



Lord Somers Camp
and Power House

2. Emergency Management & Critical Incident Plan (EMCIP)

1. In an Emergency

1.1 Flow Chart

In the event of an incident..

	ACTION	WHEN
1 Verify & Act	Verify danger and if safe to do so, arrange First Aid medical treatment and safety of those involved. WHO: First person on scene	Immediately
2 Notify	Report incident to Camp Leader. Contact Emergency Services: 000 <i>Gather advice from emergency services on further managing the incident</i> WHO: First person on scene / Camp Leader	Immediately
3 Assess	Secure the site of the incident, ensuring that it is not disturbed. Assess scale of incident (Emergency / Critical) & trigger appropriate plan. <i>Establish on site Emergency Control Team (CMT) & call offsite support lead.</i> WHO: Safety Officer / Deputy Camp Leader / Camp Leader	Immediately
4 Assemble	Return program attendees to assembly point. Contact offsite support lead ahead of contacting parents and/or principal. WHO: Camp Staff / Camp Leader	Immediately
5 Seek Advice	Contact Landers & Rogers on 0411 111 000 Lord Somers Camp investigation initiated Record all details of incident: Who, When, What, Where and include steps taken since the incident. www.lscph.org.au/IncidentReport WHO: Camp Leader	2 Hrs
6 Notify WorkSafe	For notifiable incidents start formal proceedings with WorkSafe: 13 23 60 WHO: Camp Leader / Camp Staff / CEO	2 Hrs
7 WorkSafe Visit	Site visit by Worksafe field officer WHO: Worksafe / Camp Leader	ASAP
8 Release	Release of incident site to 'normal'. WHO: Worksafe Field Officer	ASAP
9 Review	Complete internal incident investigation report: WHO: CEO / Camp Leader	72 hrs

If you are contacted by the media, you must say:

"I am not authorised to make a statement to the Press and will not answer any of your questions. Please provide me with your name and contact number. Our CEO will be in contact with you."

1.2 Emergency Services Phone Numbers

(Dial) 000 – Fire Police Ambulance			
Fire: Somers	03 5983 5852 Not to be used in an emergency	Fire: Albert Park	1300 367 617 Not to be used in an emergency
Police: Somers	03 5970 7800 Not to be used in an emergency	Hospital: Frankston	03 9784 7777
Parks Victoria	13 19 63	Poison Information Line	13 11 26
SES	132 500	Nurse on Call	1300 60 60 24

