



EMERGENCY MANAGEMENT PLANNING

PGL Campaspe Downs
1302 Trentham Road
Tylden, VIC. 3444

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 that have been approved by the CFA.

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.

Stuart Davie, Centre Manager, PGL Campaspe Downs

17th June 2020

INTRODUCTION

PGL is a market leading provider of activity courses and holidays – whether for schools, for whom we provide outdoor education, adventure courses, study trips and skiing trips; or for youth groups, family holidays 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 on the outskirts of the Macedon Ranges, close to Kyneton and an hour's drive from Melbourne, PGL Campaspe Downs is set amid 160 acres of natural bushland and has purpose built activities and facilities for up to 400 guests.

The camp is located at;

PGL Campaspe Downs, 1302 Trentham Road, Tylden VIC. 3444.

Telephone (03) 5424 8383

Duty Phone 0404 268 995

The camp itself is 7km south of Kyneton, and 4km north of Tylden on the Trentham road (C318). The Camp is clearly signed from the road.

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. CFA
- 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 (eg. 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?"

1302 TRENTHAM ROAD, TYLDEN VIC 3444.

"CAMPASPE DOWNS SCHOOL CAMP"

"WHAT IS YOUR EMERGENCY?"

STAY FOCUSED, STAY RELEVANT, STAY ON THE LINE

ON DISCOVERY OF AN EMERGENCY

Guest

On discovery of an emergency (e.g. Fire), you should;

- Evacuate the immediate area and inform others nearby
- Call the EMERGENCY SERVICES on 000 and report the incident
- Inform a member of the PGL staff team;
 - a. Duty Manager 04 0426 8995
 - b. Eimear Flynn (Centre Operations Manager) 04 9081 9372
 - c. Stuart Davie (Centre Manager) 04 9038 3955
- Evacuate to the emergency assembly point

On hearing the siren, you should;

- Stop what you're doing and bring any activity to a safe close
- Evacuate to the emergency assembly point and follow instructions

Party Leader

On discovery of an emergency (e.g. Fire), you should;

- Evacuate the immediate area and inform others nearby;
 - a. Ensure ALL of your group are accounted for and have evacuated
- Call the EMERGENCY SERVICES on 000 and report the incident
- Inform a member of the PGL staff team;
 - a. Duty Manager 04 0426 8995
 - b. Eimear Flynn (Centre Operations Manager) 04 9081 9372
 - c. Stuart Davie (Centre Manager) 04 9038 3955
- Evacuate to the emergency assembly point and roll call the group to ensure ALL members of your party are present.
 - a. If group members are unaccounted for or lost, inform the PERSON IN CHARGE as soon as possible

On hearing the siren you should;

- Stop what you're doing and bring any activity to a safe close
- Evacuate to the emergency assembly point and roll call the group to ensure ALL members of your party are present.
 - a. If group members are unaccounted for or lost, inform the PERSON IN CHARGE as soon as possible

FIRE PRECAUTIONS

During the fire danger period the PGL Adventure Camps bushfire procedures become active on a daily basis. The detail of these procedures can be found in appendix 1. Supplementary procedures are listed below:

The following sections detail actions relating to;

- High likelihood of a bushfire, as determined by;
 - “Severe” fire rating
 - “Extreme & Code Red” fire rating
 - “Total fire ban” days
 - As advised by Local CFA, emergency services
- Bushfire situation
 - Evacuation
 - If not possible, shelter in place in the sports stadium (over 1100sqm of space with emergency supplies available at all times)
- Structural, building fire

BUSH FIRE – HIGH LIKELIHOOD

The person responsible for the Camp (Duty Manager) should;

- Visit the websites <http://emergency.vic.gov.au/respond/> each morning to update knowledge on fire threat.
- Contact the Centre Manager/Director and advise of immediate situation and forecast
- Prepare fire hoses at accommodation buildings, kitchen, office / stadium
- Organise a ‘whole site’ meeting, if not possible, confirm with each Party Leader and HOD that;
 - All persons whom they’re responsible are accounted for
 - If not, run “Lost Person/s procedure”
- Inform Party Leaders of intended actions (e.g. monitor, possible evacuation, shelter)
- Staff and guests to remain in the Camp grounds and follow instructions re. next steps (e.g monitor, evacuation, shelter)
- Follow PGL Adventure Camps Bushfire Procedure Document on Appendix 1 and the Bush & Grass fire assessment tool on pages Appendix 2 and appendix 4
- Contact the **VIC EMERGENCY HOTLINE** (hourly) on 1800 240 667 or check www.emergency.vic.gov.au/respond/ to see if there are any fires in the area.
- Review emergency preparedness check list.

