



Owner	Centre Manager	Status	Approved
Last reviewed	21 February 2025	Reviewed by	Director
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Emergency Management Planning

PGL Kindilan
Corner Days & German Church Roads,
Redland Bay, QLD, 4165

As part of our commitment to the safety and wellbeing of all guests, visitors and employees, we have fully risk assessed all aspects of our operation. This document is a consolidation of our emergency planning for routine and non-routine incidents.

The aim of this plan is to reduce the potential for loss and injury to life and property which could occur at this location by undertaking thorough risk assessments and using Emergency Management Procedures.

This plan will be reviewed annually by the Centre Manager to ensure relevance, and to ensure that employees are both comfortable and informed in their respective roles during emergency situations.

The plan is available for scrutiny by guests and contractors and forms the basis of emergency management training for staff.

The contents of this plan, including the ongoing review cycle, have been authorised as appropriate and relevant.

Carl Stanforth, General Manager, PGL Australia

Simon Pucko, Centre Manager, PGL Kindilan
21st February 2025

Introduction

PGL is a market leading provider of activity courses and holidays – whether for schools, for whom we provide outdoor education and adventure courses; or for youth groups and summer camps for unaccompanied children.

Our company was established in 1957 and our emphasis on adventure and challenge in a framework of safety has gained us a reputation for excellence in our field. We have continued to build on our expertise - ensuring that the experiences we offer are safe, friendly, exciting, educational and fun.

Located in Redland Bay and a 45 minute drive from Brisbane CBD, PGL Kindilan is set amid 220 acres of natural bushland and has purpose-built activities and facilities for up to 300 guests.

The camp is located at.

PGL Kindilan, Cnr Days & German Church Roads, Redland Bay, QLD 4165.

Telephone (07) 3206 7291

Duty Phone 0490 678 713

The camp itself is 43km southeast of Brisbane CBD.

PGL Travel is committed to providing a healthy and safe working environment for all employees, clients and co-workers. We recognise that the successful management of health and safety contributes to overall performance in a quality business. The organisation considers health and safety issues to be as important as commercial considerations.

This management plan serves as a summary of our actions when dealing with common emergencies. The plan is regularly reviewed in our monthly Health and Safety Committee meetings as well as;

- Following any structural or material change
- Following a change of work practice
- Following a near miss or serious incident
- Following a change in Management personnel
- Following a recommendation provided by an external organization e.g. QFD
- Following a change in relevant legislation

In addition to this plan, the General Accident procedure and Major Serious Incident (MSI) procedure detail actions taken by staff and forms part of their Induction training.

Definition of Responsibilities for Supervision of Visiting Groups

The Party Leader is in loco parentis at all times and has ultimate sanction to withdraw children at any time from any programme.

The Party Leaders escorting the group retain responsibility for their students' welfare and supervision.

The Party Leader and accompanying adults are responsible for ensuring that their group adheres to the Code of Conduct.

The Party Leader is responsible for deciding whether a party member should be referred to a doctor or hospital, with the assistance of our first-aid qualified staff. In some cases, we may be able to assist with transport arrangements, if not, we will arrange for a taxi. The cost of this will be passed on to the school or group.

The Party Leader is responsible for notifying parents of any Doctor, Dentist, Hospital visit, or other incident affecting a member of their group, if appropriate. He / she must therefore hold a list of contact numbers for next of kin or have 24 hr access to this information.

Below is a guide to the responsibilities allocated between PGL and visiting groups while on centre. PGL, we ask that you comply with our responsibilities guide to ensure that your group is supervised and supported throughout their stay.

	Our responsibility with your support	Your responsibility with our support
Daytime activities	✓	
Breaks & free time		✓
Meal times		✓
Evening Activities	✓	
Bedtime		✓
Night time		✓

Calling the Emergency Services

Australia's primary emergency call service number is Triple Zero (000), which can be dialled from any fixed or mobile phone, pay phones and certain Voice over Internet Protocol (VoIP) services.

When to ring 000

An emergency is a serious, unexpected and often dangerous situation that requires immediate action. This includes danger to life, health and/or property.

Some examples of an emergency include:

- Allergic reaction resulting in difficulty breathing
- Bleeding (severe)
- Breathing difficulty (e.g. severe asthma)
- Diabetic low (fainting / disorientated / acting strangely)
- Drowning
- Electric shock / burns / industrial accidents
- Fire threatening life or property
- Heart attack
- Stroke (suspected)
- Trapped person(s)
- Trauma (injury)
- Unconscious person
- Violence (assault / brawl / domestic)

"WHERE IS YOUR EMERGENCY?"

