see page 3).
3. Inform group leader of action and kitchen staff if cooking will be disrupted.

5. NON-ROUTINE INCIDENTS

In all major incidents the camp office will be the command centre and all communication with the emergency services will occur here.

5.1 BUSHFIRE

CODE RED DAY- Management will ask the user group to leave the campsite the night before or very early on the morning of the Code Red Day.

When a **TOTAL FIRE BAN DAY** is declared by the governing authorities, it is the duty of the Camp Manager to inform the Halls Gap Fire brigade of an existing group that is occupying Tandara and its facilities.

In the event of a fire emergency threatening the site, camp management in conjunction with group leaders and emergency services, will decide to **leave or stay**. Campers will be advised to evacuate the campsite **only if safe to do so and on the advice of emergency services. The two responses are then detailed below.**

5.1.1 BUSHFIRE THREATENING AND UNSAFE TO LEAVE SITE

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. The Tandara Camp staff, or in their absence the group leader, will **sound the bell in front of the dining room**. This places all campers on alert and they should quickly and calmly assemble on the car parking area in front of the hall if safe to do so.
2. **A head count of campers** is to be conducted by group leaders with all campers located and brought together and **advised what to do next**.
3. **Everyone must dress in long sleeve clothes and pants**, preferably wool, and solid footwear. Woollen Blankets are to be made available to campers and are stored on the upper shelf of the locked sliding door of the pantry (Key available from all staff)
4. **A head count of campers** is to be conducted **again** by group leaders and all campers are to come together **in the dining room** (in consultation with the emergency services) and remain inside until advised otherwise by the emergency services.
5. Tandara camp staff, or in their absence group leaders, are to **check all campsite buildings for campers, closing and locking all doors, windows and blinds to ensure no campers return**.
6. **Gas should be turned off at the gas tank**, but power should remain on to operate lights and pumps unless directed otherwise by emergency services.
7. **Buckets, hoses, mops and extinguishers should be filled and close by** ready for use only before or after the main fire front has passed. It is best to keep them handy in a place where they will not be damaged by fire.
8. Campers should **drink plenty of water**.
9. Tandara Camp staff will (time permitting):
 - **Direct staff** to designated work areas
 - **Prepare fire equipment**
 - **Fill spouting** of both accommodation and residence with water
 - Remove combustible material from verandas (doormats, furniture and bags etc)
 - Once fire front has passed check for **spot fires** and extinguish.
 - **Move to a safe area** (outdoors on the oval or car park) if the buildings are beginning to burn.

5.1.2 BUSHFIRE THREATENING AND ADVISED TO LEAVE SITE

The following procedures are drawn up on the premise that it is preferred to move campers well away to an area not threatened by fire **but only if it is safe to do so**:

1. The Tandara Camp staff, or in their absence the group leader, will **sound the bell in front of the dining room**. This places all campers on alert and they should quietly and slowly move to the car parking area if safe to do so.
2. **A head count of campers** is to be conducted by group leaders with all campers located and brought together and **advised what to do next**.
3. Campers should be instructed to **drink plenty of water**.
4. **Everyone must dress in long sleeve clothes and pants**, preferably wool, and solid footwear. Belongings should also be collected but only if there is time for this and a suitable bus or vehicles.
5. **Campers should once again be counted and immediately evacuate the site to an area deemed safe by emergency services**
6. **Campers should not attempt to return** unless instructed to do so by camp management.

5.1.3 BUSHFIRE THREATENING AND CAMPERS OFFSITE

1. **A head count of campers** is to be conducted by group leaders with all campers located and brought together and **advised what to do next**.
2. **Campers will return to Tandara Camp or move directly to another safe refuge area as deemed safe by emergency services**
3. **Campers should not attempt to return** to their activity unless instructed to do so by camp management.

