



Jerusalem Creek Marina & Holiday Park

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Emergency Management Plan 2014



TABLE OF CONTENTS

| | |
|---|----|
| About the Park & Marina..... | 4 |
| Policy, Aim & Authority..... | 5 |
| Emergency Contact Details..... | 6 |
| Emergency Management Committee/ Emergency Control Organisation | 7 |
| Duties & Responsibilities – Chief Warden..... | 8 |
| Duties & Responsibilities – Deputy Chief Warden | 8 |
| Duties & Responsibilities – Communications Officer | 9 |
| Duties & Responsibilities – Assistant Warden | 9 |
| Possible Risks | 10 |
| Emergency Procedure – Bushfire | 11 |
| Emergency Procedure – Caravan/ Houseboat Fire..... | 12 |
| Emergency Procedure – Gas Cylinder Fire | 13 |
| Emergency Procedure–Fuel Barge Fire..... | 14 |
| Emergency Procedure – Person Injury | 15 |
| Emergency Procedure – Power Failure | 16 |
| Emergency Procedure – Water Supply Failure..... | 17 |
| Emergency Procedure – Water Contamination | 18 |
| Emergency Procedure – Disease..... | 19 |
| Emergency Procedure – Drowning..... | 20 |
| Emergency Procedure – Falling Trees/ Limbs | 21 |
| Emergency Procedure – Chemical Accident | 22 |
| Emergency Procedure – Electrocution | 23 |
| Emergency Procedure – Snake Bite..... | 24 |
| Emergency Procedure – Dog Bite..... | 25 |
| Emergency Procedure – Bomb Threat..... | 26 |
| Emergency Procedure – Flooding..... | 27 |
| Emergency Procedure – Sewage Failure | 28 |
| Emergency Procedure – Houseboat/ Boat Sinking..... | 29 |
| Emergency Procedure – Armed Robbery | 30 |
| Emergency Procedure – Storm Damage | 31 |
| Hazardous Materials on site..... | 32 |
| Park Map with Emergency Fire Equipment | 33 |
| Legend for Emergency Fire Equipment Map | 34 |



TABLE OF CONTENTS Cont.

| | |
|---|----|
| Description of Park for Fire Fighting Purposes | 35 |
| Fire Fighting Equipment List..... | 35 |
| Evacuation Resources & Equipment List | 37 |
| First Aid Wardens List..... | 37 |
| Evacuation Procedure | 38 |
| Implementation of Emergency Management Plan..... | 39 |
| Keeping with the Plan | 39 |
| Training & Records..... | 40 |
| Appendix 1 – Risk Management Matrix | |
| Appendix 2 – Refuelling Procedure | |
| Appendix 3 – Accident Investigation & Analysis | |
| Appendix 4 – Bomb Threat Procedures Sheet | |
| Appendix 5 – Dangerous Goods Listing | |
| Appendix 6 – Topographic Map of Jerusalem Creek Marina & Holiday Park | |



About the Park

Jerusalem Creek Marina & Holiday Park is located approximately 7km outside the township of Eildon. The park is situated at the deep water end of the lake and has historically always had access to the lake.

Originally developed from a green-field site in 1977, the park has steadily grown since and now boasts over 200 permanent camp sites, with more under development, and over 130 houseboat berths at its marina.

Lake Eildon is approximately 1 hour 30 minutes from Melbourne and can be accessed either through the Yarra Valley, from the snowfields of Mount Buller, or from the picturesque Strathbogie Ranges. The Marina and Holiday Park is situated on the banks of Lake Eildon, just off the main road that runs between Eildon township and Jerusalem Creek.

New ownership in 2009 has seen the park have a new lease on life. Works done both throughout the park and on the marina has been welcomed by the residents who frequent the park and marina.



Policy, Aim & Authority

Policy

It is our policy at Jerusalem Creek Marina & Holiday Park to minimize the risk of an emergency happening within the park and marina by keeping staff trained and residents aware of emergency procedures through constant communication and training.

Aim of this Plan

This plan has been created to provide information on the risks that could come about throughout the park and marina and what procedures to follow if an emergency does occur.

Authority

This plan has the approval of the park/marina owners. Permission is given to the Emergency Management Team and any other persons the EMT deems necessary to assist in the implementation of the procedures in this plan.

Authorised by: Bruce Vance

A handwritten signature in blue ink, appearing to read "Bruce Vance", is written over a large, light blue circular stamp or watermark.

Implementation date: 1st July 2014



Emergency Contact Details

| | |
|--|--------------|
| Fire | |
| Police | 000 |
| Ambulance | |
| Alexandra Police Station | 5772 1040 |
| Alexandra Ambulance Service | 5772 1037 |
| Alexandra Hospital | 5772 0900 |
| Crime Stoppers | 1800 333 000 |
| Eildon Doctors Clinic | 5774 2009 |
| Eildon Police Station | 5774 2104 |
| Electricity Supply (SP Aus Net) Faults | 13 17 99 |
| Electrician Sunny Boy Electrics | 0498 196 986 |
| Elgas | 13 11 61 |
| Environmental Protection Authority | 1800 444 004 |
| Goulburn Murray Water | 1800 064 184 |
| Maritime Victoria | 9655 6381 |
| Murrindindi Shire Council | 5772 0333 |
| Nurse On Call | 1300 606 024 |
| Pharmacy (Eildon) | 5774 2393 |
| Pharmacy (Alexandra) | 5772 1018 |
| Plumber Greg Lund | 0412 549 382 |
| Plumber Glen Bromley | 0418 325 402 |
| Plumber Aiden Gale – Faster Plumbers | 0417155659 |
| Poisons Info Centre | 13 11 26 |
| State Emergency Service (SES) Storms & Emergencies | 13 25 00 |
| Veterinary Clinic (Alexandra) | 5772 1600 |



| | |
|-------------------------------|--------------|
| Veterinary Clinic (Taggerty) | 5773 2331 |
| Vic Roads | 13 11 70 |
| Water Police | 9399 7500 |
| Wildlife Shelter | 5962 6950 |
| Womens Domestic Violence Unit | 1800 015 188 |
| Worksafe Victoria | 13 23 60 |

LOCATION OF UHF RADIO

- **Fuel Barge**
- **Kiosk - front door**
- **Park**

Channel No: 28



Emergency Management Committee

| Name | Location | Contact |
|--------------|---------------------|-------------------|
| Bruce Vance | Park/Marina/ Office | 5774 2585/ UHF 28 |
| Rod Harland | Park/Marina | UHF 28 |
| Penny Paxman | Administration | 5774 2585/ UHF 28 |

Emergency Control Organisation

| Position | Name | Contact Numbers |
|------------------------|--------------|---------------------------|
| Chief Warden | Bruce Vance | 5774 2585 0434 056 470 |
| Deputy Chief Warden | Rod Harland | 0488 998 781 |
| Communications Officer | Penny Paxman | 5774 2585 |
| Assistant Warden | Toni Vance | 0434 088 770 |
| First Aid | Rod Harland | 0488 998 781 |
| Risk Manager | Bruce Vance | 5774 2585 0434 056 470 |

At times when the appointed person for the position is unavailable, it is the Chief Wardens responsibility to nominate persons for the position.