Lord Somers Camp Location

Corner of Lord Somers Road and Parklands Avenue, Somers VIC 3297

Power House Location

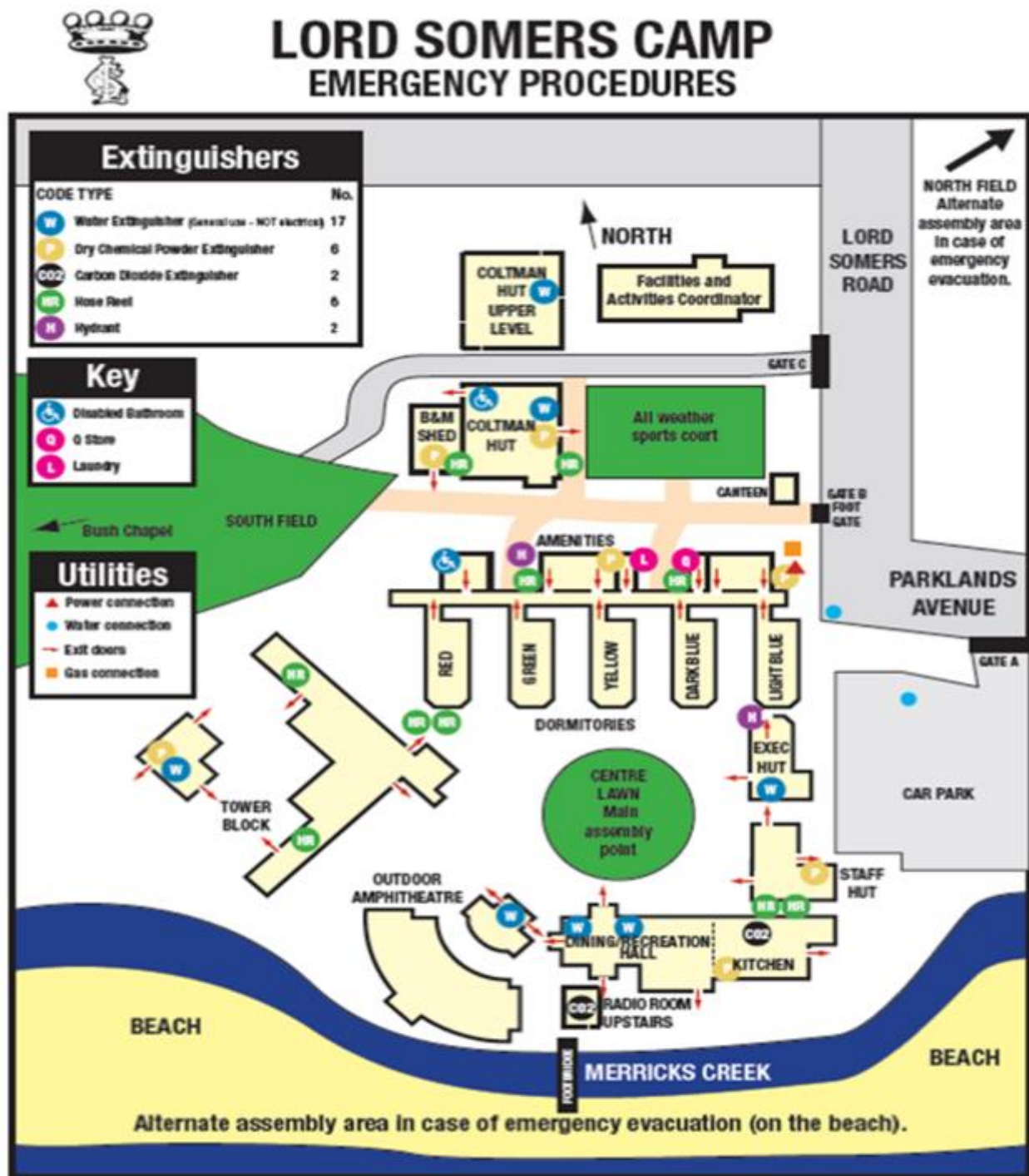
34 Lakeside Drive, Albert Park VIC 3206

1.3 Key Contacts

<p>Offsite support lead is available to support questions or concerns during camp as required and is the best point of contact to mobilise a critical incident control room.</p> <p style="text-align: center;">This contact is circulated to the Camp Leader prior to each program</p>	
Joel Masterson President & Camp Chief	0431 519 383
Tim Ryan CEO	0432 454 643
Alex Escudero Camp Manager	0431 846 177
Landers & Rogers Legal Support	0411 111 000
Marnie Carroll Communications / Media Support	0439 015 694

1.4 Emergency Procedures Map

1.4.1 Lord Somers Camp



EMERGENCY PROCEDURES

JUNE 2102

- In an emergency occupants of Lord Somers camp are to assemble on the centre lawn, in their groups with their Leader.
- The Safety Officer will direct people if another area is to be used
- A role call will be taken. All people must stay at the Assembly Point until directed by the Safety Officer.