5.2 BUILDING FIRE

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

1. **Notify a group leader immediately**.
2. **Tandara Camp staff or a 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 car park where a **head count** will be undertaken. If campers are missing, Tandara camp staff, or in their absence group leaders, are to **check all campsite buildings for campers, closing and locking all doors, windows and blinds to ensure no campers return. CALL FIRE on 000**
4. **If there is no evidence of smoke** Tandara Camp staff or a group leader should investigate the alarmed area to ascertain whether or not it is a false alarm.
5. **If Tandara Camp staff not present, they are to be immediately notified**.

6. **Except where the fire is small and strictly confined no attempt should be made to fight the fire.** All doors should be closed and the building evacuated.
7. **Gas & electricity should be switched off** at the gas tank, and power at the main external switchboard on the hall.

5.3 LOST OR MISSING CAMPER

1. **Try to call the camper** if they have a mobile phone with them.
2. **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.
3. **Organise a search party** comprising both Tandara Camp staff and group leaders to cover and search a number of specified areas. Searchers are to be equipped with mobile phones. Make a note of these search groups, their members and search areas. Campers should not be used in this capacity.
4. Ensure that someone in a responsible position is left in charge of the **remaining campers** and that these campers are kept occupied. This group leader should also be able to receive telephone messages etc.
5. Synchronise watches and agree upon the maximum length of this **initial search** of no greater than 30 mins. Upon reaching this time, all search groups must reassemble and confirm results and areas covered.
6. If, after this initial, quick and thorough search the individual has not been located, **CALL 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.
7. In the event of an **underlying medical concern** with the missing individual the ambulance and hospital should be informed on 000:
8. **Notify the immediate neighbours** and provide detailed description of the missing camper. Make sure that they know the camps phone number: (03)53564253
M:0427564254
9. 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, ie principal.
10. Upon locating the missing camper:
 - Ensure that the police, emergency services and neighbours are informed
 - Determine whether medical attention is required, and
 - Notify the organisation.

5.4 CAMPER ABDUCTION OR ASSAULT (Restrict private access to telephones)

Off-Site

1. Witnesses gathered and **Police contacted immediately on 000.**
2. **Group returns to camp** to continue program. Tandara Camp staff immediately notified.
3. **Group leader contacts group organisation.**
4. **Police manage situation.**

On-Site

1. Immediate details obtained from witnesses and **Police notified immediately on 000.**
2. Rest of group to carry on with program.
3. Witnesses held in office subject to police arrival.
4. **Group leader contacts group organisation.**
5. **Police manage situation.**

5.5 HOSTAGE SITUATION

There is no single correct response for this problem, as it will depend on prevailing circumstances.

If in direct contact with perpetrator:

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. **All campers and staff not involved are to be immediately evacuated** to the oval or car park 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 off site.

5.6 INJURY/ILLNESS

Off Site or 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 Tandara staff, group leader and/or **Ambulance on 000 as required.**
4. Two adults (one at least with first aid training) to stay with injured / ill camper.
5. Tandara Camp staff or group leader to arrange transport to medical aid as required.
6. Defibrillator available by contacting on call staff 0427 564254
7. Group removed from immediate vicinity of injured camper and continue program activity if safe to do so.

5.7 LPG GAS LEAK

1. Tandara Camp staff or Group leader to be notified **immediately**.
2. Gas turned off (shut off valves at various points or at the tank).
3. **If the leak is minor** e.g. slight smell of gas and the gas can be shut off **no evacuation of camp is 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 car park or oval are the best assembly areas.**
5. **Notify gas supplier and police 000.**

5.8 BOMB THREAT

1. **A head count of campers** is to be conducted by group leaders with all campers located and brought together and **advised what to do next**.
2. **Campers will move directly to a safe refuge area as deemed safe by emergency services**, this may be simply walking down to the shops or river away from the site.
3. **Notify Police on 000**
4. Follow media management procedure
5. Notify group head organisation (School principal, church, etc.)

6. POST EMERGENCY DEBRIEF

In the event that the Emergency Response Plan is enacted a post response debrief should 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 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 will be sought from all interested parties. A report shall be written and lodged with the camp.

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