Cnr Days & German Church Roads, Redland Bay, QLD, 4165.

"KINDILAN SCHOOL CAMP"

"WHAT IS YOUR EMERGENCY?"

Stay focused, stay relevant, stay on the line

EMERGENCY MANAGEMENT PLAN

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

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Fire and Evacuation Plan

Remove people from immediate danger

- Assist people to evacuate to the Emergency Assembly Area.
- Allocate a teacher or staff member to assist any guest who is hearing, vision or mobility-impaired to follow a safe route to the Emergency Assembly Area.
- Take group lists and medical forms with you (if safe to do so).
- Remain in the Emergency Assembly Area until everyone is accounted for (if safe to do so).

Alert nearby staff and members of the public and call 000. (Operate Fire Alarm)

- Activate Fire Alarm.
- Alert other groups nearby.
- Ring 000 (or 112 from a mobile phone).
- Ring PGL Kindilan Centre Manager/On-call Number.

Confine Fire and Smoke

- Close windows and doors (if safe to do so).
- Keep low, under the smoke.

Extinguish and control the fire (if safe to do so)

- Await arrival of the fire service.
- Do not re-enter the building until advised by the fire service.

Emergency Phone Numbers

- | | |
|------------------------------|--------------|
| • Ambulance | 000 |
| • Fire Brigade | 000 |
| • Police | 000 |
| • Poisons Information Centre | 13 11 26 |
| • Kindilan Manager | 0412 623 295 |
| • On Call Mobile | 0490 678 713 |
| • Office | 3206 7291 |

In the event of fire, or upon the smoke alarms activating, residents should leave the building with due haste and gather at the Emergency Assembly Area.

PGL Kindilan staff are usually in attendance in the Office between 8.00am – 5.00pm Monday to Friday.

On the occasion that PGL Kindilan staff are absent, staff can be contacted on mobile phones and will instruct operations and return to the site. Mobile phone numbers are left with each group leader upon arrival. **If PGL Kindilan staff are unavailable the Party Leader should carry out the procedures.**

In the event of a fire being located, PGL Kindilan staff will:

1. **Ensure the evacuation of the building** – alert all occupants without further compromising life.
2. **Attempt to extinguish the fire if safe to do so.**
3. **If the fire is small enough, use a nearby fire extinguisher to control and extinguish the fire.**
4. **Do not fight the fire if the following conditions exist:**
 - i. You have not been trained or instructed in using a fire extinguisher.
 - ii. You don't know what's burning.
 - iii. The fire is spreading rapidly.
 - iv. You don't have the proper equipment.
 - v. You can't do so with your back to an exit.
 - vi. The fire might block your means of escape.
 - vii. You might inhale toxic smoke.
 - viii. Your instincts tell you not to do so.
5. **If the first attempts to put out the fire do not succeed, evacuate the building immediately.**
6. **Meet the Fire Service on arrival and inform them of the situation. If the fire has been extinguished the Fire Service will still attend.**

If no fire is found, PGL Kindilan staff should:

- Inform residents of the situation.
- If the Fire Service has been called, ring the Fire Service to advise them of the situation. Meet the Fire Service on arrival and inform them of the situation.

The PGL Kindilan Centre Manager and staff are responsible for:

- All personnel and procedures until the arrival of the Fire Service.
- The maintaining of an up-to-date list of the residents in the building.
- Arrangement and coordination of practice evacuation exercises.
- The accurate logging of the performance, any problems encountered the conduct of a debriefing with everyone involved, and the continual improvement of the effectiveness of the evacuation plan.

The Manager will ensure the nomination of a person to assume the emergency duties of the Manager in their absence.

ROLES AND RESPONSIBILITIES

PGL Kindilan Staff

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

Party Leaders

If PGL Kindilan staff are not available or the Party Leader believes the response is within their own resources, they can contact the emergency services and implement the planned response. PGL Kindilan staff **MUST** be notified as soon as practicable. PGL Kindilan staff will then assume the coordination responsibility for the emergency. Party Leaders must always supervise campers and prepare and safely undertake an orderly evacuation if advised to do so by PGL Kindilan staff or emergency services.

Party Leaders must ensure camper medical forms, medicines and parent contact details are taken with the group to the evacuation assembly areas.

PGL Kindilan provides this emergency plan after full consultation with the local emergency services.

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

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.

