

Emergency Management Plan 2019

Jerusalem Creek Marina & Holiday Park

501 Jerusalem Creek Road, Eildon, Victoria / 3713

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INTRODUCTION

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. Your park details, emergency contact list and site plan.



CARAVAN PARK EMERGENCY MANAGEMENT PLAN

Jerusalem Creek Marina & Holiday Park details:

Name	Jerusalem Creek Marina & Holiday Park
Address	501 Jerusalem Creek Road, Eildon, Victoria, 3713
Postal Address	PO Box 82, Eildon
Phone	03 5774 2585
Fax	03 5774 2798
UHF Radio	28
Owner	Bruce Vance
Number of Sites	193
Number of houseboats	

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

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

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

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

JERUSALEM CREEK MARINA & HOLIDAY PARK



KEY

- LAUNDRY
- TOILETS
- HYDRANT
- EMERGENCY EVACUATION
- FIREHOSE REEL
- PLAYGROUND
- BOAT RAMP
- RUBBISH BIN
- FIRST AID
- TORBRECK
- PINNACLE
- TOORAK
- LT. DARLINGFORD
- GERRATY
- MT. TERRIBLE
- ESPLANADE



RISK ASSESSMENT



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

RISK ASSESSMENT

CARAVAN / HOUSEBOAT FIRE	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none">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.
GAS CYLINDER FIRE	<p>All of the parks' gas equipment is checked and maintained by Elgas. Resident's 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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none">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 Manager6. 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

RISK ASSESSMENT

<p>FUEL BARGE FIRE</p>	<p>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</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 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. <p>Contact: CFA - 000 EPA - 1800 444 004 GM-W - 1800 064 184</p>
<p>PERSONAL INJURY</p>	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 1. Notify First Aid Officer 2. Request assistance 3. Administer First Aid 4. Ring Ambulance 000 if necessary 5. Fill out Incident Report Sheet
<p>WATER SUPPLY FAILURE</p>	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 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

RISK ASSESSMENT

<p>POWER FAILURE</p>	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 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.
<p>WATER CONTAMINATION</p>	<p>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 have been installed and can be filled from an outside source if necessary.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 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.
<p>DISEASE</p>	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 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

RISK ASSESSMENT

DROWNING	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none">1. Assign someone to call an Ambulance 000 and to wait and direct them to the casualty then to notify Chief Warden2. Locate a life buoy and throw towards person if in reach and pull to safety3. Administer First Aid as soon as safe to do so4. If out of throwing reach, and trained to do so, attempt a swimming rescue Do Not Attempt a Rescue Beyond Your Capabilities5. For a swimming rescue, approach the person from behind. A panicking person may pull you down6. 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 injuries7. The best option would be to float the person on a board while towing to shore if the equipment is available8. If the person has stopped breathing then administer CPR immediately9. Continue monitoring and administering CPR if necessary until ambulance arrives
WATER SPORTS ACCIDENT	<p>Emergency Procedure</p> <ol style="list-style-type: none">1. Assign someone to call an Ambulance 000 and to wait and direct them to the casualty then to notify Chief Warden2. Locate a life buoy and throw towards person if in reach and pull to safety3. Administer First Aid as soon as safe to do so4. If out of throwing reach, and trained to do so, attempt a swimming rescue Do Not Attempt a Rescue Beyond Your Capabilities5. The best option would be to float the person on a board while towing to shore if the equipment is available6. If the person has stopped breathing then administer CPR immediately7. Administer first aid as required. Continue monitoring and administering CPR if necessary until ambulance arrives

RISK ASSESSMENT

CHEMICAL ACCIDENT	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none">1. Notify all persons in the affected area of spill.2. Assign someone to locate signs to put around affected area3. Notify Chief Warden of spill if further assistance is required4. If there is a fire or medical attention is required ring 0005. 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.
ELECTROCUTION	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none">1. Notify Chief Warden to ring ambulance 0002. Shut off the power source if safe to do so3. 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 option4. If the person is conscious, have them lie still until the ambulance arrives, and monitor them to communicate to the ambulance officer5. If the person is unconscious then CPR should be administered immediately until ambulance arrives