Duties & Responsibilities

Chief Warden (Bruce Vance)

The chief warden is expected to respond immediately to an emergency alarm, determine if an emergency should be declared in the park, determine what emergency procedures should be implemented, and bring the ECO promptly into action. The Chief Warden's duty will be to assume control of the customers within the park from the time an alarm is given through to the arrival of emergency services.

During an emergency the Chief Warden shall determine the nature of the emergency and decide on the appropriate action. If an emergency is declared, the Chief Warden shall initiate the emergency procedures which should include the following actions;

- Ensure that the appropriate emergency service has been notified,
- Ensure that the area wardens are advised of the situation
- If necessary initiate evacuation procedure
- Brief emergency service personnel on their arrival and thereafter act on the instructions of the emergency service's senior officer.

Deputy Chief Warden (Rod Harland)

The Deputy Chief Warden will take on the responsibilities of the Chief Warden if the Chief Warden is absent and otherwise unable to assist as required by the Chief Warden.

During an emergency the Deputy Chief Warden will be responsibility to:

- Attending the scene of the reported emergency
- Where applicable, acting in support of the Area Warden
- Evacuating persons away from any hazard
- Where safe to do so, taking steps to contain and or control the hazard
- Where applicable and practicable check to ensure that affected areas of the site have been evacuated
- Liaising with emergency services
- Keeping the Chief Warden informed of developments



Duties & Responsibilities

Communications Officer (Penny Paxman)

In the event of an emergency the responsibilities of the Communications Officer are to:

- Notify the appropriate emergency services
- Notify members of the Emergency Control Organisation as required
- Relaying information
- Maintaining a record of events of the emergency
- Notify Chief Warden of contact with Emergency Services

Assistant Warden (Toni Vance)

Assistant Wardens are responsible for:

- Overseeing the initial response to an emergency occurring within their area pending the arrival of the Deputy Chief Warden
- Ensuring that the Communications Officer is quickly notified of the situation.
- Ensure evacuation procedures proceed smoothly
- Checking to ensure area is completely evacuated
- Reporting to Deputy Chief Warden and Communications Officer of evacuation results



Possible Risks

| Threat | Source | Associated Hazards | Likelihood | Resources | | Emergency Service Liaison |
|-------------------------|----------------------|----------------------------------|------------|---|-----------|---|
| | Internal or External | | | Required | Available | |
| Bushfire | E | Vehicle Accident | Moderate | Pump/ Hoses | Yes | CFA |
| Caravan Fire | I | Fire/ Explosion | Moderate | Pump/ Hoses Fire Truck Fire Trailer | Yes | CFA |
| Houseboat Fire | I | Fire/ Explosion | Moderate | Pump/ Hoses Fire Truck Fire Trailer | Yes | CFA |
| Gas Cylinder Fire | I | Fire/ Explosion | Moderate | Pump/ Hoses Fire Truck Fire Trailer | Yes | CFA/ Elgas |
| Fuel Barge Fire | I | Fire/ Explosion | Moderate | Pump/ Hoses Extinguishers | Yes | CFA/ EPA GM-W |
| Personal Injury | I | | Moderate | First Aid Kit | Yes | Police/ Ambulance |
| Power Failure | E | Loss of Stock | Likely | Generator | Yes | Watters/ SP Ausnet |
| Water Supply Failure | I | Loss of Fire fighting facilities | Moderate | Static Tanks Fire Truck | Yes | JCMHP CFA |
| Water Contamination | I | | Moderate | | | Ambulance/ EPA/ GM-W Shire |
| Disease | I | | Rare | | | Ambulance/ DHS |
| Drowning | I | Loss of life | Rare | First Aid Officers | Yes | Police/ Ambulance |
| Water Sport Accident | I | Loss of life | Moderate | First Aid Officers | Yes | Police/ambulance |
| Fallen Tree/ Limb | I | | Moderate | Tractor/ Chain Saw/ Crane | Yes | Ambulance |
| Vehicle Accident | I/E | Loss of life | Rare | First Aid Extinguishers Pump/Hose | Yes | Police/Ambulance |
| Chemical Accident | I | Fire/ Explosion | Rare | Extinguisher/ Spill Kit | Yes | Ambulance/ EPA |
| Electrocution | I | | Unlikely | First Aid Officers | Yes | Ambulance/ Watters |
| Snake Bite | I | | Moderate | First Aid Kit | Yes | Ambulance |
| Dog Bite | I | | Moderate | First Aid Kit | Yes | Ambulance |
| Animal Attack | I | Injury | Moderate | First Aid Kit | Yes | Ambulance |
| Bomb Threat | E | | Rare | | Yes | Police |
| Flooding | E | Drowning | Rare | Pump | Yes | SES |
| Houseboat/ Boat Sinking | I | Drowning | Moderate | First Aid Officers/ | Yes | Ambulance/ GM- W/ Police/ Maritime Victoria |
| Armed Robbery | E | Loss of stock/ Money | Moderate | | | Police |
| Storm Damage | E | | Likely | Tractor/ Chain Saw/ Crane | Yes | SES |
| Sewerage Plant | I | Disease | Moderate | Plumber | Yes | Greg Lund |

See Appendix 1 for Risk Management Matrix





Policies & Procedures

Bushfire

Being surrounded by acres of bushland, a bushfire is a high risk, if the weather is right. If a bushfire was to come this way again, like Black Saturday, there would be nothing we could do to stop it. Evacuation would be imminent.

To prevent bushfire fuel being left around the park, constant observation and removal of dead trees and debris occurs. Site holders are instructed to keep their sites clear of mess and clutter and woodpiles are kept to regulations.