BUSH FIRE – THE DECISION TO EVACUATE

Evacuation should be considered when;

- The Bush & Grass fire assessment tool is used and it is felt the current conditions dictate an evacuation is necessary
- Signs of a bush fire (smoke and smell) are evident and routes exiting the site are clear
- Advised of nearby bush fire that has potential to reach the Camp in under one hour. Coach company to be contacted and transport arranged. If not available then revert to shelter in place option
- Advised by Emergency Services to evacuate
- When a “Code Red” day has been declared the camp will be evacuated of guests the evening before

The person responsible for the Camp (Duty Manager) should;

- Call **000** and report the fire and / or proposed action plan
- Notify Centre Manager of intention to evacuate.
- Request Groups to leave the Camp using their own vehicles wherever possible and congregate at (Location to be decided by Centre Manager or Emergency services)
- If the main evacuation route is blocked then the secondary route can be used on foot. This is only to be used under direction from the emergency services. Both routes are detailed on appendix 3.
- Contact **ORGANS COACHES (03) 5422 1788** and inform them of the intention to evacuate, give them accurate numbers of guests that need to be evacuated, location of evacuation and a proposed timescale. Ask them for an ETA and liaise with emergency services that they are aware of proposed plans
- The **POLICE** and **CFA** should be notified that the camp has been vacated and all persons are accounted for
- Advise **CFA (000)** if any delay in evacuating is encountered.
- Organise a ‘whole site’ meeting, if not possible, confirm with each Party Leader and HOD that;
 - All persons whom they’re responsible are accounted for
 - If not, run “Missing Person procedure”
- While waiting for Groups to evacuate, available staff can isolate the power and gas to buildings, start wetting down areas, fill gutters with water, close all doors and windows etc
- Prior to evacuation, re-confirm all visitors, guests and contractors are accounted for
- Staff to evacuate in own and centre vehicle/s to (Location to be decided by Centre Manager or Emergency services), whereupon they will liaise with Party Leaders as to next steps.
- ‘Manager’ at rendezvous point to confirm all are accounted for and notify the Police and CFA that the Camp has been vacated and all persons are accounted for
- Notify centre manager of successful evacuation to rendezvous point.
- Contact the **VIC EMERGENCY HOTLINE** (hourly) on 1800 240 667 or check www.emergency.vic.gov.au/respond/ to see if there are any fires in the area.

BUSH FIRE – SEEKING SHELTER

In the event of the bush fire arriving before evacuation:

- Obvious signs of a bush fire (smoke and smell) in the immediate area are evident
- Advised that a fire is likely to arrive before groups' can be evacuated
- Advised that transportation to evacuate groups' will not arrive due to fire risk

The person responsible for the Camp (Duty Manager) should;

- Call **CFA (000)** and advise situation and request immediate assistance
- Move all guests, staff and visitors to the Sport Stadium
- Ensure all accounted for and in suitable clothing
- Turn off gas and mains power
- Start emergency power generators if available
- Close all external windows and doors, and block gaps from inside with wet towels
- Fill sinks, buckets etc with reserve water
- Plug downpipes with rags and fill gutters with water
- Remove curtains and furniture away from windows
- If possible, wear long, woollen or heavy cotton clothing, solid boots or shoes, a hat or woollen balaclava, and gloves.

In bushfires, radiant heat, dehydration and asphyxiation are the main killers.

BUILDING, STRUCTURAL FIRE

Upon discovery of a fire within the camp you should:

- Request someone to call the **FIRE BRIGADE** on “000” and provide as much detail as possible
- Alert all persons nearby to evacuate immediate danger area
- Assist any person in immediate danger (only if safe to do so)
- Close the door on the fire to contain the spread
- Confirm that the **FIRE BRIGADE** has been called on “000”
- Isolate Electricity (only if safe to do so)
- Shut off Gas Cylinders (only if safe to do so)
- Extinguish the fire (only if safe to do so)
- If threat to life exists, evacuate immediately, closing all doors
- Check that all areas have been cleared & inform the Centre Manager
- Control the movement of occupants to the Evacuation Assembly Area (Oval)
 - Maintain control of persons at the Evacuation Assembly Area;
 - Designate a member of staff to monitor groups’ and liaise with Party Leaders
- Liaise with Fire Brigade and other emergency services as necessary until “All Clear” has been given

ACTIONS AFTER A FIRE EVENT

Once an emergency event has concluded the following actions will be taken:

Shelter in place event:

- PGL Emergency coordinator to liaise with party leaders as to required support for guests. If may be necessary to arrange early departure from site
- All emergency supplies to be restocked
- Safety checks performed on all buildings prior to utilities be turned on again
- Staff peer support to be arranged if required
- Incident review between staff involved and lessons learnt identified

Site evacuation

- Liaise with emergency services whether it is safe to return to the camp
- If safe to return:
 - Arrange for transport back to site and liaise with party leaders as to required support for guests. If may be necessary to arrange early departure from site
 - All emergency supplies to be restocked
 - Safety checks performed on all buildings prior to utilities be turned on again
 - Staff peer support to be arranged if required
 - Incident review between staff involved and lessons learnt identified
- If not safe to return to camp:
 - PGL management to liaise with Party Leaders to arrange suitable transport for all guest to get home.
 - Temporary accommodation will be sourced for residential staff that require it

GENERAL ACCIDENT PROCEDURE

For any minor accidents, you should:

- Check for any threatening situation and remove or control it (if safe to do so)
- Remain with the casualty and provide appropriate support
- Provide first aid if qualified personnel available
- If a guest has been injured, inform the Group Leader, Teacher or Party Leader;
- If you need more assistance, contact a centre First Aider or a senior member of staff. The more serious the accident the greater the urgency to inform a senior member of staff. They will then decide on the course of action to take.
- If necessary, notify the **AMBULANCE SERVICE** by dialling "000"
- Open all gates and promote emergency vehicle access
- Designate someone to meet the ambulance at entrance and direct it to the location **of the casualty**
- In the case of all accidents, incidents, near misses etc. a Incident Notification Form must be completed
- If the injured person receives off-site medical attention (e.g. hospital visit, ambulance attend), the Group Leader should ensure an Incident Notification Form is completed and returned to the Duty Manager).

