

## Kinglake Forest Adventures

# EMERGENCY RESPONSE PLAN

To ensure that the correct response is made to any emergency situation that may arise in the camp or offsite all Kinglake Forest Adventures(KFA) staff and user groups are requested to make themselves familiar with the details of the emergency response plan.

**In the event of any emergency KFA staff must 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 KFA 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 KFA staff where time/availability permits.

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# Emergency Management Plan

## Campsite Overview

### Management

KINGLAKE FOREST ADVENTURES is owned and operated by :

Colin & Michelle FRENCH

### Location

The campsite is located 44 km north of MELBOURNE VICTORIA and occupies 14 acres of DELWP Leasehold amongst 1500 acres of Parks Victoria regrowth, leased pine plantation and water catchment mid way between WHITTLESEA and YEA on the WHITTLESEA-YEA ROAD. The locality/street reference number for the campsite is Melway Ref: page 610 N10

### Site

14 hectares is occupied by the campsite buildings and surrounds

- ♣ KFA is surrounded by 1500 acres of natural bushland (DELWP) and State Forestry
- ♣ The Campsite was established in the 1940's but all buildings were replaced in 2011
- ♣ The construction of the campsite buildings is mainly corrugated iron and built to current BAL standards.

### Surrounds

- ♣ The campsite is bounded by cleared farmland (southern) Melbourne Water Catchment (eastern) State Forestry (Northern) and Yea Road (western)
- ♣ The Major threat or emergency likely to develop in these surrounding areas is a BUSHFIRE
- ♣ The likely scenario for a BUSHFIRE would see the evacuation of the camp prior to any incident

### Hazards

- ♣ The campsite is set out with a central dining hall, toilet and shower block with the accommodation huts being some 30 meters apart. A machinery shed and workshop are to the southern end of the site.
- ♣ The Hazards include uneven ground, old quarry site, weir/ creek and steep tracks.
- ♣ Access to KFA is via a gated gravel road (1.8km) off the Yea Road, with access to the rear of the camp via a steep gated gravel road (700mts). The actual camp is accessible via a series of paths, 4wd tracks and single tracks. All the buildings have direct drive up access.

### Emergency Services

- ♣ Kinglake West CFA is located 5km from the camp and response time is 9mins. Community Emergency Response Team (CERT) is co - located with the Kinglake West CFA and has the same response times. Police are located at Kinglake (15km) with a response time of 20mins.
- ♣ Ambulance response from Kinglake 15min, Yea is 45mins, from Mill Park 30mins. The Northern Hospital is 30mins with the Yea District Base Hospital being 40min.
- ♣ In the event of an emergency the Emergency services would be contacted by phone, by camp staff or by group leader

### Site Services

The campsite services are:

- ♣ Water supplied by solar electric pumps from a bore housed in the plant room.
- ♣ LPG gas supplied by: Elgas
- ♣ Electrical power supplied by Simply Energy and maintained by SP AusNet
- ♣ Simply Energy/SP AusNet emergencies : **131 799**

### Communications

- ♣ The campsite has 3 incoming telephone lines, 1 phone line (57865282) in the office and kitchen is the designated emergency phone, broadband access and 4 mobile phones. The managers mobile phone number is 0407 318410.

- ♣ The loss of power would not impact on the communication safety of campers.

#### **Fire Services**

- ♣ Mains operated smoke alarms are fitted in all room and all buildings.
- ♣ The campsite is inspected annually for fire hazards by the CFA.
- ♣ All fire fighting appliances are inspected by a qualified CFA Officer.
- ♣ A diesel fire pump, located in the plant room, will provide a four hour capacity to six hose reels around the camp.
- ♣ 150,000 litre dedicated water tank supplying above.

#### **Management Presence**

- ♣ KFA is manned 24/7, on the occasion staff are not on site we are contactable via mobile phone. If we have a group booked and a KFA staff member is not on site we will ensure that the group leaders are made aware at the commencement of their camp, the emergency management plan, emergency contacts and policy & procedures.

#### **Final summary,**

The most likely threat to KFA is bushfire, with days of total fire ban increasing the threat of bushfire. On days of total fire bans KFA staff , brief campers, test fire equipment, communications and monitor the media for updates and is in regular contact with the Kinglake West CFA. KFA will be evacuated of campers on days of Code Red fire danger. On other days, KFA will be directed by the emergency services as to when to evacuate.