We provide our customers with written communication on how to reduce the risks around their sites and prepare for the fire season. We have instructed all site and houseboat owners to have approved fire equipment located in the correct locations on their sites or within their houseboats.

Staff are trained in Fire Emergency Procedures and are aware of their responsibilities should an emergency occur.

Guests and Visitors are required to register at the kiosk so we have a list of who is in the park and marina at all times.

Emergency Procedure

1. Notify Chief Warden of bushfire threat
2. Activate park fire siren if imminent
3. Notify customers of bushfire threat and to get their Emergency Kits ready
4. Listen to radio for fire movements
5. Check park registry and gate entry for number of customers in the park and marina
6. Manually open boom gate for Emergency Vehicle Access
7. It is up to the Chief Warden to decide to evacuate



Policies & Procedures

Caravan/ Houseboat Fire

All of our site holders and houseboat owners have been given written communication about the fire equipment they are required to have onsite. We offer to have our accredited CFA representative check each site and houseboat to ensure all fire equipment is in date and in working order annually

Emergency Procedure

1. Call the Fire Brigade on **000**.
2. Evacuate guests to a safe location.
3. Make sure everyone is out of the van. If necessary, carry out evacuation procedures, if it is safe to do so.
4. Disconnect the power to the van, if it safe to do so.
5. Remove other vans and vehicles from the area, if it is safe to do so.
6. If the power to the van has been disconnected use the fire hose to extinguish the flame until the Fire Brigade arrives.
7. If the power to the van has not been disconnected or you are not certain, do not put water on the van. Rather spray surrounding areas to prevent the spread of fire.



Policies & Procedures

Gas Cylinder Fire

All of the parks' gas equipment is checked and maintained by Elgas. Residents gas bottles are checked regularly for leaks. We encourage park occupants to have all their gas appliances tested by an accredited gas technician. Our gas is supplied by Elgas, who checks and maintains our main gas unit.

Emergency Procedure

1. Call Fire Brigade on: **000** (give cylinder type and size).
2. Evacuate immediate area.
3. Apply water spray to cylinders and anything else the flame is contacting - **do not** extinguish fire if leak cannot be stopped.
4. Turn off cylinder valve if possible.
5. Notify Manager
6. Record details on appropriate paperwork.
7. Report to statutory authorities as required.
8. Arrange for recharging of fire extinguishers that were used

Authority **Elgas**

PH: **1800 819 783**



Policies & Procedures

Fuel Barge Fire

All staff are trained on how to refuel boats, jet skis and houseboats safely. There are fire extinguishers in the office of the fuel barge to be used in case of fire. **See Appendix 2 for Refuelling Procedure**

Emergency Procedure

1. Alert Kiosk of fire at Fuel Barge via UHF
2. Notify Chief Warden via UHF
3. Evacuate all persons from the fuel barge (if safe to do so)
4. Check the area, inform Chief Warden
5. Control Evacuation of any persons around
6. Maintain Control of persons at evacuation point.

Contact: CFA – 000
EPA – 1800 444 004
GM-W – 1800 064 184



Policies & Procedures

Personal Injury

Staff are trained to follow the correct operating procedures for all equipment used. If an injury does occur, emergency procedures are carried out. There is an accident incident report form to be filled out after any incident whether it be relatively minor or fatal.

Emergency Procedure

1. Notify First Aid Officer
2. Request assistance
3. Administer First Aid
4. Ring Ambulance 000 if necessary
5. Fill out Incident Report Sheet (Appendix 3)



Policies & Procedures

Power Failure

Due to the amount of power used throughout the kiosk, park, workshop and marina it isn't uncommon for a power failure. This will disrupt the running of the business by loss of lighting, refrigeration, boom gate access etc. This could also occur due to weather conditions.

Emergency Procedure

1. Locate torch (above UHF or in cleaning area)
2. Turn off non-essential circuits in main switchboard in kiosk hallway
3. Initiate starting of emergency generator then slowly turn on essential service circuits
4. Communicate with customers as to what is going on
5. Switch off sensitive appliances in the kitchen and office PC, Registers etc
6. Plug in emergency phone (next to telephone switch box in office)
7. Contact with power supply to alert of power failure
8. Evacuation of the building will be decided by Park Owner if required.

See page 42 for Evacuation Procedure



Policies & Procedures

Water Supply Failure

The lake is the park's main water source and also 150,000 litres of static water storage. If the water supply fails for any reason there is no back up and the park will lose supply for the kitchen and the toilet/ shower facilities. Water tanks have been installed and can be filled from an outside source if necessary.

Emergency Procedure

1. Notify Chief Warden of Water Supply Failure
2. Turn off any non-essential equipment that uses the water supply
3. Notify customers of water supply failure and advise them to turn off their main water supply



Policies & Procedures

Water Contamination

Again, the lake is the park's main water source. If it becomes contaminated, as it did with the blue green algae, most of our facilities need to find an alternative water source. Water tanks were installed to supply water to the kitchen and toilet block when we experienced the Blue Green Algae. We supply water at our kiosk at all times as we do not encourage any of our customers to drink the lake water. Potable is trucked in from Alexandria.

Emergency Procedure

1. Notify Chief Warden of contamination
2. Notify all customers in the park of the contamination
3. Place signs around the park warning everyone not to drink or use the water
4. Close Toilet Block 1 & 2 Showers & Wash Basins
5. Keep in communication with GMW as to risk level of contamination
6. Keep in communication with customers on risk level of contamination
7. Place signage up on notice board at front of kiosk.



Policies & Procedures

Disease

It is a rare occurrence for a disease outbreak in the park. To help prevent any disease from being spread throughout the park we offer soap dispensers in our toilet blocks and kiosk toilets. Our kitchen is equipped with sanitising dispensers as well as soap dispensers to help prevent any chance of food poisoning.

Emergency Procedure

1. Notify Chief Warden of Disease outbreak
2. Notify hospital of outbreak
3. Notify customers of outbreak and advise they be checked by a doctor
4. Ring Ambulance 000 if necessary
5. Isolate affected area, whether it be area of park or person



Policies & Procedures

Drowning

There is a lot of water, too much for us to guard at all times, so customers are advised to be water safe. Watch their kids, friends, pets etc. Signs are placed around the marina and kiosk to alert customers to the danger of drowning.