Note: Provide support and appropriate assistance

Provide appropriate treatment if trained and competent to do so

Try not to leave casualty alone until emergency assistance arrives

Do not move a casualty unless they are exposed to a life-threatening situation

MAJOR SERIOUS INCIDENT (MSI) PROCEDURE

A Major Serious Incident (MSI) can broadly be defined as any occurrence involving multiple or life changing injuries, a fatality, missing person/s or the potential to cause damage to the Company's reputation.

If dealing with an MSI, or suspected MSI you should;

- Check for any threatening situation and remove or control it (if safe to do so)
- Remain with the casualty and provide appropriate support
- Provide first aid if qualified personnel available
- Contact relevant **EMERGENCY SERVICES** if required (**000**)
- Ensure the safety of others, or evacuate to a place of safety
- **CONTACT DUTY MANAGER** who will decide if the full MSI procedure should be implemented.
- Open all gates and promote emergency vehicle access
- Designate someone to meet the ambulance at entrance and direct it to the location **of the casualty**
- Follow instruction from the Emergency Management Coordinator

All media enquiries should be diverted to Head Office. On *no* account, should information be given out by centre staff. Press statements will be released by the Legal Team from head office.

An abridged version of the MSI Procedure and Emergency Contacts List is displayed in;

- All Offices incl Reception
- Kitchen
- Staff Areas

MAJOR SERIOUS INCIDENT (MSI) PROCEDURE

EMERGENCY MANAGEMENT COORDINATOR

The “Emergency Management Coordinator” is the decision maker and (Duty Manager until the Centre Manager can take over) will ensure the following happens;

1. Ensure there's enough First Aid provision at scene
2. Ensure guests are diverted from the incident
3. Ensure all relevant information is collated and handed over to Centre Manager

Then, in the following order;

4. Call emergency services if not already done when you have all the details including police if there is a fatality.
5. Establish a 'Control Room' (Centre Manager's office) to log events as they happen and coordinate the response
6. Inform other staff who may be able to provide assistance.
7. After direction from Centre Manager inform GM Australia and give all details (numbers on office wall)
8. Ensure the programme can run as fully as possible with alternative activities if necessary;
 - Divert guests that could become involved with the MSI
 - Divert guests who may have been involved with the MSI
9. Delegate staff to monitor all arrivals on centre at all entrances. All people arriving on centre including the emergency services must report to the office.
10. Set up a Briefing room; this is to be done when directed by the Centre Manager.

All communications and press enquiries other than those messages communicated by the Emergency Management Coordinator will be turned away.

HAZARDOUS MATERIAL

In the event of hazardous material spill or leak you should:

If the spill may give off toxic or noxious fumes:

- Evacuate the immediate area
- Call the **FIRE BRIGADE** on "000"
- Notify the Duty Manager if not present
- Open all gates and promote access to emergency vehicles
- Provide as much information about the hazardous material as possible to the Fire Brigade
- If indoors ventilate to the open air if possible

Notify all persons in the area to evacuate to a place of safety.

- and -

If the spill is a suspected flammable material:

- Remove any ignition sources
- Evacuate all persons in immediate danger (ensure place of safety is 200 metres clear of spill and is upwind)
- Do not attempt to re-enter the affected area
- Control the movement of occupants to the Evacuation Point (if required)
- Remain at the Evacuation Point until advised by emergency services.

ESSENTIAL SERVICES (GAS) FAILURE

In the event of a **gas leak** you should:

- Evacuate the immediate area
- Isolate the gas supply at the source (if safe to do so)
- Remove any ignition sources (if safe to do so)
- Turn off the electrical supply
- Notify the **FIRE BRIGADE** by dialling "000" & Duty Manager, if not present
- If indoors, ventilate to the open air if possible
- Open all gates and any promote emergency vehicle access
- Report to the Fire Brigade on arrival regarding any actions taken
- Control the movement of occupants to the Safe Assembly Area or Evacuation Point (if required)
- Remain at the Safe Assembly Area or Evacuation Point until further advised by emergency services, Duty Manager

Contact Gas Supplier on 131 161, Elgas

ESSENTIAL SERVICES (WATER, ELECTRICITY) FAILURE

In the event of a **water** or **electricity supply failure** you should:

- Inform the Duty Manager as soon as you're aware there's a problem that could impact health, hygiene or safety of guests, visitors or staff or could adversely impact customer satisfaction.
- If the services failure is causing an increased hazard or has a *potential* to cause a hazard isolate the supply (if safe to do) and inform the Duty manager immediately.
- If possible, remove guests, visitors and non-essential staff from the area and move them to an area of safety.