1.4.2 Power House

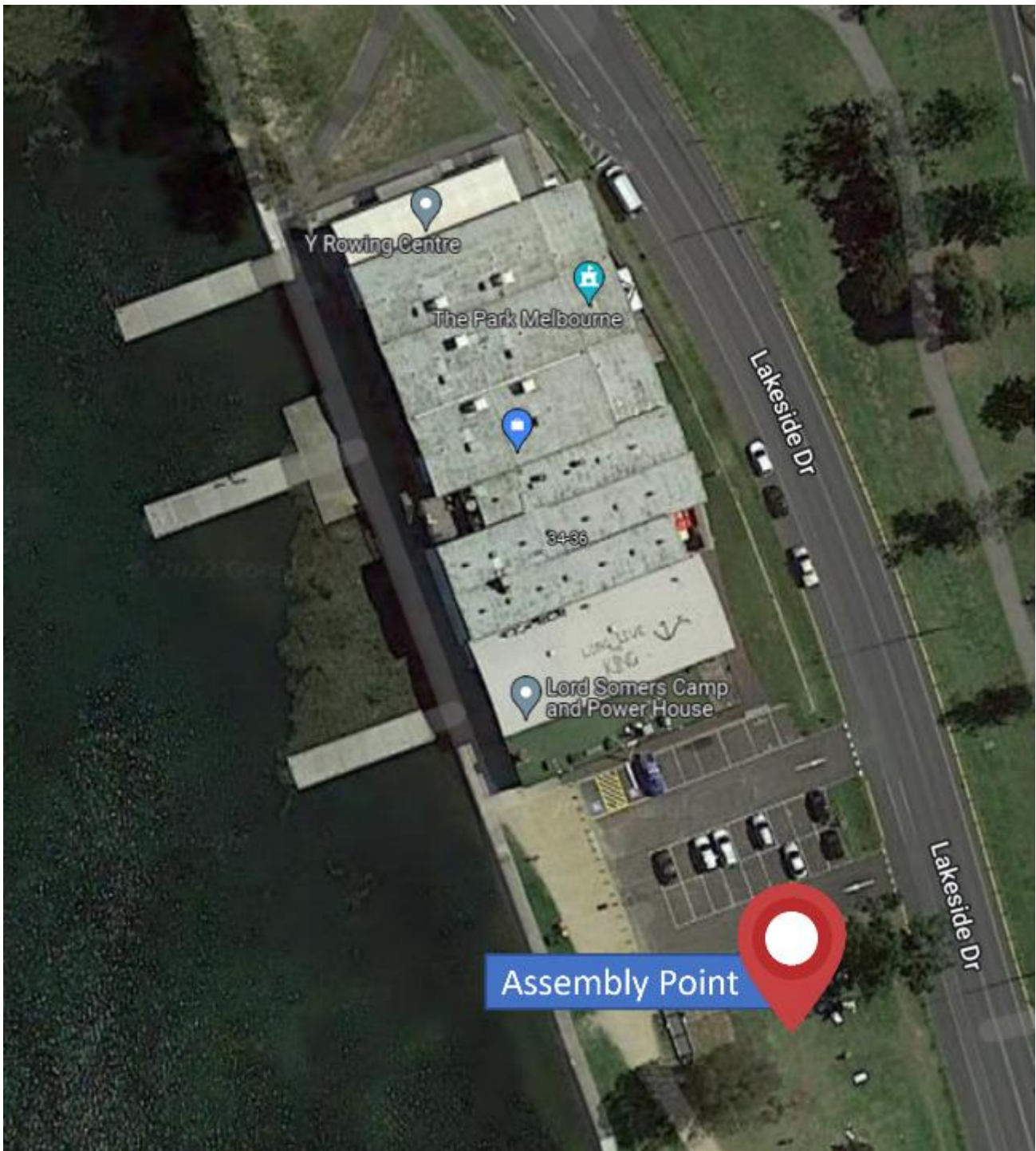


Table of Contents

1. In an Emergency.....	2
1.1 Flow Chart.....	2
1.2 Emergency Services Phone Numbers.....	3
1.3 Key Contacts.....	3
1.4 Emergency Procedures Map.....	4
2. Purpose and structure of this document	7
2.1 Definitions.....	7
3. Emergencies	10
3.1 Responsibilities	10
3.2 Emergency services locations	17
3.3 Camp warning system	17
3.4 Assembly point.....	17
3.5 Emergency Safety Kit	17
3.6 Response Arrangements for Emergency Services (Fire, Police, Ambulance)	18
3.7 Site Evacuation.....	18
3.8 Types of hazards which could cause an emergency	19
3.9 Emergency Responses.....	20
3.10 Debrief of Staff.....	38
3.11 Notifications.....	38
3.12 Media management.....	39
4. Critical incidents	40
4.1 Responsibilities	40
4.2 Activating the Critical Management Team (CMT).....	42
4.3 Roles and reporting hierarchy and details.....	42
4.4 Critical Incident Response control room.....	47
5. Appendices	48
5.1 Contact list	48
5.2 Location of Critical Incident and Emergency Management Plans	49
5.3 Bomb Threat Checklist	50
5.4 Missing person description template	52
5.5 Armed or dangerous intruder check list	53

2. Purpose and structure of this document

This document has been developed to provide information about actions to be taken in the event of

1. **An emergency** | Any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires immediate response. For examples of hazards that could result in an emergency
2. **A critical incident** | A traumatic event, or the threat of an event which causes extreme stress, fear, or injury.

Definitions of these are provided below.

This document will be divided into these three sections, with useful forms and templates which can be modified, printed and used at specific activities, provided as Appendices.

This Critical Incident and Emergency Management Plan (CIEMP) is designed for use by all attendees at Lord Somers Camp.