Emergency Procedure

1. Assign someone to call an Ambulance 000 and to wait and direct them to the casualty then to notify Chief Warden
2. Locate a life buoy and throw towards person if in reach and pull to safety
3. Administer First Aid as soon as safe to do so
4. If out of throwing reach, and trained to do so, attempt a swimming rescue
Do Not Attempt a Rescue Beyond Your Capabilities
5. For a swimming rescue, approach the person from behind. A panicking person may pull you down
6. Grab the person by a piece of their clothing or cup a hand or arm under the persons chin and pull the person face up to shore while providing special care to ensure a straight head-neck-back alignment especially if you think the person has spine injuries
7. The best option would be to float the person on a board while towing to shore if the equipment is available
8. If the person has stopped breathing then administer CPR immediately
9. Continue monitoring and administering CPR if necessary until ambulance arrives



Policies and Procedures

Water Sport Accident

1. Assign someone to call an Ambulance 000 and to wait and direct them to the casualty then to notify Chief Warden
2. Locate a life buoy and throw towards person if in reach and pull to safety
3. Administer First Aid as soon as safe to do so
4. If out of throwing reach, and trained to do so, attempt a swimming rescue
Do Not Attempt a Rescue Beyond Your Capabilities
5. The best option would be to float the person on a board while towing to shore if the equipment is available
6. If the person has stopped breathing then administer CPR immediately
7. Administer first aid as required.

Continue monitoring and administering CPR if necessary until ambulance arrives



Policies & Procedures

Falling Trees/ Limbs

The park has many large trees all with the potential to have limbs fall from them or even fall over in bad weather. To ensure the safety of our customers we have authorised persons come to inspect which trees need to be removed. Trees are removed by a registered arborist. A Tractor and Chain Saw are available for removal of a tree branch if such event does occur.

Emergency Procedure

1. Notify Chief Warden of location of fallen branch
2. Assess area for any casualties
3. If any casualties, contact kiosk to ring Ambulance 000
4. Stay with casualty until ambulance arrives but don't put yourself in danger
5. Contact kiosk to give update on casualty and to find out movements of ambulance.
6. Give kiosk location details of accident and advise them to direct the ambulance on arrival to the casualty



Policies and Procedures

Vehicle Accident

Emergency Procedure

1. Notify Chief Warden of location of accident
2. Assess area for any casualties
3. If any casualties, contact kiosk to ring Ambulance 000
4. Stay with casualty until ambulance arrives but don't put yourself in danger
5. Contact kiosk to give update on casualty and to find out movements of ambulance.
6. Give kiosk location details of accident and advise them to direct the ambulance on arrival to the casualty
7. Once casualties have been taken care of organise for removal of vehicles and debris blocking the road.



Policies & Procedures

Chemical Accident

Chemicals are used mainly for cleaning/ housekeeping purposes. In the event of a spill, the person who caused the spill is responsible for prompt and proper clean-up. It is also their responsibility to have spill control and personal protective equipment appropriate for the chemicals being handled readily available. MSDS cards are available in the cleaning area and other locations where certain chemicals are kept.

Emergency Procedure

1. Notify all persons in the affected area of spill.
2. Assign someone to locate signs to put around affected area
3. Notify Chief Warden of spill if further assistance is required
4. If there is a fire or medical attention is required ring 000
5. Attend to any persons contaminated. Contaminated clothing must be removed immediately and the skin flushed with cold water for no less than 15 minutes. Clothing must be laundered before reuse.
6. If a flammable material is spilled, immediately warn everyone, control sources of ignition and ventilate the area.
7. Wear personal protective equipment, as appropriate to the hazard. See MSDS sheets for appropriate equipment – located in the area where equipment is used regularly.
8. Clean up spill as per Material Safety Data Sheets.



Policies & Procedures

Electrocution

All of our sites in our park are unpowered. Power does run to our three toilet blocks located around the park. Trees are kept cut away from the power source to reduce the risk of accident occurring.

Power to our toilet block is located underground to avoid contact during maintenance or moving.

Emergency Procedure

1. Notify Chief Warden to ring ambulance 000
2. Shut off the power source if safe to do so
3. If the time to turn off the power source is too long you may need to try to dislodge the person from the circuit **Only if safe to do so. Do Not Attempt To Touch The Person With Your Hand, a Broom Stick is a good option**
4. If the person is conscious, have them lie still until the ambulance arrives, and monitor them to communicate to the ambulance officer
5. If the person is unconscious then CPR should be administered immediately until ambulance arrives



Policies & Procedures

Snake Bite

Jerusalem Creek Marina & Holiday Park is a great place for snakes to inhabit. As the weather warms up there are always increased sightings of snakes, be it dead or alive. Customers have been given information on snakes being in the area and how to treat to a bite. Any sighting reports are written on the white board out the front of the kiosk. Proper precautions are taken to remove the snake if kept in sight.

Emergency Procedure

1. Notify Chief Warden to ring ambulance 000 and Snake catcher if necessary
2. Assure the affected person that emergency services are on the way. Keep them calm and as still as possible. It is best to keep the venom affected area immobile and lower than the heart
3. Keep constant monitor on the vital signs such as breathing, temperature, blood pressure and pulse
4. Stay with the person until ambulance arrives.



Policies & Procedures

Dog Bite

A dog is part of the family so to be able to bring your dog on holiday with you appeals to some of our customers so we like to be able to give them the option to do so. In the event of a dog bite to another dog or person immediate action would be taken to rectify the problem so as not to affect our dog friendly environment.

Emergency Procedure

1. Have dog removed from premises
2. Notify Chief Warden of incident
3. Keep the customer calm and as still as possible
4. Rinse the bite wound and cover with a sterile dressing.
5. Encourage the person to seek medical opinion promptly



Policies and Procedures

Animal Attack

Emergency Procedure

1. Separate customer and animal
2. Notify Chief Warden of incident
3. Assess injury and call ambulance if necessary
4. Rinse the wound and cover with a sterile dressing.
5. Encourage the person to seek medical opinion promptly



Policies & Procedures

Bomb Threat

There have been no past bomb threats recorded to have occurred at the park. In the event of this happening, staff have been trained in the safe emergency procedures to deal with the situation.

Emergency Procedure

1. Stay Calm
2. Using the Bomb Threat Procedures Sheet (see Appendix 4), fill in as much detail as possible
3. Do not hang up the phone once the caller has hung up
4. Using a separate phone, possibly a mobile, ring the police 000 to notify them of the threat



Policies & Procedures

Flooding

We rely on Goulburn Murray Water to maintain and keep us informed as to any malfunctions with the gate which is the connection from the lake to the Goulburn River. A flood to our park would be very rare unless the bridge went beyond capacity and broke the gate. Weather reports are checked daily and customers are notified of bad weather coming.