1. Refer all media inquiries to Police and offer no opinions.
2. Offer no comment on the emergency.
3. Media access to the site and to clients is banned except where Police dictate otherwise.

EMERGENCY RESPONSE TO ROUTINE INCIDENTS

Electrical Failure

Electrical failure will cause a blackout. Battery backup will allow hard wired smoke detectors to still operate. Loss of power will also disrupt power supplies for all pumps, taps, showers and toilets. Lanterns are available in the Office.

At any stage you may wish to call a PGL Kindilan Team Member. Please call the on-call number first. Calling someone will help with some tips and clarify any concerns or get a second opinion.

For any electrical problems there are several steps that can be followed to help solve the problem. Order for checking:

1. Small buildings own switch board
2. Main halls and building in main areas sub switch board
3. Main switch board
4. Energex 13 62 62

1. Small Buildings (Brownie, Kinta, Ngulu and Kantarli)

Each small building has its own switch board that can be tripped.

Problem: One or two power points don't work, or the building only has no power.

Solution: Locate the specific switch board. Check that all switches are "ON" if not turn on. If this does not help go to main switch board! Turn all switches "OFF" and "ON" again.

2. Main Accommodation Areas (Kindilan and Koona)

The main areas and halls have a Sub switch board located behind the main kitchen in grey cupboard in loading dock.

Problem: Power points not working in the main areas, no power in specific buildings or kitchen. (These buildings include Round houses, Kindilan house, Rene Hanncock and Kantarli once the small switch board has been checked in the room)

Solution: Locate the switch board in the back of kitchen. Check that all switches are "ON" if not turn on. These switches sometimes do not trip all the way to "OFF" they may just slightly move from "ON". Push all switches to ensure that they are totally "ON" Turn all switches "OFF" and "ON" again.

3. Main Switch board for the entire site.

Located in the small tin shed near the office.

Problem: All small switch boards have been checked and ensured that all switches are "ON" and there is still no power.

Solution: Take a torch and locate the main switch board. Check that all switches are “ON”. Turn “OFF” and “ON” **only switches that are relevant** (eg Ngulu has no power. Switch Ngulu only)

4. Energex

If there is still no electricity, call Energex on 13 62 62

Problem: All switch boards have been checked and still no power.

Solution: Call Energex to confirm the power shortage and to get an estimated time of electricity being re connected.

Water Loss

If power is lost the water pump will turn off and there will be reduced water pressure. PGL Kindilan has a large water storage tank off the mains that will enable the campsite to continue functioning until the problem is rectified. Guests will still have access to drinking water, but the pressure will be reduced.

RESPONSE:

1. Notify the PGL Kindilan staff who will investigate.
2. Continue with camp program.

PGL Kindilan STAFF RESPONSE:

1. Investigate, check power to pump and pumps.
2. Contact camp plumber.
3. Inform group leader and PGL Kindilan kitchen staff of likely delay.

Gas Failure

No gas in the Kindilan, Koonah or Kinta kitchens or no hot water in the bush toilet blocks will indicate trouble with gas supplies.

RESPONSE

1. Notify the PGL Kindilan staff who will investigate.
2. Continue with camp program.

PGL Kindilan STAFF RESPONSE:

1. Investigate.
2. If unable to resolve situation, call relevant contractor.
3. Inform party leader of action and kitchen staff if cooking will be disrupted.

EMERGENCY RESPONSE TO NON-ROUTINE INCIDENTS

Bushfire: At the Campsite

Prevention:

In the interests of fire prevention and the safety of all personnel, the following precautions shall apply:

1. Smoking is PROHIBITED in tents and around adventure activity gear.
2. All cigarette butts must be put out and placed in a bin allocated by the leader in charge.
3. All fires should be put out with water before bedtime and when camp unattended.
4. DO NOT stack burning wood. Douse with water to put coals fully out.
5. No combustible material, paper, clothing etc. is to be stored near fires or draped over fire hearths.
6. Camping is NOT to be set up in front of fire extinguishers or emergency exits.
7. Flammable liquids such as paint, methylated spirits, or kerosene should be stored away from fire pits and marked clearly. Co-ordinate storage arrangements with leader in charge.

In addition, it is essential that all personnel are aware of: -

- The nearest emergency exit to their campsite / adventure activity location.
- The location of the nearest fire extinguisher / hose and how to operate it.
- How to raise an alarm in case of fire or other emergency.