Leaders of all camps and programs who occupy the camp shall make themselves familiar with the CIEMP. This CIEMP is part of *the Camp Leader's Handbook* and camp leaders and nominated Safety Officers/Chief Warden should be sent/made aware of the document and inducted into its processes and procedures prior to the commencement of a camp.

They are to familiarise themselves with the CIEMP and appoint their Safety Officer, Area / Hut Warden(s) and First Aid Officer, as a routine part of their camp planning. This team will form the Emergency Control Team (ECT).

Hirers

Hirers of Lord Somers Camp are also advised to appoint a Safety Officer, Area / Hut Wardens and First Aid Officer. This team will form the Emergency Control Team (ECT). They should receive a copy of the plan in soft copy format at the time hire is confirmed.

On arrival they are requested to familiarise themselves with onsite emergency services. The Facilities and Activities Coordinator or LSC&PH Staff Member will assist them as necessary.

Emergency Services and Transfer of Control

Emergency Services may be required in response to serious emergencies. Until such time that they arrive, the Safety Officer / Chief Warden as shall remain in command until they hand over to a Central Command. e.g. Victoria Police

2.1 Definitions

Critical incident	<p>A traumatic event, or the threat of an event which causes extreme stress, fear, or injury. Critical incidents may include, but are not limited to:</p> <ul style="list-style-type: none">• Serious injury, illness, or death of an employee, volunteers, member or participant• Severe verbal or psychological aggression• Physical assault, including sexual assault• Staff witnessing a serious accident or incidence of violence• Natural disaster e.g. epidemic, earthquake, flood, windstorm, hailstorm, or extremes of temperature• Fire, bomb-threat, explosion, gas or chemical hazard <p>Features of a critical incident include:</p> <ul style="list-style-type: none">• Large scale impact on the organisation• Critical services impacted• Coordination required for complete site evacuations or lockdowns• May impact physical or virtual infrastructure or reputation
-------------------	---