Note: Do not put yourself or others at risk

Do not attempt to repair or investigate the problem unless you are trained to do so

If in doubt, isolate the supply (if safe to do so) and evacuate the area

MISSING PERSON PROCEDURE

If you've been informed there is a missing person or suspect there may be a missing person, you should;

- Conduct an immediate roll call and ascertain who is missing
- Ask a teacher or accompanying adult to supervise the group and notify the Duty Manager.
- With the help of colleagues search the following areas first;
 1. Immediate vicinity
 2. Guests' Accommodation
 3. Activity stations the rest of Group are on (if applicable) including all bodies of water
 4. Guests' meeting point
- If search is unsuccessful, inform Duty Manager.

The "Emergency Management Coordinator" is the decision maker (Duty Manager in the first instance until the Centre Manager can take over) and will ensure the following happens;

1. Contact Centre Manager and inform them of the situation and actions carried out so far
2. Organise a full site search;
 - All residential and non-residential buildings, starting with buildings nearest where the person was last seen or known to have been
 - Search is expanded to woodland areas of the Centre
3. If after a full site search, the person is not found, contact the **POLICE (000)**
4. Refer to "MSI Procedure" for actions relating to continuing product delivery

SEVERE WEATHER

In the event of severe weather (any weather system that could compromise the health and safety of guests, visitors or staff), you should:

- Inform occupants of impending weather activity and advise them to take appropriate precautions (e.g. wear suitable clothing, carry water)
- Secure all windows (closing curtains & blinds) and external doors (if necessary)
- Tape windows and glass entrances, and protect them with boards and sand bags (if necessary)
- Isolate/shut off electricity, water, and gas services (if necessary)
- Protect valuables, disconnect electrical equipment, and cover and/or move it away from windows (if necessary)
- Duty Manager (or designate) to decide if curtailment of programme is necessary. If so, guests, visitors and staff to remain in the building until adverse weather passes, keeping the occupants away from windows
- After the adverse weather, evaluate the need to evacuate the property/buildings if uncontrolled fires, gas leaks or structural damage has occurred because of the storm
- Refer to General Accident Procedure and Major Serious Incident procedure
- Monitor the safety of all other occupants, and provide any necessary assistance
- If assistance required call **SES** on **132 500** or **FIRE BRIGADE** on **000**
- Open all gates and promote access to emergency services if necessary.

Note: Up-to date flood warnings www.emergency.vic.gov.au/respond/

PERSONAL THREAT / CIVIL DISTURBANCE

You should: (IF SAFE TO DO SO)

- Ensure the Duty Manager is notified immediately, if not present
- Notify the **POLICE** by dialling "**000**" and request assistance
- Open all gates and promote access to emergency vehicles
- Do not do or say anything that may encourage irrational behaviour
- Alert any other persons in your vicinity
- Initiate action to:
 - restrict entry to the building or area if possible
 - confine or isolate the presence from other occupants
- Monitor the status of any other occupant's safety
- Evacuation should be considered (only if safe to do so)
- Have as many people as possible complete witness statements, including a detailed description of the offender/s.

INFECTIOUS DISEASE OR ILLNESS

If there is any suspicion of an infectious disease or illness, then the person concerned should be referred to a GP as soon as possible. Consideration should be given as to if this process can be done over the phone to reduce the risk of infecting other people and the general public. Infectious disease and illness can include:

- Chicken pox
- Measles
- German measles
- Impetigo
- Scabies
- Norovirus & other gastro-intestinal illness (food poisoning)
- Hepatitis
- Swine Flu
- Legionnaires disease
- Covid-19

NB this list is not exhaustive and is only a guide

Action to be taken;

- Inform the Duty Manager immediately if your group are suffering widespread illness
- Follow the GP's advice
- Where necessary contact the local Environmental Health Officer or respective emergency health line and establish an action plan with their assistance. If you suspect / the GP has confirmed gastro-intestinal illness, ensure that food samples are available if any of that meal remains in storage.
- Children / persons concerned should be isolated (children with an adult) until arrangements are made to transfer home.
- Remaining children closely monitored.
- All staff on duty made aware and instructed to inform the Duty Manager of any symptoms developing.

The following areas must be considered for cleaning and disinfection, if an outbreak occurs:

- **Dining areas & kitchens**
- **Public areas**
- **Client and staff bedrooms and bathrooms**
- **Public and staff toilets:**
 - During the outbreak they should be cleaned and disinfected at least 4 times a day and waste paper towel bins emptied into sealed bags.
- **Water fountains (once cleaned and disinfected to be covered over and taken out of use)**

NB. An "outbreak" is defined as five cases of any vomiting or diarrhoea within a 24 hour period. This is only a guide and each occurrence must be dealt with according to the scale and symptoms that are presented

GENERAL EVACUATION

- Observe and listen to determine the type of emergency that requires the evacuation i.e. bomb scare, chemical spill, large building fire, gas leak etc
- **NOTIFY THE CENTRE MANAGER** of situation and intention to evacuate; follow instructions from the Centre Manager.
- Notify all persons in the property to evacuate under instruction from the Duty Manager
- Notify relevant **EMERGENCY SERVICES (000)**
- Secure confidential and valuable items, and if time permits shut down electrical/ mechanical equipment
- Close all doors (*except* for bomb threat)
- Direct all persons to proceed to Emergency Assembly Point (Oval)
- Check all areas are cleared and inform the Duty Manager of the status of evacuation & any actions
- Control the movement of occupants to the Emergency Assembly Point (if required)
- Remain at the Emergency Assembly Point until advised by emergency services