Emergency Procedure

1. Ensure all staff and customers are aware of what's happening
2. Listen to the local radio for updates and advice
3. Block toilets and drains to prevent sewage back flow
4. Carefully stack valuables, furniture, and electrical items onto benches or tables or remove them off site
5. Carefully raise business equipment, stock and records onto benches or high shelves or relocate off site. Back up important records.
6. Tie Down objects likely to float and cause damage. Raise poisons, oils and chemicals well above floor level
7. It is up to the Park Owner if evacuation is to take place

See page 42 for Evacuation Procedure



Policies & Procedures

Sewage Failure

Regular checks are done on all sewage systems around the park by a registered plumber. If a sewage failure was to occur, staff and customers would be made aware of the incident and proper procedures taken to minimise contamination or illness.

Emergency Procedure

1. Notify Chief Warden of incident
2. Contact Greg Lund (plumber) on 0412549382 and inform of incident
3. Notify customers of sewage failure and need for alternative facility use until further notice
4. Place signage on toilet blocks and lock until problem is rectified
5. Keep customers updated about progress to eliminate constant queries
6. Remove signage and unlock toilet blocks when problem is rectified
7. Notify customers that problem has ceased.



Policies & Procedures

Houseboat/ Boat Sinking

The sinking of a houseboat or boat is out of our control, it is up to the responsible care and maintenance of the houseboat/boat by the owner. To assist anyone in trouble in the event of a sinking we would have use of our work barges, work crane and water transfer pumps if necessary.

Emergency Procedure

1. Call 000
2. Check if there are any passengers on board the vessel
3. Using the work barges approach the vessel
4. Help any passengers onto work barge and take to shore for medical assistance if necessary
5. Back at sinking vessel, ascertain possible cause of leak and attempt to stop leak
6. If required organize emergency pump
7. If own pump not successful, notify fire brigade
8. Check if bilges are oily, if so collect soaker pads from spill kit and insert in bilges
9. Dispose of contaminated spill in appropriate way
10. Tie float to vessel for salvage location
11. Move vessel to shallow water or slip vessel
12. File Incident Report



Policies & Procedures

Armed Robbery

If you see anything that makes you suspect somebody is going to attempt a hold up, lock the doors, call the police and stay out of sight until the police arrive.

However, if you are involved in an armed hold-up it is vital that to minimise the likelihood of anyone being injured that you practice and abide by the following procedures.

Remember money and stock is insured. Never refuse the demands of an armed robber, the outcome may result in injury or death to you, your guests or visitors. You have the responsibility to protect all victims. **Never put yourself or anyone else in danger by your actions.**

Emergency Procedure

1. **REMAIN CALM** – during an armed hold-up say to yourself “everything will be OK”. Remaining calm may reduce the likelihood of violence and hopefully minimise the robber’s stay.
2. **OBEY** - Do exactly what the robber says. Respond to the robber’s demands, don’t try to hide information or money, co-operate fully, remember people’s safety is more important than money or goods.
3. **OBSERVE THE ROBBER** - Identification of the robber may lead to his/her capture. Don’t make it obvious, just quick glances, no eye contact. Remember such things as: clothing scars, tattoos, height, weight and mannerisms and write them down as soon as he/she leaves.
4. **STAY OUT OF DANGER AREA** -The robber is in control and pumped with adrenalin. Do not try to outsmart him/her. Over eighty percent of victims are either injured or killed as a consequence of ignoring the potential danger or trying to act the hero.
5. **DO NOT CHASE THE ROBBER** - Identify his/her mode and direction of travel. Lock the premises, preserve all the evidence, ring the police and arrange all victims to help identify the robber. See Attachment for Offender Description Form
6. **NOTIFY MANAGER** – The manager will need to know of the robbery. How many people were involved and if everyone is ok. What paperwork has been filled out.

IMPORTANT

Contact a trauma counsellor. Any person (staff, customer or passer by), threatened by the offender should be offered help if required.



Policies & Procedures

Severe Storm

Throughout the year branches are trimmed away from caravan sites as much as possible. Debris is removed from the park surroundings on a regular basis to avoid flying debris in strong winds. All site owners are encouraged to have a portable radio, torch with fresh batteries and some spares for guests' use. They are also encouraged to keep their individual sites clear of debris and also to inform management of any tree limbs that may cause damage in a storm. After the storm the park will be inspected for any storm damage and appropriate action taken if necessary.

Emergency Procedure

- Listen to local radio for information.
- Shelter and secure pets and animals and ensure guests secure their pets.
- Shelter vehicles or cover with tarpaulin/blankets.
- Disconnect all electrical appliances (computers, registers etc) and check to ensure guests do the same.
- Tape (cross fashion 'x') or cover large windows and assist caravan park guests to do the same.
- Stay inside and shelter well clear of windows, in the strongest part of the building.
- If necessary, cover yourself with a mattress, blanket, doona or tarpaulin, under a table etc.
- Listen to your portable radio for storm updates.
- If outdoors find emergency shelter (not under a tree).
- If driving, stop clear of trees, power lines or streams.
- Avoid using the telephone during the storm.