RISK ASSESSMENT

<p>FALLING OF LIMBS & TREES</p>	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 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
<p>VEHICLE ACCIDENT</p>	<p>Emergency Procedure</p> <ol style="list-style-type: none"> 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.
<p>ANIMAL ATTACK</p>	<p>Emergency Procedure</p> <ol style="list-style-type: none"> 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

RISK ASSESSMENT

SNAKE BITE	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none">1. Notify Chief Warden to ring ambulance 000 and Snake catcher if necessary2. 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 heart3. Keep constant monitor on the vital signs such as breathing, temperature, blood pressure and pulse4. Stay with the person until ambulance arrives.
DOG BITE	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none">1. Have dog removed from premises2. Notify Chief Warden of incident3. Keep the customer calm and as still as possible4. Rinse the bite wound and cover with a sterile dressing.5. Encourage the person to seek medical opinion promptly
HAZARDOUS MATERIALS ON SITE	<p>Chemicals are used mostly for cleaning but are used in the workshop too. MSDS sheets are available in all locations where chemicals are stored and a copy will be stored in this management plan after revision.</p> <p>Personal Protective clothing is provided for use when chemicals are being used. Correct storage of chemicals is ensured to minimise accident.</p>

RISK ASSESSMENT

<p>BOMB THREAT</p>	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 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
<p>FLOODING</p>	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 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.
<p>SEWAGE FAILURE</p>	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 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.

RISK ASSESSMENT

<p>SEVERE STORM</p>	<p>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, torches, keep their sites clear of debris and also to inform management of any tree limbs that may cause damage.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 1 Listen to UGFM 106.9 2 Shelter & secure pets. 3 Shelter vehicles with tarps / blankets 4 Disconnect all electrical appliances (computers, registers, tv's) 5 Tape (cross fashion 'X') on large windows. 6 Stay inside and shelter in the strongest part of the building & stay away from windows. 7 If necessary, cover yourself with a mattress, blanket, doona, or stay under a table. 8 If outdoors, find emergency shelter (not under a tree.) 9 If driving, stop clear of trees, power-lines or streams. 10 Avoid using a mobile phone during the storm.
<p>HOUSEBOAT & BOAT SINKING</p>	<p>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.</p> <p>Emergency Procedure</p> <ol style="list-style-type: none"> 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 organise 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

RISK ASSESSMENT

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.

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, and 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

A RISK IS A SITUATION THAT INVOLVES EXPOSURE TO DANGER

LIKELIHOOD	DESCRIPTION
Almost Certain	A hazard event is expected in most circumstances
Likely	A hazard event will probably occur in most circumstances
Possible	A hazard event could take place at any time
Unlikely	A hazard event unlikely to take place
Rare	A hazard event may take place only in exceptional circumstances

CONSEQUENCE	DESCRIPTION
Catastrophic	Significant fatalities, extensive damage, park potentially out of business, large number of severe injuries
Major	Some fatalities, significant damage, significant financial loss, extensive injuries
Moderate	No fatalities, localised damage, significant financial loss,, medical treatment required, including hospitalisation
Minor	First aid treatment required, minor damage, some financial loss
Insignificant	No injury, little or no damage or no financial loss

RISK RATING MATRIX

CONSEQUENCE LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC
Almost Certain	High	High	Extreme	Extreme	Extreme
Likely	Moderate	High	High	Extreme	Extreme
Possible	Low	Moderate	High	Extreme	Extreme
Unlikely	Low	Low	Moderate	High	Extreme
Rare	Low	Low	Moderate	High	High