	<ul style="list-style-type: none"> • Requires management of key stakeholders and media • Requires strategic management including liaison with family, government, hirers, LSC&PH members and/or the media • Media exposure at national or international level • Risk of lawsuit or legal action.
Critical Management Team (CMT)	<p>A team of LSC&PH personnel which will be formed to take control in the event of a critical incident.</p> <p>Composition may vary depending on activity or program as well as the nature of the critical incident, but will typically consist of</p> <ul style="list-style-type: none"> • Executive Team • First Aid Officers
Data breach	<p>An unauthorised access or disclosure of personal information, or loss of personal information. In other words, it's any action or non-action which permits personal or sensitive information to be accessed or potentially accessed by someone who does not need to access it for legitimate purposes.</p>
Emergency	<p>Any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires immediate response. Examples include, Amusement or stunt malfunction, Gas Leak, Armed or dangerous intruder, Gastroenteritis, Bomb threat etc. For more examples of hazards that could result in an emergency, see 2.2 & 2.3</p>
Emergency Control Team (ECT)	<p>LSC&PH personnel allocated and trained to organise and supervise the safe movement of occupants of a facility or facilities in an emergency. The ECT will consist of</p> <ul style="list-style-type: none"> • Camp Leader • Safety Officer(s) / Chief Warden • Hut Wardens • First Aid Officer(s)
Employee	<p>Any person employed by Lord Somers Camp and Power House.</p>
Executive Team	<p>A leadership team for a specific LSC&PH program or activity. Specific members/ roles of an Executive Team are at the discretion of the Program or Activity Leader.</p>
Incident	<p>This refers to an event or situation which places an individual or group of individuals (employees, volunteers, members, participants and others) or the organisation at risk of immediate or future harm. Incidents may include:</p> <ul style="list-style-type: none"> • An event or circumstance that resulted, or could have resulted, in unintended and / or unnecessary harm to a person, or loss or damage to property • A near miss which did not cause harm, but had the potential to do so • An event which deviates from standard policy or procedure such as a data breach, failure to follow Client Protection procedures, etc. • Anything illegal (e.g. assault, sexual misconduct, fraud)
Leader	<p>Any person (paid or unpaid) over the age of 18 who is responsible for the control and safety of members/volunteers placed in their care whilst</p>

	<p>holding a formal position in Lord Somers Camp and Power House. A leader could include but is not limited to:</p> <ul style="list-style-type: none"> • Camp Leaders • Deputy Camp Leaders • Executive Officers • Programs Leader • Slushie King and Slushee Queen • Heads of Departments
Mandatory reporter	<p>The following are mandatory reporters in Victoria:</p> <ul style="list-style-type: none"> • registered medical practitioners • nurses • midwives • registered teachers and early childhood teachers • school principals • school counsellors • police officers • out of home care workers (excluding voluntary foster and kinship carers) • early childhood workers • youth justice workers • registered psychologists • people in religious ministry.
Member	<p>Any person who has a current membership subscription to LSC&PH, including various life memberships, term membership or honorary life membership.</p>
Participant	<p>Any person who attends an LSC&PH program as a participant or a grouper.</p>
Procedural fairness	<p>A common expectation that people have when decisions that may affect them are being made by government, employers and other organisations. People expect</p> <ul style="list-style-type: none"> • that a decision will be based on relevant facts and circumstances • that they will have an opportunity to contribute to the decision and to contest any adverse material • that the decision maker will be impartial and even-handed, and • an adverse decision will be explained.
Volunteer	<p>Any non-member who attends LSC&PH activities as a member of the camp's staff under direction of a Camp Leader.</p>