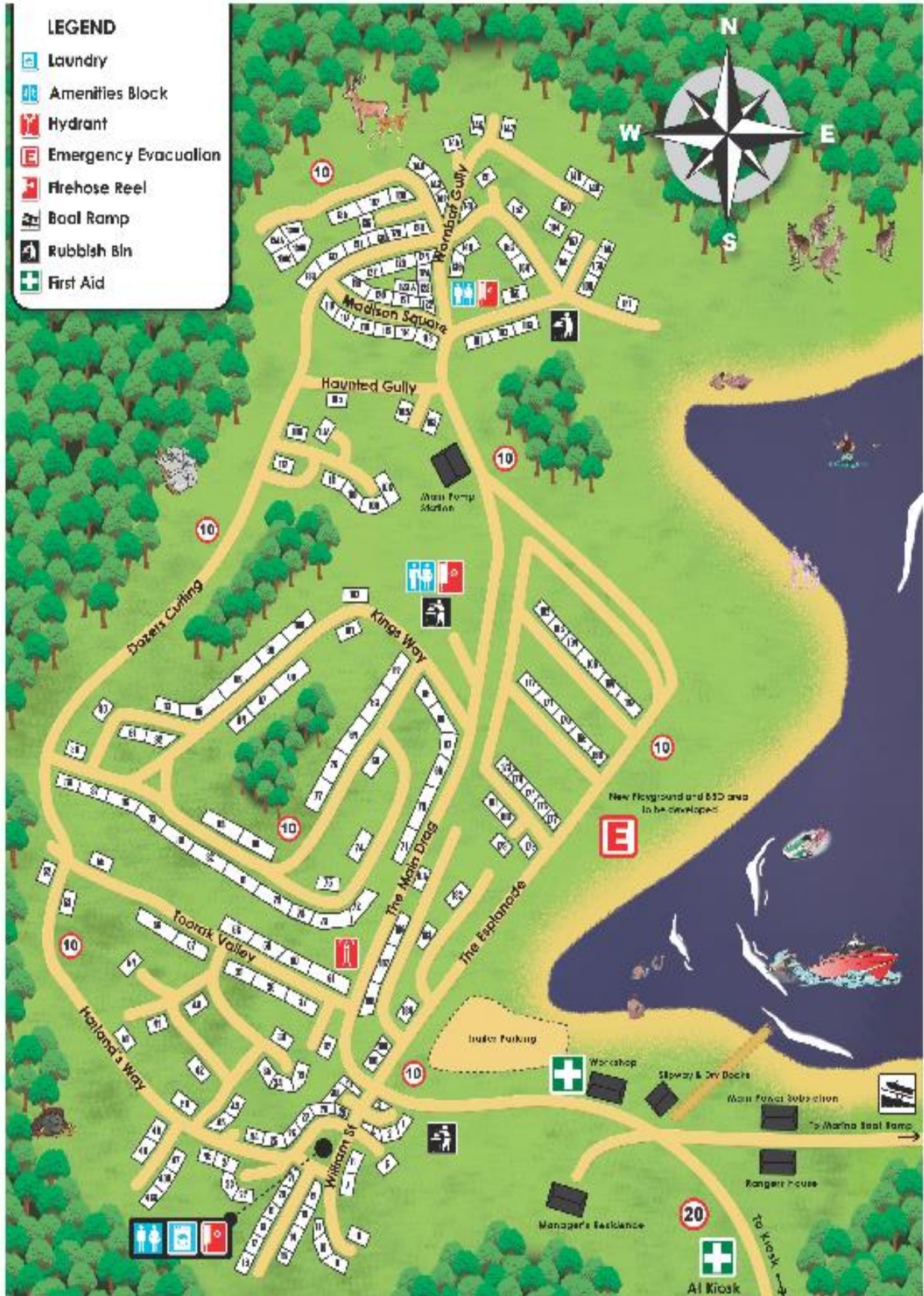
Hazardous Materials On Site

Chemicals are used mostly for cleaning/ housekeeping and in the workshop. MSDS sheets are available in all locations where chemicals are stored and a copy will be stored in this manual after revision.

We are currently in the process of minimising the amount of chemicals we use within our park. Previously there has been no organised record of chemicals kept and used.

Personal Protective clothing is provided for use when chemicals are being used. Correct storage of chemicals is ensured to minimise accident.

See Appendix 5 for Dangerous Goods Listings





Description of Park for Fire Fighting Purposes

Jerusalem Creek Marina & Holiday Park is located 7km on the Eastern Side of Lake Eildon. Comprising of 450 acres of bushland in total. 54 acres of this area has been dedicated to annual caravan sites.

These caravan sites are located within the bush. The normal bush setting of Jerusalem Creek Marina & Holiday Park is to be considered as a high risk bush fire area.

A fire break flanks the caravan sites.

Fire Fighting Trailer

1000ltr tank with 2 x 20mtr hose

Petrol Pump

To be towed by 4x4 work vehicles

For structural fire and black out

Stand Pipe

Located on road 'Main Drag'

For refilling purposes only

Hose Reels

Supplied by 150,000ltr static water supply located at all ablution blocks and kiosk for structural fire

Fire Extinguishers

Water/ Dry Chemical

Located around structures throughout park

For quick response fires

Water Pumps

2x Petrol fire fighting pumps

For drafting/ refilling from Lake Eildon



Fire Fighting Equipment List Cont.

Fire Truck

2 WD Austin Fire Truck
1500ltr tank with petrol power pump
20mtr of hose

Polaris 4WD Quad

4x4 quad motor bike
100ltr tank with electric pump
10mtr hose
For spot fires and blackout

Case Back Hoe

4x4 front end bucket/ Back hoe
For Firebreaks/ Blackout

Case Bob Cat

For firebreaks/ Blackout to create mineral earth trail/ firebreak

Mahrinda Tractor

4x4 front end bucket/ loader
For firebreaks/ blackout to create mineral earth trail/ firebreak

Work Barge x2

Equipped with petrol fire fighting pump
20mtr hose
For houseboat/ boat fire and foreshore fire



Evacuation Resources & Equipment List

In the event of an evacuation we have the following available to assist us in the emergency.

- Within our staff we have trained fire wardens and 2 CFA members.
- Portable radio for coordination of people in groups
- Evacuation audible alarm to signify all personnel must assemble at emergency assembly points
- Computer print out of people residing with park and marina for roll call
- UHF Channel 10 radios for communication between fire wardens

First Aid Wardens

Bruce Vance – Level 1

Toni Vance – Level 1

Rod Harland – Level 2

Errol Kellalea – Level 2

Penny Paxman – Level 2



Evacuation Procedure

Upon Evacuation Siren sounding or verbal instruction from fire warden:

- Collect your emergency Kit if safe to do so and proceed to your emergency assembly area.
- Stay calm and wait for further instruction from your fire warden

Holiday park Evacuation point – Located on middle foreshore area.

Signposted

Marina Evacuation point – Located at start of Marina Walkway. Signposted

General Store Evacuation point – Located at gate house / boom gates.

Signposted

Do Not

- Bring vehicles or vessels to Evacuation points. Only exception is for people with disabilities.
- Attempt to leave the Holiday Park or Marina unless advised to do so by fire Warden or police
- Attempt to leave the evacuation point unless advised to do so by fire warden or police
- Panic- remain calm and walk to your evacuation point
- Block access for emergency vehicle

Do

- Assist the elderly or young children
- Ask fire warden if you can assist
- Turn off gas bottles at your site prior to going to evacuation point
- Report missing persons

Emergency Kit

We strongly recommend that each person has an emergency kit ready and accessible. At a minimum the following items need to form part of your kit

Your Medication / First aid kit / 2 ltrs of water / Full change of clothes / life vest should we need to enter water / food / hat & sunscreen / respiratory face mask / torch



Implementation of Emergency Management Plan

All staff will be trained appropriately for an emergency using this plan. A simplified version will be given to all site and houseboat owners and encouraged to read it and keep it in a familiar spot for future reference.