RISK ASSESSMENT

Hazard	Likelihood	Associated Hazards	We have to solve	Emergency Service Liaison
Bushfire	Possible	Vehicle Accident	Pumps / Hoses	CFA
Caravan Fire	Possible	Fire / Explosion	Pump / hoses, fire truck, fire trailer	CFA
Houseboat Fire	Possible	Fire / Explosion	Pump / hoses, fire truck, fire trailer	CFA
Gas Cylinder fire	Possible	Fire / Explosion	Pump / hoses, fire truck, fire trailer	CFA
Fuel Barge Fire	Possible	Fire / Explosion	Pump / hoses, fire truck, fire trailer	CFA / EPA / GMW
Personal Injury	Possible		First Aid Kit	Police / Ambulance
Power Failure	Likely	Loss of Stock	Generator	Watters / SP / Ausnet
Water Supply Failure	Possible	Loss of Fire Fighting Facilities	Static tanks, fire trucks	JCMHP / CFA
Water Contamination	Possible			Ambulance / EPA / GMW / Council
Disease	Rare			Ambulance / DHA
Drowning	Rare	Loss of life	First aid officers	Police / Ambulance
Water Sport Accident	Possible	Loss of like / injury	First aid officers	Police / Ambulance
Fallen Tree / Limbs	Possible	Injury	Tractor, chainsaw, crane	Ambulance
Vehicle Accident	Rare	Loss of life, injury	First aid extinguisher, pumps, hoses	Police / Ambulance
Chemical Accident	Rare	Fire Explosion	Extinguisher / spill kit	Ambulance / EPA
Electrocution	Unlikely	Fire / injury	First aid officers	Ambulance / Watters
Snake Bite	Possible	Injury	First aid officers	Ambulance
Dog Bite	Possible	Injury	First aid officers	Ambulance
Animal Attack	Possible	Injury	First aid officers	Ambulance
Bomb Threat	Rare			Police
Flooding	Rare	Drowning	Pump	SES
Houseboat/boat Sinking	Possible	Drowning	First aid officers	Ambulance / Police / GMW / Maritime Vic
Armed Robbery	Possible	Loss of stock / money		Police
Storm Damage	Likely	Injury	Tractor, chainsaw, crane	SES
Sewerage Plant	Possible	Disease	Plumber	Greg Lund

RISK ASSESSMENT

Risk Reduction Action	Applicable to my site (Y/N)	When will it be done?	Who will do it?	Notes
Regularly check long range weather forecasts				
Display weather information including any warnings in a prominent position in your park				
Ensure all staff are aware of EMP and understand their responsibilities in an emergency.				
Display an up to date evacuation map and procedure in office, amenities blocks and park owned dwellings				
Schedule and practice evacuation procedures.				
Install and regularly check fire alarms in all park owned dwellings and public areas.				
Maintain fire vehicle access				
Maintain fire safety equipment.				
Monitor and maintain gas storage and other flammable chemicals.				
Check currency and relevance of insurance.				
Ensure permanent outdoor furniture is secured or can be easily secured in the event of a storm.				
Monitor trees for dangerous branches and remove when necessary.				
Regularly clean gutters, downpipes and drains for blockages.				
Keep an up to date residents and guest list to be used in the case of evacuations.				
Ensure movable vans are maintained in a movable state.				
Prepare an emergency kit which includes a battery powered radio, spare batteries, a torch, first aid kit and a copy of your emergency management plan.				
Provide information for caravan park occupiers and visitors on safety procedures and considerations as well as warning systems at your caravan park.				

ACTION PLAN

EMERGENCY PRECAUTIONS FOR OCCUPIERS

WHEN	WHAT TO DO
BEFORE	Listen for warnings issued by the Caravan Park Owner / Manager
	Ensure moveable caravans are kept in a moveable state
	Do not park your caravan / vehicle under trees
	Follow the instructions of the caravan park owner
During	Turn off power and gas to your site
	Close all windows, doors and hatches
	Gather your family and pets
	Walk to the evacuation (main boat ramp)
	DO NOT ATTEMPT to move your car or caravan
After	Follow the instructions of the park owner or emergency services if present

BUSHFIRE

In Victoria, Community Information Guides have been developed for a number of communities deemed at risk of bushfire or grassfire.

Community Information Guides provide important direction and information for communities to assist with planning before, during and after a fire.

Current Community Information Guides are available at:

www.cfa.vic.gov.au

CFA and MFB have also produced a Caravan Park Fire Safety Guideline available on both the CFA and MFB websites.