3. Emergencies

3.1 Responsibilities

Offsite Incident Support Contact	<ul style="list-style-type: none"> • Off site during Camp and available to receive calls from the program leader. • Provide guidance and reassurance to the program team in the event of an incident. • Responsible to mobilize the Critical Management Team (CMT) and the offsite control room in the event of a Critical Incident.
Area / Hut Wardens	<p>Within their area, Area / Hut Wardens have a number of responsibilities. Their responsibilities are outlined in detail below in 2.1.1 Responsibilities of ECT members.</p> <p>Area / Hut Wardens will be appointed for the following areas:</p> <ul style="list-style-type: none"> • Mess Hut/Kitchen • Slush Hut • Grouper Huts • Staff and Executive Huts • Coltman and Sports Court • South Field • Beach • Playing Field
Camp Manager	<ul style="list-style-type: none"> • Provide leadership / and or support, if required and possible. • Advise and update the CEO as necessary. • If requested by the CEO, or the CEO is not contactable, inform and liaise with relevant government bodies in accordance with legislative and other requirements e.g. Police, WorkSafe Victoria, Dept. of Families, Fairness and Housing. • Determine an appropriate lead to coordinate investigation of an incident. This may be delegated to a relevant staff member or an external investigator, depending on the nature of the incident.
CEO	<ul style="list-style-type: none"> • Inform and liaise with relevant government bodies in accordance with legislative and other requirements e.g. Police, WorkSafe Victoria, Dept. of Families, Fairness and Housing. • Advise and update the Board
Emergency Control Team (ECT)	<ul style="list-style-type: none"> • Take control of the site for the duration of the emergency. See details of individual and collective responsibilities below in 2.1.1 Responsibilities of ECT members
Executive Team	<p>Prior to an incident occurring</p> <ul style="list-style-type: none"> • Ensure that processes are in place so that participants, parents/guardians, and significant others are provided with information about LSC&PH's incident management system. • Ensure that these people understand how the system works. • Ensure that employees, volunteers and members are provided with information about and have ready access to this Plan.

	<p>Following an Incident</p> <ul style="list-style-type: none"> • Undertake a preliminary assessment of the incident • Investigate and recommend/lead corrective actions • Defuse any issues for all people involved in the incident. • Provide access to a professional post-trauma counselling service, if required. • Encourage all stakeholders to seek further assistance, if necessary. • Return the worksite to normal operation as soon as practicable. • Ensure relevant volunteers complete and submit Incident Report • If requested by the CEO, Camp Manager or Camp Leader, inform relevant government bodies in accordance with legislative and other requirements.
Facilities and Activities Coordinator	<ul style="list-style-type: none"> • Maintain Wardens' and Investigation Kits • Maintain currency of Information in the Bursar's Office
First Aid Officer, Mental Health First Aid Officer, etc.	<ul style="list-style-type: none"> • Provide assistance as per training undertaken and as directed by the Safety Officer, Chief Warden, or Camp Leader. <p>The designated First Aid Officer is to attend to any injured or affected person.</p> <ul style="list-style-type: none"> • At sound of alert, collect first aid equipment and attend Assembly Point. • Attend to and administer any first aid assistance to an affected person. • Organise any further medical support as needed.
Members / participants	<ul style="list-style-type: none"> • In the event of an emergency follow instructions from LSC&PH personnel • Assist, as much as possible, with post-incident investigation, if required.
Program / Camp Leader	<ul style="list-style-type: none"> • Act as Deputy Chief Warden in an emergency response and manage the Assembly Point. • Additional responsibilities are outlined in detail below in 2.1.1 Responsibilities of ECT members. • Advise and update the Camp Manager as necessary. • If requested by the CEO or Camp Manager, or if the CEO / Camp Manager are not contactable, report the matter to the Victoria Police Service within 24 hours, in situations where the incident involves suspected criminal activity, regardless of any issues of consent or confidentiality.
Safety Officer	<ul style="list-style-type: none"> • Act as Chief Warden in the event of an emergency. Their responsibilities are outlined in detail below in 2.1.1 Responsibilities of ECT members.
Volunteers	<p>At the time of the emergency</p> <ul style="list-style-type: none"> • Ensure the safety of the person/person/s involved • Contact emergency services as soon as it is safe to do so, if necessary.

Immediately after the emergency

- Assist those involved to contact family or support persons to advise them of the situation.
- Provide people who have been exposed to the incident with emotional support and practical assistance.
- Assist in providing transport if required.
- If the emergency is a police or health and safety issue, ensure the area or site is not disturbed.