Evacuation signage will be posted out the front of the kiosk and all three toilet blocks for site and houseboat owners and guests to view at any stage.

Keeping With The Plan

We will be giving our staff regular training through the CFA on various emergencies and holding 6 monthly Emergency Management meetings to review and update this plan as is necessary.

We will be constantly trying to upgrade and maintain firefighting equipment and also ensuring all site holders and houseboat owners have the minimum standard firefighting equipment as required under 'The Act' residential tenancies Moveable dwelling Act 2010 and check/ serviced annually.



Training & Records

Any training undertaken by any staff member will be noted in this emergency plan for easy determination of skills of various staff members.

| Date | Name | Training Received | Conducted By |
|-------------|---------------|---|---------------------|
| Dec | All Occupants | Receive a copy of Jerusalem Creek Marina & Park EMP | B Vance |
| Nov | All Staff | Trained in Jerusalem Creek Marina & Holiday Park EMP | B Vance |
| Nov | Fire Wardens | CFA Training on extinguishers refreshed Review warden accountabilities | Chief Warden |
| | | First Aid Training | |
| | | Asset management Accreditation | |
| Dec 13 | All Staff | CFA training on extinguishers | Fire Wardens |
| July 14 | All Occupants | New Emergency Management Plan | B.Vance/PPaxman |
| | | | |
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Appendix 1 - Risk Management Matrix

| Likelihood | Consequence | | | |
|----------------|---|--|--|--------------|
| | Important | Serious | Major | Catastrophic |
| Almost Certain | Power failure | | | |
| Likely | Water supply failure Sewage failure Water Contamination | Fallen Tree | | |
| Possible | | Personal Injury/ Disease Snake/Dog Bite/ Sinking Boat or Houseboat/ Boat & Vehicle Accident | Caravan/Houseboat fire Fuel barge fire Gas cylinder fire | Bushfire |
| Unlikely | | Armed Robbery Chemical accident | Electrocution | |
| Rare | | | Bomb threat Flooding | Drowning |

| Risk Category | Recommended Action |
|----------------------|--|
| Extreme Risk | Must be managed with a detailed plan – will require resources and training |
| High Risk | Requires immediate planning – resource priority and training |
| Moderate Risk | Manage by specific monitoring or response procedures |
| Low Risk | Manage by routine procedures |



Appendix 2

Refuelling Procedure

For the safety of both the customer and the staff member it is important to follow this procedure.

- Ask all passengers to vacate the houseboat/ boat and fuel barge while refuelling is in progress. One person may remain to assist with refuelling
- Ask the customer to turn off the houseboat/boat engine and turn off the gas bottles if it is a houseboat.
- All electronic devices must be switched off
- For boats equipped with engine motor blower fans switch on before refuelling for venting boat bilge of fumes
- For boats not equipped with engine motor blower fans, engine cowl/ cover is to be opened for natural venting
- Once the type of fuel required is determined, remove appropriate nozzle from bowser and begin refuelling.
Keep the nozzle pointing upwards, but not towards your face, between bowser and vessel to avoid leakage.
- Once the tank is full to the customer's request, remove the nozzle from the vessel and replace back on the bowser properly
- Note down the type, litres and amount and proceed to the fuel barge kiosk to process payment
- Boat to be restarted before passengers return to boat
- Inform the rest of the passengers that they may now return to the vessel



Appendix 3

Jerusalem Creek Marina & Holiday Park Accident Investigation and Analysis

| |
|--|
| What sequence of unintended events contributed to this accident? See Identification Guide |
| 1. |
| 2. |
| 3. |
| 4. |
| What sequence of unforeseen hazards contributed to this accident? See Identification Guide |
| 1. |
| 2. |
| 3. |
| 4. |
| |

Identification Guide



- Did any defect in the equipment/tool contribute to hazardous conditions?
- Did the general design or quality of the equipment/tool contribute to a hazardous condition?
- Did the location/position of the equipment/employees contribute to a hazardous condition?
- Was the correct equipment/tool used for the task?
- Was appropriate protective clothing/equipment specified for the job?
- Was the employee wearing the specified protective clothing/equipment?
- Was there an acceptable standard of housekeeping in the area?
- Was the employee affected by drugs/alcohol?
- Was there sufficient work space for the task?
- Was there adequate means of access available?
- Were there written/known procedures for this job?
- Were verbal/written instructions for the job adequate and understood by the employee?
- Did the employee deviate from the known job procedure?
- Was the employee adequately trained to carry out the task?
- Was the employee affected by fatigue?
- Was lighting/ventilation appropriate?

Action needed to prevent accident recurrence

| | | | | | |
|----------------------------------|--|------------------------------|--|-------------------------------------|--|
| Improve housekeeping | | Correction of congestion | | Re-instruction of person/s involved | |
| Job safety analysis | | Improve workplace conditions | | Discipline of person/s involved | |
| Equipment repair or replacement | | Improved personal protection | | Re-instruction of others | |
| Improve equipment design | | Regular pre-job instruction | | Temporary relocation of person/s | |
| Improve equipment construction | | Use of safer materials | | Permanent relocation of person/s | |
| Installation of guard or similar | | Check with manufacturer | | Other | |



Specify immediate control strategies

Specify further control strategies

Anticipated completion date: / /

Investigation completed by supervisor on : / / Signature _____

General Manager's Comment:

Signature:

Date: / /



Appendix 4

JERUSALEM CREEK MARINA & HOLIDAY PARK BOMB THREAT PROCEDURES SHEET

Listen carefully, stay calm and don't panic, that is exactly what the caller will want you to do. Ask the caller the following questions, take notes and complete the tick boxes regarding the callers voice, background sounds and threatening language. All this will help the police make judgement on the seriousness of the call and assist them to catch the caller. When the caller hangs up, place the handpiece beside the telephone to keep the line open.