EVACUATION ROUTES

There are two defined routes to evacuate the site, both routes are mapped and included in this plan on appendix 3;

- Evacuating the site via the main drive onto the Kyneton-Trentham road (C318) is the preferred option; easier access for transportation onto the road network.
- The site can also be evacuated by following a cattle track over the Little Coliban River to the East and onto Central Road. To address 455 Centre Road, Kyneton South

The safest evacuation route will be decided in consultation with the Emergency Services given the location of the known and likely hazards.

Remember when contacting the emergency services or ORGANS COACHES:

- Give them the correct address evacuation address
- Ask them for an estimated time of arrival

RESPONSIBILITIES

The document below explains how to escalate incidents as well as the expectations as well as the responsibilities our staff team have in relation to the EMP.

Person responsible	Main tasks	Communication required (min)	When to escalate
PGL Group Leader (a PGL Group Leader will be available whenever there are groups on site)	<ul style="list-style-type: none"> First point of contact for any guest seeking assistance during agreed contact time. Provide attendance and help to manage minor accidents and incidents. Support with First Aid Basic maintenance Ensure Buildings and centre property are safe and secure Housekeeping duties as required Notify the Duty Manager of any issue if they have the potential to affect guest or staff and may result in complaints being raised. Inform Duty Manager and make contact with Nominated Safeguarding person in the event of a Safeguarding concern 	<ul style="list-style-type: none"> Use the maintenance book and INFs to record incidents and actions taken in response to them. Any staff issues (including sickness, fit for work concerns) are communicated to the Duty Manager and recorded in the Centre log On sounding of an alarm contact Duty Manager and run the documented fire procedure. 	<ul style="list-style-type: none"> Any Safeguarding concerns need to be raised with the Lead / Deputy Safeguarding person and the Duty Manager informed If the situation has the potential to escalate; <ul style="list-style-type: none"> Beyond what the Group Leader feels comfortable dealing with To a complaint from customers Re. behaviour of guests or staff And impact any part of the centre / business Into any hygiene, or health & safety issue Into or is a serious occurrence Into or is a systems or infrastructure failure Requires involvement of emergency services, even if a non-emergency

<p>Duty Manager</p>	<ul style="list-style-type: none"> • "Problem Solving" customer (guests and / or staff) issues • Provide attendance and manage 'fire alarm' incidents • First Aid • Basic maintenance • Inform Duty Manager and make contact with Nominated Safeguarding person (GM and / or COM) in the event of a Safeguarding concern • Manage MSI incidents and take on the role of Emergency Management Coordinator until the Centre Manager or designate can take over • Be familiar with the Centre Manager role to allow performance in his / her absence 	<ul style="list-style-type: none"> • Understand guest needs for that particular period of 'duty' • Use the maintenance book and INFs to record incidents and actions taken in response to them. • Use email to ensure; colleagues are aware of actions taken, likelihood for reoccurrence, support needed from other Teams • Daily Liaison with Group Leader and debrief throughout a group's stay • For any incidents that need to be treated confidentially due to the involvement of other staff, guests or external agencies (e.g. emergency services) complete an INF and 'post' to Centre Manager, who will decide how to report to the wider business and what support is needed from Head office. 	<ul style="list-style-type: none"> ▪ Any Safeguarding concerns need to be raised with the Lead / Deputy Safeguarding person and the Centre Manager ▪ If the situation has the potential to escalate; <ul style="list-style-type: none"> ○ Beyond what the duty manager feels comfortable dealing with ○ To a complaint from customers ○ Re. behaviour of guests or staff ○ And impact the <i>whole</i> centre / business ○ Into a serious hygiene, health & safety issue ○ Into or is a serious occurrence ○ Into or is a serious systems or infrastructure failure ○ Requires involvement of emergency services, even if a non-emergency
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<p>Centre Manager</p>	<ul style="list-style-type: none"> • Provide advice and support "over the telephone" • Be a presence if the situation has the potential to escalate or is required by the Duty Manager / Group Leader • Inform GM Australia in the event of a Safeguarding concern • Liaise with GM Australia and / or Director if incident is a Major Serious Incident or has the potential to be a Major Serious Incident • Intervene (if necessary) in ongoing or protracted incidents • Manage MSI incidents and take on the role of Emergency Management Coordinator • Manage communication between PGL Campaspe Downs and PGL Head Office / Local agencies (incl PGL UK) 	<ul style="list-style-type: none"> • If, having received an email from Duty Manager highlighting actions taken or a handover, ensure the Management Team is aware of any follow-up actions you may need their support with. • Use the maintenance book and INFs to record incidents and actions taken in response to them. 	<ul style="list-style-type: none"> ▪ Any Safeguarding concerns need to be raised with the GM Australia. If the Lead and Deputy are both unavailable, contact a member of PGL's Senior Management Board. ▪ Contact a Senior Manager (GM Australia) if the situation; <ul style="list-style-type: none"> ○ Involves a serious occurrence or serious injury/ies ○ Possible Police involvement or investigation ○ Serious infrastructure or systems failure ○ Has the potential for media interest either locally or nationally ○ Has the potential to happen at multiple centres
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GM Australia / Director	<ul style="list-style-type: none">• Provide advice and support "over the telephone" to Duty Manager and / or Centre Manager• Be a presence if the situation has the potential to escalate or is required by the Centre Manager• Intervene (if necessary) in ongoing or protracted incidents• Manage communication between Media and PGL• Be familiar with the Centre Manager role to allow performance in his / her absence	<p>Inform PGL Senior Management Board and / or Directors in the event of a serious incident;</p> <ul style="list-style-type: none">• Death• Multiple Serious Injuries• Potential Reoccurrence at another location• Potential Prosecution or Investigation• Potential Media attention.	
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LOCAL MEDICAL SERVICES