Useful Contacts:

Contact	Number
Life-threatening emergency	0-0-0
Country Fire Authority (CFA)	5774 2544
Victorian Bushfire Information Line	1800 240 667
Metropolitan Fire Brigade	(03) 9662 2311

Bushfire Warnings:

All bushfire alerts and warnings are posted on:

- CFA www.cfa.vic.gov.au
- DSE www.dse.vic.gov.au

Guidance Manual

Suggested actions for bushfires can be found on page 25 of the guidance manual

DURING A BUSHFIRE

ACTIONS TO TAKE IN THE EVENT OF A BUSHFIRE

ACTION	WHEN WILL YOU DO IT?	HOW TO DO IT	WHO WILL DO IT?	COMPLETED? Y/N
Put children and pets in evacuation vehicle	As soon as possible.			
Consult your community information guide	ASAP	UGFM Radio 106.9	Anyone	
Pack water				
Turn off any gas on houseboat/ site				
Close all doors, windows & remove curtains				
Consult your community information guide	ASAP	UGFM Radio 106.9	Anyone	

DAM FAILURE

Useful Contacts:

Contact	Number
Life-threatening emergency	0-0-0
SES	132500 www.ses.vic.gov.au
DSE Emergency Co-ordination Centre	1300 134 444
Local Catchment Management Authority (CMA)	(03) 9662 2311

Dam Failure Warnings:

The best way to ensure you are aware of an impending dam breach is to monitor dam levels in your area. Dam failure may occur during flooding. If flooding is occurring in your area, monitor radio stations for any potential dam failures

Important information about Dam Failure:

For information and a register of all large dams in Australia, visit the Australian National Committee on Large Dams incorporated website www.ancold.org.au

Guidance Manual

Suggested actions for a dam failure can be found on page 29 of the guidance manual

FIRE STRUCTURAL

Useful Contacts:

Contact	Number
Life-threatening emergency	0-0-0
Country Fire Authority (CFA) Local Region	5774 2544
Metropolitan Fire Brigade	(03) 9662 2311

Fire Structural Warnings:

There are no warnings available for structural fire, however there are a number of actions you can take to avoid a structural fire. More information is available from the CFA and MFB. In addition, CFA and MFB have produced a Caravan Park Fire Safety Guideline available on both the CFA and MFB websites.

Guidance Manual

Suggested actions for a structural fire can be found on page 33 of the guidance manual

FLOOD

Useful Contacts:

Contact	Number
Life-threatening emergency	0-0-0
Emergency assistance	132500
SES Information Line	1300 842 737 www.ses.vic.gov.au
Bureau of Meteorology	www.bom.gov.au

Flood Regulations

If a caravan park is in an area liable to flooding, the caravan park owner must give written notice of that fact to the owner of un-registrable movable dwelling or a registrable movable dwelling with an attached rigid annexe before the dwelling or annexe is installed on a site in the caravan park. If a caravan park is in an area liable to flooding, the caravan park owner must give written notice of that fact to a person who proposes to be a resident of an un-registrable movable dwelling or a registrable movable dwelling with an attached rigid annexe before the resident takes up residency of that dwelling.

In considering whether or not a caravan park owner has complied with this regulation, the council must consult with the relevant catchment management authority.

Information

In Victoria, Local Flood Guides have been produced for some areas at risk of flooding. Local flood guides, as well as municipal flood emergency plans are available from the SES website at www.ses.vic.gov.au/your-local-flood-information.

Warnings

Flood warnings are issues by the Bureau of Meteorology

- A flood watch.
- A generalised flood warning.
- Warnings of minor, 'moderate' or 'major' flooding.
- River height predictions.
- A severe weather warning or severe storm warning predicting heavy rainfall and flash flooding.

SES will then add information about the expected impacts to the area based on the warning issued by BoM. Warnings are available from www.ses.vic.gov.au/warnings.

Guidance Manual

Suggested actions for a structural fire can be found on page 37 of the guidance manual

HEATWAVE

Useful Contacts:

Contact	Number
Life-threatening emergency	0-0-0
Department of Human Services	1300 650 172

Heatwave Warnings:

- Listen to your local radio station 106.9
- Monitor the weather and temperature
- Bushfires may start during a heatwave

Important information about heatwaves

Heatwaves are one of the most deadly natural hazards in modern Australian history. Be aware of high risk groups such as elderly visitors or young children as well as people who have been very physically active. Bushfires can also start during a heatwave so make sure you have your bushfire action plan ready.

Guidance manual

Suggested actions for a heatwave can be found on page 41 of the guidance manual.

LANDSLIDE

Useful Contacts:

Contact	Number
Life-threatening emergency	0-0-0
SES	132 500 www.ses.vic.gov.au

Landslide Warnings

There are no warnings for landslides, however landslides may be triggered by other events such as earthquakes, storms and flooding.