Wording of the threat (try to recall exact words)

Keep the caller talking. Try to get as much information as possible by asking questions and listening for other details. Record details as listed below

1. When is the bomb going to explode?

2. Where is it right now?

3. What does it look like?

4. What kind of bomb is it?



5. What will cause it to explode?

6. Who placed the bomb?

7. Why?

8. Where are you?

9. What is your name?

Estimated age of caller: _____ Sex of caller: _____

Does caller seem intoxicated? _____

Time: _____ Date: _____

Caller Details:



CALLER'S VOICE

Tick applicable boxes

- | | |
|---|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Laughing |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Normal |
| <input type="checkbox"/> Accent | <input type="checkbox"/> Distinct |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Clearing Throat | |
| <input type="checkbox"/> Deep Breathing | |
| <input type="checkbox"/> Cracking Voice | |
| <input type="checkbox"/> Familiar | |

BACKGROUND SOUNDS

Tick applicable boxes

- Street Noises**
- Animal Noises**
- House Noises**
- Long Distance**
- Office Equipment**
- Factory**
- Crockery**
- PA System**
- Voices**
- Static**
- Motor**
- Children**
- Equipment**
- Machinery**
- Clear**
- Music**
- Local**
- Phone booth**
- Other**



Is the voice familiar? Who did it sound like?

What type of language did the person who made the threat use?

- Well Spoken**
- Incoherent (difficult to understand)**
- Taped**
- Read from a script**
- Foul**
- Irrational**

Remarks



Appendix 5

Dangerous Goods Register

| PRODUCT NAME | DESCRIPTION OF PRODUCT | DANGEROUS GOODS CODE | LOCATION OF PRODUCT |
|--|------------------------------|--|------------------------------|
| Dulux Duremax GPE | Epoxy Coating | Flammable | Storage Container – Workshop |
| Dulux Duremax GPE | Standard Hardener | Flammable | Storage Container – Workshop |
| Wattyl Struc-t Namel | Enamel Paint | Non Classified Dangerous Goods | Storage Container – Workshop |
| | | | |
| Matthys Noxyde | Anti Corrosion Paint | Non Classified Dangerous Goods | Storage Container – Workshop |
| Wattyl Sunfast | Low Sheen Acrylic Paint | Carcinogenic | Storage Container – Workshop |
| Dulux Duthin 020 | PrepWash | Highly Flammable | Storage Container – Workshop |
| Motospray Super Glow MPT | Multi Purpose Thinner | Highly Flammable | Storage Container – Workshop |
| Roundup Commercial | Herbicide | Poison | Storage Container - Workshop |
| Dow Agrosiences Grazon Extra | Herbicide | Poison | Storage Container – Workshop |
| Peak Lubricants Diesel Oil 15W40 | Diesel Oil | Flammable | Workshop |
| Peak Lubricants Loma 46 | Hydraulic Oil | Flammable | Workshop |
| Peak Lubricants Multi Duty 40 API | Oil | Non Hazardous – Non Dangerous Goods | Workshop |
| Peak Lubricants Auto Trans Fluid Type DX 3 | Automatic Transmission Fluid | Flammable | Workshop |
| Caltex Trusol GP | General Purpose Cutting Oil | Corrosive | Workshop |
| Caltex Vortex Diesel | Diesel | Hazardous Substance / Non Classified Dangerous Goods | Workshop |
| Caltex ULP | Unleaded Petrol | Flammable | Workshop Fuel Barge |
| Caltex PULP | Premium Unleaded Petrol | Flammable | Workshop Fuel Barge |
| | | | |
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| PRODUCT NAME | DESCRIPTION OF PRODUCT | DANGEROUS GOODS CODE | LOCATION OF PRODUCT |
|-----------------------------------|--|---|--|
| Elgas | LPG 2 x Gas Pigs Large Number of 45kg 18kg | Flammable | Shop, Toilet Block 1, All Camp Sites within the park, Kiosk, Toilet Block 1, Fuel Barge, Houseboats |
| Intergrain Timber Finishes Reviva | Timber Cleaner | Poison | Workshop |
| BondallRainex Rust Buster | Rust Remover | Corrosive | Workshop |
| Milestone Hypakleen | Detergent/Sanitiser | Corrosive | Toilet Block 1,2,3 |
| Milestone Chlorokleen | Detergent/Sanitiser | Corrosive | Toilet Block 1,2,3 |
| Milestone Deod-a-bowl | Toilet Bowl Cleaner | Non Classified Dangerous Goods | Toilet Block 1,2,3 |
| DeepSeaOilsSpringGarden | Air Freshener | Flammable | Toilet Block 1,2,3 |
| Bostik Plumb-weld Class N | Plastic Pipe Concrete | Flammable | Toilet Block 1, Toilet Block 2 |
| Bostik Plumb-weld Class P | Plastic Pipe Concrete | Flammable | Toilet Block 1, Toilet Block 2 |
| Kerosene | | Flammable | Shop |
| Methylated Spirits | | Flammable | Shop |
| Milestone Germex | Liquid Hand Cleaner | Non Classified Dangerous Goods | Shop |
| Milestone Windowkleen | Window Cleaner | Non Classified Dangerous Goods | Shop |
| Milestone Suprex | Concentrated Detergent | Non Classified Dangerous Goods | Shop |
| Milestone KleenBreak | Solvent Cleaner | Non Classified Dangerous Goods | Shop |
| Milestone Liquid Bleach | Bleach | Corrosive | Shop |
| Momar Mo-Flow | Liquid Drain Solvent | Corrosive | Shop |
| Momar 8-alive | | Non Classified Dangerous Goods | Shop |
| Drano | Drano Crystal | Corrosive | Shop |
| Custom Chemicals Sweet Lu | Automatic Toilet Bowl Sanitiser | Toxic Fumes | Shop |
| Power Force | Heavy Duty Cleaner Disinfectant | Non Classified Dangerous Goods | Shop |
| RecochemFresha | Perfume Deodoriser Blocks | Harmful if Inhaled | Shop |
| Wagon Transpoxy Masterbond | Hardener 4.67N PKB | Flammable, Harmful to eyes and if inhaled | Workshop |
| Wagon Transurethane Finish | Hardener 3.44 HB PKB | Flammable, Harmful to eyes and if inhaled | Workshop |
| Wagon Transocean Epoxy Thinner | 6.03 HB PKB | Flammable, Harmful to eyes and if inhaled | Workshop |
| Waxworks Citronella | Citronella | Poison | Shop |



Appendix 6

Topographic Map of Jerusalem Creek Marina & Holiday Park