# IN AN EMERGENCY

<h2>1. Verify</h2>	<p><b>Verify the report.</b> confirm with other campers, with emergency services or other reliable people the accuracy of the information about the emergency.</p>
<h2>2. Notify</h2>	<p><b>Notify the KFA staff and emergency services</b> By the quickest possible means, immediately notify: the KFA staff the emergency services</p>
<h2>3. Assess</h2>	<p><b>Assess the danger posed by the emergency</b> 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.</p>
<h2>4. Act</h2> <p><b>Assembly Areas: Main Carpark Alt Playing Field</b></p> <p><b>Emergency loudhailer siren in the kitchen beside pantry door</b></p>	<p><b>Take action based on the assessment of danger.</b> ensure that injured campers or staff 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. Pay special attention to ensuring disabled guests are included ASAP. refer to any specific procedures developed for the emergency.</p>
<h2>KINGLAKE RANGES WILDERNESS CAMP</h2> <h3>1419 Yea Road KINGLAKE WEST 3757</h3>	
<p><b>Melways map : page 610 N10</b></p>	
<p><b>Office ph/fax : 03 57865230 / 03 57865005</b></p>	
<p><b>Campsite ph: 03 57865282 Mobile: 0407 318410</b></p>	
<p><b>Satellite Phone: 0147 145275</b></p>	

# Emergency Phone Numbers

**Fire    Police    Ambulance    Dial 000**

<b>Northern Hospital:</b> 8405 800018E Cooper Street Epping Victoria 3076	<b>Doctor (Kinglake):</b> 5734 8400 <b>Nurse On-Call:</b> (free 24-hour health advice hotline) Phone 1300 60 60 24	<b>Doctor (Whittlesea Clinic):</b> 971 01534 Macmeikan St Whittlesea, V 3757.
<b>Yea Hospital:</b> 5736 040045 Statio Street , Yea 3717		
Kinglake Police: 5786 1333	SES: 13 25 00	Poison : 13 11 26
Ambulance: 000		
Plumber: Peter Molenkamp 03 5786 1498 Mob 0408 176342	Electrician: Steve Thomas Mob 0418 385816	Dept. of Ed: 1800 809834
Gas supplier: Elgas 1800 819783	Power: 132 099	Standby coach evacuation: Panorama Coaches 0408 566289

## KINGLAKE RANGES WILDERNESS CAMP

**1419 Yea Road KINGLAKE WEST 3757**

**Melways Map : page 610 N10**

**Office ph/fax : 03 5786 5230 / 03 5786 5005**

**Kitchen ph: 03 5786 5282**

**Managers Mobile: 0407 318410**

**Satellite Phone: 0147 145275**

**Note: In cases of power outage, the office fax line 03 5786 5005 is a traditional copper wire based landline, all other numbers are VoIP.**

**[ Also see KFA Arrival Briefing ]**

## ROLES AND RESPONSIBILITIES

### KFA Staff

KFA 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.

### Group Leaders

KFA provides the following emergency plan after full consultation with the local emergency services.

If KFA 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. KFA staff MUST be notified as soon as possible. KFA staff will then assume the coordination responsibility for the emergency. Group Leaders must supervise campers at all times and prepare for an orderly assembly and/or evacuation if advised to do so by KFA staff or 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 for all emergency vehicles.

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

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

## 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.**

No private phone access will be allowed during emergency situations.

Mobile phones shall not be used except in isolated locations or in medical or other extreme emergencies.

Under no circumstances shall campers contact outside agencies except at the direction of the KFA staff or the group leader(s), and then only to assist in the combating of the emergency.

Refer all media inquiries to Police and offer no opinions

Media access to the site and to clients is banned except where Police or emergency services 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 KFA 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 will cause a blackout. Battery smoke detectors will still operate. Loss of power will also disrupt power supplies for all pumps, taps, showers and toilets. Water supply should be switched to gravity feed which will allow taps and toilets to operate at reduced rates. A back up generator is available to operate essential electrical equipment ie pumps. Only 1 phone accessible from kitchen or office, portable battery operated lights are available for campers.

### GENERAL RESPONSE:

Notify the KFA staff who will investigate

Continue on with camp program if daytime

If dark assemble campers in the dining room, conduct a head count, organise torches and outline modified program.

If campers in bed visit each hut and organise campers to have torches ready, or provide KFA portable lanterns for toilet trips

KFA staff and group leaders will meet to develop a forward plan

Continue camp program

### KFA STAFF RESPONSE:

Check power point/light fitting in building.

If fire pump alarm is sounding, check that there are no fire hazards then press the "Alarm Mute" button in the fire pump control panel.

Check fuse boxes (electrical services listed on site map) in each building, including the main in the dining room.

Check power supply outside camp to determine an area blackout

If fuse tripped or fault undetectable call camp electrician

Inform group leader of action

Contact KFA kitchen staff re menu etc.

Do not allow use of candles in accommodation areas ( temporary lighting will be provided).

Water supply should be switched to gravity feed which will allow taps and toilets to operate at reduced rates.

OR, if longer term issue, start generator for power to water pump and supplemental lighting.