Response:

In the event of a fire, the sequence for action is as follows:

1. Cease activities, notify all participants and prevent panic.
2. Ring 000 from public phone or 112 from mobile.
Address: Cnr Days and German Church Road, Redland Bay, 4165.
3. As soon as possible raise the alarm to the Manager.
4. If at campsites, low ropes or abseil tower: Gather all occupants at Tilley shelter, opposite abseil tower. Make a headcount of all participants and set up a buddy system.
5. Walk group down to Emergency Assembly Area together. Wait for instructions from manager, fire brigade or police. No one is to leave the Emergency Assembly Area – DO NOT attempt to collect valuables. Only leave premises if a safe path is clear.

Only attempt to extinguish the fire if:

- The fire is small.
- You are not at risk.
- Your route of escape is clear.
- You know what type of fire it is (electrical or wood) and you know what type of extinguisher to use on it.

If fire is cutting path to buildings or if group trapped on Kumanka trail:

1. DO NOT attempt to jump fire or run through fire.
2. Dress in long sleeved shirts and long trousers, preferably woollen or wet cotton.
3. Turn off all gas cylinders (toilet shelters).
4. Move everyone to a cleared area (preferably near lake), or access main road and do not move.
5. If cut off from lake or road, hide behind large fallen logs, tree stumps or in hollows in the ground.
6. Lie group face down with feet toward the path of fire. Cover any exposed skin with non-synthetic clothing or dirt. Use a wet cloth over mouth and nose to prevent smoke inhalation.
7. Remain calm... Lie close to the ground as air temperature near ground is the coolest and there is sufficient oxygen to breathe.

After fire has passed:

1. Attend to First Aid as required.
2. Leaders should extinguish all burning materials around campsite.
3. Beware of any burning trees that could fall. Keep to cleared areas.
4. Evacuate, if group able and when safe, to main building area.

Bushfire: Off Site

1. Always have a back up plan or alter route to avoid any risk of being within 5 kms downwind of a fire or any range upwind (in the fires path) unless you have permission from the police and fire brigade.
2. Always seek professional support and advice if unsure of fire behaviour e.g. If you see or smell smoke ring 000 to seek further advice and an update of the fire.
3. Report to police and fire brigade of your change of route.
4. Never be concerned about changing route or program, or with the permission from Manager, cancelling service if too dangerous.

Action to take while the fire approaches

(extract from Firewise, Fire – Safe How to survive a bush fire Richard Whitaker)

1. Never take a group to the face of a fire, whether a slow or fast burning fire.
2. Observe carefully from which direction and at what speed the fire is approaching. The low level smoke will give you some idea of this – if smoke is increasing the fire may be heading towards you. Try to move away from the smoke to avoid smoke inhalation and maximise visibility. (Sever bush fires typically move about 15km/h with flames towering to 150m. Grass fires can move as fast as 25km/h while non severe forest fires normally travel around 3km/h with flames up to 20m.)
3. Don't try and run directly away from the fire if it's moving fast. Instead move to the left or right of the fire: in most cases choose the downhill side (unless the bush is too thick). This is because fires tend to move more slowly down hill (and more quickly up hill) in a given set of wind and vegetation condition.

4. Look for a place of refuge. A dam, creek, beach or river is ideal, and even a wooden building can provide shelter from the heat of the flames for a short period until the main fire passed. If in a camping area a public building such as a brick toilet block can provide good protection. DO NOT jump into a raise water tank as the water can boil.
5. Move towards an area of lesser vegetation such as a forest clearing or paddock or beach. Less fuel means reduced fire intensity.
6. Keep the group together.

Action to take when the fire arrives

(extract from Firewise, Fire – Safe How to survive a bush fire Richard Whitaker)

1. Cover your skin as much as possible with your clothing. If you have a towel, blanket use them do not use a sleeping bag or synthetic fabrics.
2. Do not try to outrun the fire. Burnt ground can provide some safety. Also don't try to run through flames unless you can see a clear area immediately on the other side.
3. Hold a wet towel or handkerchief across your nose and mouth to minimise the amount of smoke you inhale and protect your lungs.
4. Get low where there may be less smoke.
5. If it becomes apparent that the flames are about to sweep across you, lie face down on the ground, if possible under an overhang, or in a hollow under a rock, large log or downed tree for protection from the heat of the flames. A hollow will provide some protection after the fire has passed over you as it may catch fire around this time. You can also jump into dam lake etc.
6. If you are able to cover yourself with a damp woollen blanket together with loose soil this will give you protection against the radiant heat of the fire passing.