Kyneton District Health Service T | 5422 9900 A | 7-25 Caroline Chisholm Drive, Kyneton

The Hospital does not have a doctor present at all times but skilled nurses triage and provide care in collaboration with medical officers as appropriate in emergencies. A general practitioner is on call for emergencies at all times.

Campaspe Family Practice T | 5422 2877 A | 2 Jennings St Kyneton
Monday and Friday 0800-1800, Tuesday – Thursday 0800-1900, Saturday 0900-1200

Coliban Medical Centre T | 5422 1412 A | Cnr Jennings & Ebdon Sts Kyneton and at 37 Ebdon St
Monday and Tuesday 0800-1800, Wednesday 0800-1830, Thursday and Friday 0800-1800, Saturday 0830-1300

Kyneton Medical Centre T | 5422 1397 A | 9 Market St Kyneton
Monday – Friday, 0900-1800

For Urgent after-hours medical advice, please call Central Highlands after hours Medical Service on **1300 55 75 12**

If the patient is experiencing any of the following symptoms, please call **000** for an **AMBULANCE**:

- Chest Pain/Heart palpitations
- Fitting
- Breathing difficulties
- Spinal/Head injury or trauma
- Burns
- Collapse/Altered consciousness
- Facial/Limb weakness or numbness
- Facial swelling and/or rash
- Heavy or persistent bleeding
- Snake Bite
- Labour

When calling an Ambulance, you should be sure to provide the exact location of emergency;

“Campaspe Downs School camp, 1302 Trentham road, Tylden, VIC. 3444”

From the first set of traffic lights in Kyneton turn left towards Trentham, continue south over the railway line, follow the road and Campaspe Downs is 6Km further along on the left-hand side of the road. PGL signs mark the entrance”.

EMERGENCY CONTACT NUMBERS

IF REQUIRED, CALL EMERGENCY SERVICES FIRST

EMERGENCY SERVICES	000	
Duty Manager	As per roster	04 0426 8995
Centre Operations Manager	Eimear Flynn	04 9081 9372
Centre Manager	Stuart Davie	04 9038 3955
GM Australia	Carl Stanforth	04 2784 9420
Centre Manager, Rumbug	Matt Wallis	04 0810 3184
Centre Manager, Kindilan	Robbie Spencer	04 9813 3794

Other useful numbers;

Non-emergency Ambulance	1300 366 313
Kyneton Ambulance	03 5422 1361
Fire Brigade (Tylden)	03 5424 8540
Vic Fire Ban Information Line	1800 240 667
Kyneton Hospital	03 5422 9900
Nurse on Call	1300 606 024
Kyneton Police	03 5421 2900
Doctor	03 5422 1397
Dentist	03 5422 3988
Poison Information Line	13 11 26

These Emergency Contact Numbers are available next to every office phone as well displayed in prominent areas.

CONTACTING THE EMERGENCY SERVICES

Guests, Visitors and Staff are made aware of basic emergency procedures using the following methods;

Residential Guests	Non-residential guests and Visitors	Staff
<ul style="list-style-type: none">•Briefing from PGL Group Leader•Emergency response cards located on buildings•Duty Manager 'on call' and available	<ul style="list-style-type: none">•Visitor Noticeboard (Reception)•Emergency response cards located on buildings•Duty Manager 'on call' and available	<ul style="list-style-type: none">•Induction training•Staff Info Guide contents•Duty Manager 'on call' and available

Each “Evacuation Card” is paired with an “Emergency Contact list” and has a map detailing evacuation routes and locations, simple instructions and contact telephone numbers.

STAFF TRAINING AND COMPETENCE

Staff go through a formal induction course prior to commencing there chosen job role. The induction is refreshed with staff yearly. The Induction includes:

- General accident procedure
- Major accident procedures
- COSHH
- Accidents and Incidents
- Manual handling
- Workplace safety
- What to do if you discover a fire

Duty Managers receive additional training which is covers all of the above in a greater detail. They are also trained in:

- First Aid
- Bushfire awareness procedures
- Managing major incidents
- Emergency contingency plans for the camp

EMERGENCY AND BUSINESS CONTINUATION PLANNING

Incident or emergencies causing failure to provide one or more of the core product elements represents a significant business risk to the company.