If water on gravity supply, remember to return to normal after problem resolved.

## Water Loss

Water loss may an issue due to power failure, equipment breakdown or pipe breakage. If it did occur campers should refrain from using the toilets with gentlemen directed to the bush.

### RESPONSE:

Notify the KFA staff who will investigate

Continue on with camp program

### KFA STAFF RESPONSE:

Investigate, check power to pump, pumps, water levels in tanks.

Group leaders need to be aware of hygiene problems and direct the group members on which toilet to use.

Contact camp plumber

Inform group leader and KFA kitchen staff of likely delay.

Water supply should be switched to gravity feed which will allow taps and toilets to operate at reduced rates.

OR, if longer term issue, start generator for power to water pump and emergency lighting.

If water on gravity supply, remember to return to normal after problem resolved.

## **Gas Failure**

Kitchen ovens not working will indicate trouble with gas supplies or equipment malfunction.

### **RESPONSE**

Notify the KFA staff who will investigate  
Continue on with camp program

### **KFA STAFF RESPONSE:**

Investigate and check gas levels.  
If tanks empty, switch to reserve 40kg tank and order gas delivery.  
If no success call camp plumber  
Inform group leader of action and kitchen staff if cooking will be disrupted.



## EMERGENCY RESPONSE TO NON-ROUTINE INCIDENTS

**DURING ON SITE ACTIVITIES EACH ACTIVITY LEADER & GROUP FIRST AIDER WILL HAVE A 2-Way UHF radio (channel 20) TO NOTIFY OTHER LEADERS OR KFA STAFF OF AN EMERGENCY. (Instruction on the use of the radios is given prior to issue by the KFA - PROGRAM DIRECTOR)**

### Bushfire : Forecast

In the event of a code red day being declared for the NORTH CENTRAL REGION or the department of education declaring all camps cancellation or abandonment then KFA will immediately follow such advice.

### 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 nearby fire:

INDICATORS: smoke sighted, fire sighted, media reports, emergency vehicles sighted or heard.

In the event of a fire emergency in the area the campsite will be evacuated **only on the advice of the emergency services**. KFA has a standby evacuation arrangement with Panorama Coaches in Diamond Creek. Call duty manager on 0408 566289.

The KFA staff, or in their absence the group leader, will **sound the loudhailer SIREN stored in the kitchen next to the dishes returns window**. This places all campers on alert and they should quietly and slowly move to the carpark area (designated emergency assembly area) if safe to do so.

A **head count of campers** is to be conducted and checked against camper log, after which KFA staff, or in their absence one or two group leaders, are to **check all campsite buildings** for campers closing all doors, windows and close blinds.

If groups are hiking, the program director must arrange for them to return to the emergency assembly area if safe to do so. Otherwise they should be directed to the next safest location.

The **camp office will be the command centre** and all communication with the emergency services will occur here from the emergency phone.

**Everyone must dress** in long clothes, preferably wool, and solid footwear. Blankets are to be made available to campers.

After assembly and accounting for all persons and if safe to do so, all guests are to **gather in the leadership centre** and remain there until advised otherwise by the emergency services. Battery operated lights, battery operated AM Radio, UHF radio and drinking water to be placed with the group.

**Gas and power** should remain on unless fire close by or directed by emergency services

KFA staff:

- appoint staff to designated areas;

- after alerting the group that a test is about to run, test run the fire pump.

- remove combustible material from verandahs.

- If dark setup emergency lights & test start generator.

- Ensure all cars have keys in ignition and there is plenty of room for coaches to arrive/depart.

- Backup the KFA server in office – store backup in a vehicle.

- Once fire front has passed check for spot fires.

### Bushfire: Off Site

**(On days of total fire ban or above all bush camping trips will be cancelled - (2- way radios and mobile phone taken on**

### **all offsite trips and satellite phone to furthest group)**

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.

Campers should drink plenty of water.

Loose clothing should be dampened with water to protect head and shoulders.

All exposed areas of skin should be covered with clothing to avoid radiant heat.

Campers should shelter around rocks, logs or ground depressions to avoid radiant heat.

## **Storm Conditions**

If there are nearby thunder storms that can be heard then all challenge ropes activities cease until no thunder has been heard for 30 minutes.

In winds above 40kph, challenge ropes activities are suspended and all activities under tress, including hikers/bushwalkers are to continue alternative activities in open areas until the winds subside for a period of 15 minutes.

## **Building Fire:**

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

In the event of a smoke alarm sounding alert the people in the room to evacuate and contact an adult or group leader.

**If KFA staff are not present they are to be immediately notified.**

**KFA staff or a responsible adult or group leader** is to check the sleeping area being indicated by the alarm.

**If smoke is present** in the sleeping area the accommodation rooms are to be evacuated in a quiet and orderly manner to the emergency assembly area where a head count will be undertaken. A **designated** group leader or KFA staff member is to undertake individual room checks to ensure that all sleeping areas are empty.