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:

Prevention:

In the interests of fire prevention and the safety of all personnel, the following precautions shall apply:

1. SMOKING is prohibited in buildings. Designated smoking areas are shown on the map provided.

2. All electric stoves, heaters and jugs shall be switched off when not in use and the plug removed from the power outlet.
3. No combustible material, paper, clothing etc. is to be stored on stoves or draped over heaters.
4. Equipment is NOT to be stored in front of fire extinguishers or emergency exits.
5. Flammable liquids such as paint, thinners, or kerosene are NOT to be stored inside the main buildings. Co-ordinate storage arrangements with caretaker.
6. Smoke alarms have been installed into all bedrooms and hallways. DO NOT remove batteries and notify caretakers/manager if faulty.

In addition, it is essential that all personnel are aware of: -

1. The nearest emergency exit to their bedroom.
2. The location of the nearest fire extinguisher and how to operate it.
3. How to raise an alarm in case of fire or other emergency.

Response:

Refer to the Fire and Evacuation Plan.

Evacuation due to storm while Camping

This document is designed to assist teachers and adult leaders if they encounter wet weather while camping at PGL Kindilan. When you are camping at Kindilan you are either: -

- On campout and have a Kindilan facilitator with you; or
 - You are camping in close proximity to the main facility and your Kindilan facilitator has finished their service with you for the day.

Too often groups decide to evacuate, start to move then plan, which results in chaos.

Four areas to consider are:

- Assessing the Risk – Are they safer where they are now and do you have enough support people to move the group safely to the accommodation.
- Accessing additional resources - Do you have the space and equipment to improve the situation – get participants dry and keep them that way?
- Evacuating and managing people - Have you got enough people to help with group management?
- Managing Equipment - Can they take their gear with them keep it dry and be able to access it.

At this stage you may wish to call a Kindilan Team Member. The yellow facility report form will have a list of numbers on it. Calling someone will help with some tips and clarify any concerns or get a second opinion on the decision to evacuate.

Assessing Risk

It is important to assess the risk of the current situation. Generally wet weather makes people irritable, uncomfortable and cold, but please try and avoid making assumptions. Just because one person is wet it doesn't mean everyone is and people are at risk of Hypothermia. Evacuating should not be more hazardous

than staying where you are and sitting out a storm. You may have participants who get colder from the evacuation or simply slip or get lost in the dark

Check in on the following.

- Determine the moral of your leaders and how useful they will be when you choose to evacuate the group.
- Find out how wet people are.
- Ask yourself about the learning outcomes is this experience safe and actually a part of why they have come to Kindilan? Can you enrol the participants in this challenge?
- What impact will it have on the following day if you stay where you are?
- If you are going to move them somewhere else, will the new location be safer than where you are now?

Evacuation and Managing People

If you have a small group it should be relatively easy to make some sort of plan and move to action. If you have a bigger group 80+ then it is worth using existing program structures or classes to organise people.

Managing Participant Equipment

When groups camp out they have two lots of gear, some items are with them and other personal equipment is stored back in the main facility. Thinking about where they will store the gear they have with them, and how they will transport it, is essential as it often involves bedding. If they are on an overnight trip, they will probably have backpacks and will need to repack these before leaving. We suggest that you probably take everything except tents with you back to the main facility. If you are staying close to the facility and participants do not have a good bag to store equipment, then you may hand out garbage bags to each person to transport their gear. They can pack while you organise leaders and locations. The seminar rooms are a possible location for storing additional equipment as are the two main halls - Kindilan and Koonaa

Two important things to consider when deciding where to store equipment is:

1. Stack gear neatly to minimise space and avoid blocking any fire exits and passageways
2. Separate any bigger groups gear into smaller groups as this will give you access to smaller spaces and prevent any mix-ups. (If you have got 60 participants with a garbage bag of cloths etc then get them to firmly tie an article of their clothing around the neck of the bag to help with the identification process later`.)

Accessing Additional Equipment

Kindilan can provide additional equipment to assist with the re housing of people. These are:-

- Spare beds if buildings are not occupied - The spare mattresses are stored in different storerooms on the campus
- Spare Mattresses that can go on the floor in the halls
- Spare bedding, blankets, sheets and towels – are stored in the housekeeping room which is in the breezeway between Koonaa and Kindilan.

Flood Policy and Evacuation:

This document is designed to assist clients and adult leaders if we experience flooding at Kindilan or there is flooding in SEQ. Fortunately, due to the location of Kindilan it is nearly impossible to flood the campsites or accommodation. However, the road access into the property may become flooded through blocked drains and road closures may occur with swollen watercourses.