Specific action in the event of such a situation arising will be dependent on exact nature of the event.

Prior planning for extraordinary events is of course difficult. The Business continuation document provides alternative solutions and / or suppliers available to ensure we can continue to operate as effectively as possible when a certain facility or utility has failed or likely to be out of order for a significant amount of time.

Suppliers vary from alternative off-site solutions to hire-ins for site, to allow business to continue as best as possible.

The full Emergency and Business Continuation planning document is available for Emergency Management Coordinators and designated Centre Senior staff to ensure continued product delivery. It's regularly reviewed as part of the documented H&S Committee meeting minutes.

MATERIAL SAFETY DATA SHEETS

Any site that has materials identified as “Dangerous Goods”, must complete a Chemical Register.

Due to the nature of this particular site, chemicals, some hazardous and some not, have all been identified and ‘registered’ in a separate folder (available in the main office). An MSDS is available for each chemical in this folder.

A summary of our MSDS and chemical register is shown below. MSDS sheets are available where each chemical is stored.

The full site map shows locations of *all* “Dangerous Goods”.

Substance	Location	Classified, “Dangerous Goods”
Sodium Hypochlorite	Pool plant, Water treatment plant	YES
Hydrochloric acid	Pool plant, water treatment	YES
Soda ash	Water treatment plant	No
Aluminium sulphate	Water treatment plant	No
Unleaded fuel	Fuel storage tank	YES
Diesel fuel	Fuel Storage tank	No
LPG	Office and Maintenance storage tanks	YES
“Unique Lemon”	Office cleaning store	No
“Full Moon”	Office cleaning store	No
“HD Scrubber”	Office cleaning store	No
“Fresco”	Office cleaning store	No
“Country Blue”	Laundry room	No
“Bathroom and Toilet”	Office cleaning store	No

SUPPORTING CHECKS AND DOCUMENTATION

In order to comply with building standards and to ensure a robust approach to the ongoing maintenance of essential safety equipment, we inspect and document periodic checks. In addition to the periodic inspection schedule we record any instance of malfunction and repair / replacement.

The inspection schedule is described below.

Item	Location	Schedule	Who
Smoke alarms	Located in accommodation buildings	Pre-use Monthly 6 monthly	PGL AIGL PGL Maint Contractor
Fire hoses	Located at prominent points around Camp	Monthly, prior to H&S meeting 6 monthly	PGL Maint Contractor
Fire Extinguishers	Located on most buildings	Monthly, prior to H&S meeting 6 monthly	PGL Maint Contractor
Fire blankets	Kitchen	Monthly, prior to H&S meeting 6 monthly	PGL Maint Contractor
Fire evacuation routes	Whole site	Monthly, prior to H&S meeting	PGL Maint
Electrical appliances ("Tag and test")	Whole site	Annually	PGL Maint
Gas appliances	Kitchen services, Heaters	Annual	Contractor
First Aid kits	Activities, Reception, Kitchen, Maintenance area, Pool	Monthly	PGL AIGL
Chemical spill kits	Fuel tanks, water and Pool treatments plants	Monthly, prior to H&S meeting	PGL Maint
Emergency vehicle access	Whole site	Monthly, prior to H&S meeting	PGL Maint
Fire hydrants, pumping system	Pump house, hydrants around site	Monthly 6 monthly Annually	Contractor
Health and Safety Committee meeting	Accident analysis Review of EMP and Business contingency plan	Monthly	PGL Management team
Dangerous / Hazardous good register	Whole site	Ongoing review	PGL Management team