**If there is no evidence of smoke, KFA** staff or a group leader should investigate the [fire site] to ascertain whether or not it is a false alarm & **Emergency Services notified.**

Except where the fire is strictly confined **no attempt should be made to fight the fire by guests.** All doors should be closed and the building evacuated.

Appropriately dressed KFA staff should use the relevant fire services equipment (extinguishers/fire blankets/hose reels) to extinguish the fire.

**Gas & electricity** should be cut off.

## Lost Or Missing Camper:

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

**Obtain a full description** of the missing person or persons from the group leader including - name, age, weight, height, build, hair and eye colouring, distinguishing physical marks and clothing worn. Make 4 copies of the details for the search teams and emergency services.

**Organise a search party** comprising both KFA staff and group leaders to cover and search a number of specified areas. Searchers are to be equipped with 2-Way radios (channel 20). Make a search register of these search groups, their members and search areas. Campers should not be used in this capacity.

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 20). This group must be asked NOT to communicate in any way by mobile phone or social media. Regularly keep the group informed.

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.

If, after this initial, quick and thorough search of the immediate area, the individual has not been located **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.

In the event of an **underlying medical concern** with the missing individual the ambulance and hospital should be informed:

Ambulance..... 000  
Hospital..... 5736 0400

**Notify the immediate neighbours** and provide detailed description of the missing camper (ad to search register). Make sure that they know the campsite's phone number: 03 5786 5230, 5786 5282 or 5786 5005. ( if they have compatible radios ask them to monitor channel 21)

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.

Upon **locating the missing camper**:

ensure that the police, emergency services and neighbours are informed  
determine whether medical attention is required, and  
notify your organisation and parents.

### INITIAL SEARCH LOCATIONS

ALL BUILDINGS  
CREEK  
TREETOPS COURSES  
BUSH ACTIVITY AREAS  
BACK GATE  
TIPI

POOL  
QUARRY  
FRONT GATE  
CREEK CROSSING  
SKY CHAIRS  
GIANT SEESAW

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

### **Off Site**

Witnesses gathered and Police contacted immediately by any available means.  
Group returns to camp to continue program. **KFA staff immediately notified.**  
Police manage situation  
Group leader contacts organisation

### **On Site**

Immediate details obtained from witnesses and Police notified immediately  
Rest of group to carry on with program  
Witnesses held in office subject to police arrival  
Group leader contacts organisation  
Police manage situation

## **Hostage Situation**

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

### **If In Direct Contact With Perpetrator:**

Principles to observe when confronted by situation:-

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

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

Should a hostage situation develop at the camp all campers and staff not involved are to be immediately evacuated to the emergency assembly area or a suitably protected 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.  
Police notified immediately and take control.  
On advice from police campers remain at the emergency assembly area or evacuated home.

## **Injury / Illness/ Near Drowning**

### **Off Site**

If safe to do so remove person from further danger.  
First Aid and/or CPR as required.  
Contact KFA by 2-Way radio (channel 20).  
Two adults stay with person, rest of group continue activity away from injured camper  
KFA staff or group leader contacted to arrange transport of person to medical aid or call Ambulance.

### **On Site**

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

## **LPG Gas Leak**

KFA staff or Group leader to be notified **immediately**.

IMMEDIATELY implement a total no smoking policy.

Gas turned off at point if safe to do so.

**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

**If a major leak** i.e. a very strong smell or visual plume of gas either indoor or outdoor then **evacuation to the oval**.  
**Remember - Gas is heavier than air and will flow downhill. Do not use vehicles to evacuate. The permaculture gardens area provides the best assembly area in these circumstances, alternatively the Tipi area. REINFORCE the non-smoking policy.**

Notify gas supplier : Elgas 1800 043457 - 132099 and emergency services 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 KFA 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 in the incident register and learnings implemented.

**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 in the camp incident register.

Staff involved should be pro-actively treated to avoid the onset of PTSD.

## KFA Staff Emergency Training Program/Reviewing Plan

### KFA staff

New KFA staff are briefed on the Emergency Management Plan as part of the induction process on commencing employment.

Each KFA staff member is logged as having read 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.

KFA staff are trained on the use of fire extinguishers, fire pump and hose reels.

## KFA SITE MAP

Available onsite.

# **KINGLAKE FOREST ADVENTURES**

## **EMERGENCY MANAGEMENT PLAN**

### **IMPORTANT INFORMATION**

**ALL GROUP LEADERS MUST READ AND FULLY UNDERSTAND THE CONTENT OF THIS PLAN PRIOR TO THE COMMENCEMENT OF THE CAMP.**