Important information about landslides

Landslides do happen in Australia. 83 people have been killed in 37 landslides in Australia since 1842. Areas that are susceptible to landslides can often be identified using historical information. A landslide or landslip can vary in size from a single boulder in a rock-fall to tens of millions of cubic metres of debris falling in an avalanche.

Landslides can occur in areas recently affected by bushfires. Floods can also follow landslides and debris flows because they may both be started by the same event

Guidance manual

Suggested actions for a landslide can be found on page 45 of the guidance manual.

STORMS

Useful Contacts:

Contact	Number
Life-threatening emergency	0-0-0
SES	132 500 www.ses.vic.gov.au
Emergency assistance during storms	1300 842 737

Storm Warnings

Severe thunderstorm warnings issued by the Bureau of Meteorology are accessible through the following communications systems:

1. Recorded Telephone - Dial 1900 926 113 (National Directory)
2. Weather By Fax - Free Fax 1800 630 100 (National Directory)
3. World Wide Web - www.bom.gov.au

When you receive a storm warning you should consider what has been forecast. Are they predicting floods, high wind, lightning, or hail? You should prepare for the storm by considering these predictions.

Guidance manual

Suggested actions for storms can be found on page 49 of the guidance manual.

PUBLIC SAFETY

Useful Contacts:

Contact	Number
Life-threatening emergency	0-0-0
Metropolitan Fire Brigade	132 500 www.ses.vic.gov.au
CFA	5774 2544
Local Police	5774 2104

A public safety issue may include:

- Dangerous goods or hazardous substances
- Strangers in the park
- Drugs
- Alcohol
- Breaking and entering
- Ambulance unable to get into park due to locked gates.
- Faulty equipment in park – visitors often bring old and potentially damaged equipment
- Vehicle accident e.g. hit pedestrian, car crash
- Gas leak/explosion
- Attack from wildlife or pets

Guidance manual

Suggested actions for public safety incidents can be found on page 53 of the guidance manual.

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 20 metre hose
- Petrol Pump
- To be towed by 4WD 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 water supply located at all ablution blocks and kiosk structural fire

FIRE EXTINGUISHER

- Water / dry chemical
- Located around structures throughout the park
- For quick response fires

WATER PUMPS

- 2x petrol fire fighting pumps
- For drafting / re-fuelling from Lake Eildon





FIRE FIGHTING EQUIPMENT LIST CONT.

FIRE TRUCK

- 2WD Austin fire truck
- 1500LTR tank with petrol power pump
- 20MTR of hose

POLARIS 4WD QUAD

- 4WD quad motor bike
- 100LTR tank with electric pump
- 10MTR hose
- For spot fires and blackouts

CASE BACK HOE

- 4WD front end bucket / back hoe
- for firebreaks / blackouts

CASE BOB CAT

- For firebreaks / blackouts to create mineral earth trail / firebreak

FIRE FIGHTING EQUIPMENT LIST CONT.

MAHRINDA TRACTOR

- 4WD front end bucket / loader
- For firebreaks / blackouts 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 PROCEEDURE:

Upon Evacuation Siren sounding or verbal instructions from your warden:

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



EMERGENCY KITS:

We strongly recommend that each person has an emergency kit ready and assessable.

At a minus the following items need to form part of your kit:

- Medication
- 2LT water
- Full change of clothes
- Life vest incase entry to water
- Food, hat, sunscreen
- Respiratory face mask
- Torch
- Dis-infectent

HOLIDAY PARK EVACUATION POINT:

Located on the middle foreshore area, near boat ramp. Signposted.

MARINA EVACUATION POINT:

Located at the start of Marina Walkway. Signposted.

GENERAL STORE EVACUATION POINT

Located at gatehouse / 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 vehicles

DO:

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



REFUELLING YOUR BOAT

For the safety of both customers and staff, it is important to follow this procedure:

- All passengers to vacate the houseboat / boat and fuel barge while refuelling. One person may remain to fuel.
- All houseboats / boats are to be turned off, and turn off gas bottles if a houseboat
- No use of electronic devices / switch 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
- Houseboat / boat to be turned on before passengers return to boat

BOMB THREAT PROCEDURE

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 on page 62.

