

Kinglelake Ranges Wilderness Camp

EMERGENCY RESPONSE PLAN

To ensure that the correct response is made to any emergency situation that may arise in the camp or offsite all Kinglelake Ranges Wilderness Camp (KRWC) staff and user groups are requested to make themselves familiar with the details of the emergency response plan.

In the event of any emergency KRWC 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 KRWC 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 KRWC staff where time/availability permits.

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Emergency Management Plan

Campsite Overview

Management

KINGLAKE RANGES WILDERNESS CAMP is owned and operated by :

Colin & Michelle FRENCH 03 57861590

Location

The campsite is located 44 km north of MELBOURNE VICTORIA and occupies 14 acres of DSE Leasehold amongst 1500 acres of Parks Victoria regrowth, leased pine plantation and water catchment mid way between WHITTLESEA and YEA on the YEA/FLOWERDALE 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

- ♣ KRWC is surrounded by 1500 acres of natural bushland (Department of Sustainability and Environment) 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

Surrounds

- ♣ The campsite is bounded by Green Acres Turf Farm (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 KRWC 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 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.

Management Presence

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

IN AN EMERGENCY

<h2>1. Verify</h2>	<p>Verify the report. 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>Notify the KRWC staff and emergency services By the quickest possible means, immediately notify: the KRWC staff the emergency services</p>
<h2>3. Assess</h2>	<p>Assess the danger posed by the emergency use all your senses to build a picture which tells you what is happening and use that information to help decide on a course of action. use verbal information. observe what is happening to decide: has the danger passed? is the danger increasing or decreasing? is the danger coming closer or moving further away? is the weather or terrain affecting its progress? decide how much time exists to take alternative actions.</p>
<h2>4. Act</h2> <p>Assembly Areas: Main Carpark, Alt Playing Field</p> <p>Emergency loudhailer siren in the kitchen beside pantry door</p>	<p>Take action based on the assessment of danger. 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. refer to any specific procedures developed for the emergency.</p>
<p align="center">KINGLAKE RANGES WILDERNESS CAMP 1419 Yea Road KINGLAKE WEST 3757</p>	
<p>Melways map : page 610 N10</p>	
<p>Office ph/fax : 03 57865230 / 03 57865005</p>	
<p>Campsite ph: 03 57865282 Mobile: 0407 318410</p>	
<p>Satellite Phone: 0147 145275</p>	

Emergency Phone Numbers		
Fire	Police	Ambulance
Dial 000		
Northern Hospital: 8405 8000 185 Cooper Street Epping Victoria 3076 Yea Hospital: 5736 0400 45 Station Street , Yea 3717	Doctor (Kinglake): 5786 1085 Nurse On-Call: (free 24-hour health advice hotline) Phone 1300 60 60 24	Doctor (Whittlesea Clinic): 9716 2207 4 Macmeikan St Whittlesea, VIC 3757.
Kinglake Police: 5786 1333	SES: 13 25 00	Poison : 13 11 26
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	

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

[Also see KRWC Arrival Briefing]

ROLES AND RESPONSIBILITIES

KRWC Staff

KRWC 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

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

If KRWC 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. KRWC staff **MUST** be notified as soon as possible. KRWC staff will then assume the coordination responsibility for the emergency. Group Leaders must supervise campers at all times and prepare for an orderly evacuation if advised to do so by KRWC 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 KRWC during the fire danger season, November to March, should conduct a fire drill under the direction of the KRWC 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 KRWC 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 and parents 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 KRWC 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. 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 KRWC 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 KRWC portable lanterns for toilet trips

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

Continue camp program

KRWC STAFF RESPONSE:

Check power point/light fitting in building

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 KRWC kitchen staff re menu etc.

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

Start generator for power to water pump and emergency lighting.

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 KRWC staff who will investigate

Continue on with camp program

KRWC STAFF RESPONSE:

1. Investigate, check power to pump, pumps, water levels in tanks.
2. Group leaders need to be aware of hygiene problems and direct the group members on which toilet to use.
3. Contact camp plumber
4. Inform group leader and KRWC kitchen staff of likely delay.

Gas Failure

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

RESPONSE

Notify the KRWC staff who will investigate

Continue on with camp program

KRWC STAFF RESPONSE:

Investigate and check gas levels.

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 KRWC STAFF OF AN EMERGENCY. (Instruction on the use of the radios is given prior to issue by the KRWC - PROGRAM COORDINATOR – COLIN FRENCH)

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 KRWC 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 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.**

The KRWC 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 KRWC 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.

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.

All people are to **gather at the carpark** 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

KRWC staff:

- appoint staff to designated areas;
- fill spouting of both dining room and residences with water;
- prepare fire trailer (test run) and hoses.
- remove combustible material from verandahs;
- If dark setup emergency lights & start generator
- move cars onto volleyball court(keys in ignition)
- Backup and remove KRWC server from office – store server and back up disc is separate vehicles

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 furthestest 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.

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.

KRWC 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 dining room where a head count will be undertaken. A **designated** group leader or KRWC staff member is to undertake individual room checks to ensure that all sleeping areas are empty.

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

If KRWC staff are not present they are to be immediately notified.

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

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 KRWC staff and group leaders to cover and search a number of specified areas. Searchers are to be equipped with 2-Way radios (channel 21). 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 21).

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 (add to search register). Make sure that they know the campsite's phone number: 03 57865282 (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

BUSH ACTIVITY AREAS

SHED

BACK GATE

TIPI

KINGLAKE WEST GENERAL STORE

CROSSING

QUARRY

CREEK PUMP

FRONT GATE

CREEK

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. **KRWC 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 oval 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 oval 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 KRWC by 2-Way radio (channel 21).

Two adults stay with person, rest of group continue activity away from injured camper

KRWC 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 KRWC staff or group leader immediately

Two adults with 1st aid training to stay with injured / ill camper.

KRWC 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

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

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.**

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 KRWC 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

KRWC Staff Emergency Training Program/Reviewing Plan

KRWC staff

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

Each KRWC 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.

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

KRWC SITE MAP

Available onsite.

KRWC TELEPHONE DIRECTORY

Available onsite.

KINGLAKE RANGES WILDERNESS **CAMP**

EMERGENCY MANAGEMENT PLAN

IMPORTANT INFORMATION

ALL GROUP LEADERS MUST READ AND FULLY UNDERSTAND THE CONTENTS PRIOR TO THE COMMENCEMENT OF THE CAMP.