At any time after hours you can call the Kindilan Manager. The ID lanyard will have a numbers on it to call. Calling someone will help with some tips and clarify any concerns or get a second opinion on the decision to evacuate. Sometimes staff stay overnight on site and they are happy to assist with your plans.

Kindilan has a large lake and overflow on site. When we experience heavy rain and the overflow is running more than grade 1 the lake tributaries are strictly out of bounds. Under no circumstance can anyone, including staff, access the creek, upstream or downstream of the lake. If there is debris in the lake, it is closed for any activity and out of bounds.

A risk is that a group decides to evacuate or depart Kindilan without being informed or have a plan of action. The Kindilan Manager will act as the Flood Evacuation Co-ordinator.

The first plan of action is to keep abreast with the Bureau of Meteorology and print out weather radars, weather warnings and forecasts. These are distributed amongst staff and are left with the Leader in Charge.

The website used is the BOM website: <http://www.bom.gov.au/qld/>

The second plan of action is to gather all information from updates and news of unfolding flooding events through the following mediums:

1. **ABC radio 612AM for all flood warning updates.**
2. **BOM website.** <http://www.bom.gov.au/qld/>
3. **Flood Warnings** are also available on telephone **1300 659 219** at a low call cost of 27.5 cents, more from mobile.
4. Current traffic reports (24 hours) and incidents for Queensland are available on the Traffic and Travel Information Website <http://highload.131940.qld.gov.au/> or by calling **13 19 40**.
5. Regular updates are also available through RACQ via the RACQ website <http://www.racq.com.au/> or by phoning **1300 130 595**.
6. Emergency flood line for updates: **1300 993 191**

NB: Facebook was a great resource during the 2011 Brisbane and SEQ flooding. Police Qld updated their Facebook page with information and regular updates, dispelling myths.

The third plan of action is to determine the safest pathway of evacuation, or to stay safely on site.

If an evacuation is necessary, follow our evacuation plan and risk assessment as referenced in the Kindilan Emergency Response Plan.

Lost, missing or 'run away' camper:

We have a responsibility to ensure that our clients are safe (emotionally, physically, psychologically, intellectually, culturally and spiritually). Within our role in duty of care, we must act when any person, especially a child under the age of 18 years, runs away or disappears from an area without permission under our care.

Action:

If the client has taken off under your witness, or the group's witness the following procedures apply:

1. Head count all remaining group to clarify how many people are in the site.
2. Grab your pack with the minimum of a First Aid Kit and mobile phone so you are always in contact.
3. Follow the client/s, **but only if** you are able to leave the remaining group under adult supervision and in a safe environment.
4. Try to persuade the client to return to the group or to another adult's care (who is part of the group supervisors), without putting yourself at risk of danger.
5. If there is **danger** for anyone getting too close to client/s, **call** police on 000 for further assistance and monitor, from a distance their whereabouts and behaviours.
6. If the client refuses to return to the group, you must consider removing that person from the program / activity. If on-site, organise supervision and discuss the options with the group leader. If off-site or on expedition, you may need to organise that the person be returned home or to the home base where adult supervision can be arranged. At no time, can you leave the client unsupervised by an adult, police or group leader.

If you are unable to leave your group, or if a person has disappeared from the site unawares to you, these procedures apply:

1. Conduct a roll count to ensure the number of persons missing.
2. Scout the immediate area and call out for the person to return. If this does not have any result, you must seek alternative support.
3. If on site, call Kindilan staff to assist.

4. If off site or on expedition call police on 000 for support. Report a missing/lost person and last time seen, place seen etc. Keep police informed and follow procedures advised by Police or SES.

In any circumstance, you must inform the Kindilan Manager of any missing person and write an incident report within 24 hours detailing all information about the incident.

POST EMERGENCY DEBRIEF

In the event that the Emergency Management 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 Kindilan staff will occur. Diary notes of the incident and the response will be made. Any problems with the response and lessons that can be learned will be noted and adopted.

Major Incidents

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

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

KINDILAN STAFF EMERGENCY TRAINING PROGRAM / REVIEWING PLAN

Kindilan staff

- New Kindilan staff are briefed on the Emergency Management Plan as part of the induction process on commencing employment Each Kindilan staff member is provided with a copy of the plan and are to acquaint themselves with the location of assembly areas, fire extinguishers and utility cut off points.
- The Emergency Management Plan is tested every 12 months to simulate different emergencies.
- Kindilan staff are trained annually on the use of the alarm and fire extinguishers