Appendix 1

PGL Adventure Camps Bushfire Action Plan				
Fire Danger Rating	Low-Moderate High Very High	Severe	Extreme	Code Red or Catastrophic
What does it mean?	If a fire starts, it can most likely be controlled in these conditions and homes can provide safety.	Expect hot, dry and possibly windy conditions. If a fire starts and takes hold, it may be uncontrollable.	Expect extremely hot, dry and windy conditions. If a fire starts and takes hold, it will be uncontrollable, unpredictable and fast moving. Spot fires will start, move quickly and come from many directions.	These are the worst conditions for a bush or grass fire. Homes are not designed or constructed to withstand fires in these conditions The safest place to be is away from high risk bushfire areas
The Duty Manager is to proactively check at the below noted times and monitor alerts on National Fire Alerting system, such as Vic Emergency App then take appropriate action if a fire is within 20km of the site. When a fire is within 20km of the site, a Fire Assessment Tool Document (appendix 1) must be completed.		Same as previous section plus: Local transport companies and fire authority contacted the day before and site numbers confirmed for evacuation purposes. If a transport company is unable to provide cover then PGL Australia Director to be consulted.	Same as pervious sections plus: Guests are to be advised of FDR when it has been released by local fire authority. Only camps with a secondary evacuation route may operate on extreme days.	Same as previous sections plus: Code red days are normally declared no later than 1pm on the day before. Due to predicted weather conditions PGL will not operate any site that is in a code red or catastrophic declared zone.
Duty Manager to review FDR for next 5 days at: <ul style="list-style-type: none">• 8am• 1pm• 5pm		If a fire is within 30km of the site, then a site Fire Assessment Tool Document must be completed	If a fire is within 50km of the site, then a site Fire Assessment Tool Document must be completed	
Each camp to conduct a dynamic risk assessment of current conditions and make changes as required to minimize risk to guests and staff.		<u>Operational Changes</u> <ul style="list-style-type: none">• Catering Team to ensure that there is sufficient water, biscuits and fruit onsite for all staff and guests in case of evacuation <u>Guests and Program Delivery</u> <ul style="list-style-type: none">• Guests liaised with regarding FDR and Transport requirements• No offsite hikes• Onsite hikes to be adapted so that they are not more than 200m away from main areas of site• Excursions to isolated or heavily vegetated areas will be curtailed <u>Non-residential staff</u> <ul style="list-style-type: none">• Should monitor local warning channels to ensure they stay alert to possible dangers <u>Residential staff and families</u> <ul style="list-style-type: none">• Should monitor local warning channels to ensure they stay alert to possible dangers• Should double check their emergency departure kit in case of immediate evacuation	Camps with a single site entrance and exit will: <ul style="list-style-type: none">• Liaise with PGL Head Office and customers to inform them that camp will not be operating during peak fire danger times. For example, this may be 11am – 6pm due to predicted temperature and wind conditions.• Look at day excursion possibilities to an urban location then provide options to guests• If no excursion plan is available, camps will assist guests with planning to travel home prior to extreme conditions taking effect Camps with secondary evacuation route will: <ul style="list-style-type: none">• Liaise with guests and inform them that if the camp is to remain operational then emergency transport must be on site and standing by during the peak fire danger times.• Change programs to ensure that all guests are located on activities with in 100m of a gravel or hard standing path• Ensure that there is sufficient transport to evacuate staff if required	<u>Non-residential staff</u> <ul style="list-style-type: none">• Should be stood down from duties and informed not to come to work <u>Residential staff and families</u> <ul style="list-style-type: none">• While the camp remains open, occupancy is at the discretion of the residents• Must leave site and relocate themselves to safe urban environment away from rural conditions once the Duty Manager &/or Emergency Services has declared a closure time for the site
In the event of a full site evacuation all staff and guests must follow the direction of the Duty Manager &/or the Emergency Services.				
If a Total Fire Ban has been declared, then the Appendix 2 must be followed, it includes but is not limited to the following: <ul style="list-style-type: none">• No hot works shall be performed• No slashing or grass cutting of any kind• No propelled heat engine vehicles to be driven over grass or vegetation• No fossil fuel operated portable machines to be used• No BBQ's or Campfires shall be operated by guests				
All residential staff and families are advised to have a fire ready kit in line with appendix 3.				

Total Fire Ban: A Total Fire Ban sets legal restrictions on what activities can or cannot occur in a particular district for that day. It aims to reduce the activities that may start a fire. For more information visit your local fire authority website.

As per our terms and conditions, changes to bookings due to adverse weather during the trip will be at the cost to guests and not PGL. We will endeavor to help and assist guests where possible. Emergency travel organised by PGL will be charged to guests in the form of a supplementary invoice. Guests are encouraged to ensure they have appropriate insurance to cover such events.

APPENDIX 2: 20KM, 30KM & 50KM BUSH & GRASS FIRE ASSESSMENT TOOL

Groups and PAX on Centre:	Grp 1:	Grp 2:	Grp 3:
	Grp 4:	Grp 5:	Grp 6:
Centre Name:	Centre Name:	Fire Name:	Fire Location:
Weather Conditions	Date/ Time:	Date/ Time:	Date/ Time:
Current prevailing wind direction/ speed			
Forecast weather for the next 2- 3 hours			
Forecast weather for the next 2- 3 days (only if fire has been burning for 5hrs +			
Direction and Distance			
Current direction of centre from fire			
Distance of centre from fire			
Environmental Conditions			
Environment & Terrain Type where fire located			
Environment type between centre and fire (Bush, farmland, water etc.)			
Fire Conditions			
Status (Going, contained, Under control)			
Fire size (Hectares)			

Fire intensity (if known)			
Fire speed (if known)			
How many trucks in attendance?			
Action Plan			

Action plan should consider the following as options:

- Gathering more information (Discuss with Parks/ NPWS,QFES, CFA, RFS, Police etc.)
- Contact groups with advice and opinions
- Possible outcomes/actions: wait and monitor, liaise with Centre manager, PGL Australia Director &/or Emergency Services to establish final decision.
- You may then choose to: call transport companies, arrange for transport to standby on site, speak to Party Leader's, gather all guests and staff in one building, prepare to evacuate, stay and defend, secondary evacuation route
- Factors that may be considered in making a decision include known fires in the area, staff tasks and locations, weather conditions, the age and ability of guests and staff, availability of external transport.

Appendix 3: Evacuation routes

The preference would be to evacuate by road onto the C318 / Kyneton-Trentham road and then transport guests to an appropriate location (see green route).

If there was any significant hazard on the C318 or nearby vicinity, the alternative evacuation route would be to walk from the site, and access a neighbouring property at 455 Central Road, Kyneton south. From there, guests could be transported to a suitable location (see orange route).



Appendix 4: Bushfire monitoring area