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 hand-piece 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: _____

Gender: _____

Does this caller seem intoxicated? _____

Time: _____

Date: _____

BOMB THREAT PROCEDURE: CALLERS VOICE

Tick applicable :

Calm ___
Angry ___
Excited ___
Slow ___
Rapid ___
Soft ___
Loud ___
Crying ___
Accent ___
Disguised ___
Clearing Throat ___
Deep breathing ___
Cracking voice ___
Familiar ___

Tick applicable:

Nasal ___
Stutter ___
Lisp ___
Raspy ___
Deep ___
Ragged ___
Laughing ___
Normal ___
Distinct ___
Slurred ___

Background Noises

Tick applicable:

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 ___

DANGEROUS GOODS REGISTER

NAME	DESCRIPTION	CODE	LOCATED
Deluxe Duremax GPE	Epoxy Coating	Flammable	Storage container - Work shop
Deluxe Duremax GPE	Standard Hardener	Flammable	Storage container - Work shop
Wattyl Struc-t Namel	Enamel Paint	Non Classified - Dangerous Goods	Storage container - Work shop
Matthys Noxyde	Anti Corrosion Paint	Non Classified - Dangerous Goods	Storage container - Work shop
Wattyl Sunfast	Low sheen acrylic paint	Carcinogenic	Storage container - Work shop
Deluxe Duthin 020	Prep-wash	Highly flammable	Storage container - Work shop
Motorspray Super Glow MPT	Multi Purpose thinner	Highly flammable	Storage container - Work shop
Roundup Commercial	Herbicide	Poison	Storage container - Work shop
Dow Agrosiences Grazon Extra	Herbicide	Poison	Storage container - Work shop
Peak Lubricants Diesel Oil 15W40	Diesel Oil	Flammable	Work shop
Peak Lubricants Loma 46	Hydraulic Oil	Flammable	Work shop
Peak Lubricants Multi Duty 40 API	Oil	Non hazardous Non dangerous goods	Work shop
Peak Lubricants Auto Trans Fluid Type DX 3	Automatic Transmission Fluid	Flammable	Work shop
Caltex Trusol GP	General Purpose Cutting Oil	Corrosive	Work shop
Caltex Vortex Diesel	Diesel	Hazardous substance / non classified dangerous goods	Work shop
Caltex ULP	Unleaded Petrol	Flammable	Work shop Fuel Barge
Caltex PULP	Premium Unleaded Petrol	Flammable	Work shop Fuel Barge
Wagon Transpoxy Masterbond	Hardener 4.67N 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
Wagon Transurethane	3.44 HB PKB	Flammable, harmful to eyes and if inhaled	Workshop
Waxworks Citronella	Citronella	Poison	Shop

DANGEROUS GOODS REGISTER

NAME	DESCRIPTION	CODE	LOCATED
Elgas	LPG 2x Gas Pigs Large number of 45kg 18kg	Flammable	Shop, toilet block 1, all camp sites within park, kiosk, toilet block 1, fuel barge, houseboats
Inter-grain Timber Finishes	Timber Cleaner	Poison	Workshop
BondalRainex 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 Dead-A- Bowl	Toilet bowl cleaner	Non classified Dangerous Goods	Toilet block 1, 2 ,3
Deep Sea Oils Springs Garden	Air Freshener	Flammable	Toilet block 1, 2 ,3
Bostik Plumb-weld Class N	Plastic Pipe Concrete	Flammable	Toilet block 1, 2
Bostik Plumb-weld Class P	Plastic Pipe Concrete	Flammable	Toilet block 1, 2
Kerosene		Flammable	Shop
Methylated Spirits			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	Toxic Fumes	Shop
Power Force	Heavy duty cleaner disinfectant	Non classified Dangerous Goods	Shop
RocochemFresha	Perfume Deodoriser	Harmful is inhaled	Shop

SITE LAYOUT MAP



LEGEND

- TANKER REFILLING POINT
- WATER HEADER TANKS
- FIRE HOSE REEL
- ELGAS BULK STORAGE
- EMERGENCY ASS. POINT
- POWER TRANSFORMERS
- FLAMMABLE GAS
- FLAMMABLE LIQUID
- MISCELLANEOUS DANGEROUS GOODS
- CORROSIVE
- FIRST AID