Within 1 working day of the emergency

Complete and submit an Incident Report

3.1.1 Responsibilities of ECT Members

	Safety Officer In an Emergency response, the person in charge and in control will be the Safety Officer or Chief Warden. Their responsibilities are outlined below.		Camp Leader / Deputy Chief Warden In an Emergency response, the Camp Leader / Deputy Chief Warden will manage the Assembly Point.	Area / Hut Warden Within their area, Area / Hut Wardens have a number of responsibilities. These are outlined below.
Prior to an emergency	<ul style="list-style-type: none"> • Administer the warden system during a camp • Area / Hut Wardens will be appointed for the following areas: <ul style="list-style-type: none"> ○ Mess Hut/Kitchen ○ Slush Hut ○ Grouper Huts ○ Staff and Executive Huts ○ Coltman and Sports Court ○ South Field ○ Beach ○ Playing Field • Delegate, induct and train the Area Wardens (and other staff as required) in the CIEMP and their role • Ensure that there is a system in place to record all staff and patrons on camp • Ensure they or the Deputy Warden are not simultaneously absent from the site • The Safety Officer has a set of keys that must remain on their person at all times; they are to access the alarm, the emergency kit and a key to services. 	•	<ul style="list-style-type: none"> • Be aware of the locations of the emergency assembly point and alternate location(s) if primary assembly is unavailable. 	<ul style="list-style-type: none"> • Ensure familiarity with the layout of camp and general locations used by patrons and employees • Ensure familiarity with the location of all first aid facilities and other emergency equipment • Brief new employees on safety procedures as part of their induction process.
During an	<ul style="list-style-type: none"> • Assume control, assess the situation and coordinate responsive action and notify 	•	<ul style="list-style-type: none"> • Control the Assembly Point, coordinate the roll call and 	<ul style="list-style-type: none"> • Ensure that their area is clear of patrons, staff and participants

	Safety Officer In an Emergency response, the person in charge and in control will be the Safety Officer or Chief Warden. Their responsibilities are outlined below.		Camp Leader / Deputy Chief Warden In an Emergency response, the Camp Leader / Deputy Chief Warden will manage the Assembly Point.	Area / Hut Warden Within their area, Area / Hut Wardens have a number of responsibilities. These are outlined below.
emergency	<p>Emergency Services 000, if required</p> <ul style="list-style-type: none"> • Select necessary equipment from the Emergency Safety Kit • Maintain a state of readiness to be able to respond rapidly to any changes in emergency event • Control and coordinate the responsive action to any Emergency • Monitor the function of the CIEMP • Make an assessment of the Emergency and initiate any necessary preventive action, when safe to do so. 		<p>ensure that all people are accounted for</p> <ul style="list-style-type: none"> • Lead the Evacuation if called with the assistance of the Leaders and Hut Wardens • Leaders and Hut Wardens will assist with the roll call and assist in maintaining control • All people will remain at the Assembly Point until the Chief Warden indicates that it is “All Clear” • Lead any Evacuation if called by the Chief Warden or Emergency Services. 	<p>when an emergency assembly / evacuation is called</p> <ul style="list-style-type: none"> • Once area has been cleared <ul style="list-style-type: none"> ○ They will then report to the Camp Leader that all are present. ○ Attend the Assembly Point and assist with the roll call. ○ If all people are not present, the Safety Officer will indicate if it is safe for them to check their area of responsibility. ○ Or in the case of a Missing Person[s], to search designated area [Section 11].
Post-emergency	<ul style="list-style-type: none"> • Ensure that a debriefing is conducted following an emergency and after the event/camp • CEO of LSC&PH or delegate (Safety Officer) will notify WorkSafe (as soon as practicable to do so) if there is a workplace incident that results in death or serious injury, or that exposes a person in the immediate vicinity to an immediate health or safety risk • Register any injury, incident or near miss on an Incident Report; this can be found 	•	<ul style="list-style-type: none"> • Partake in the debrief following the emergency and after the event/camp 	<ul style="list-style-type: none"> • Represent their area at debriefings

	<p>Safety Officer</p> <p>In an Emergency response, the person in charge and in control will be the Safety Officer or Chief Warden. Their responsibilities are outlined below.</p>		<p>Camp Leader / Deputy Chief Warden</p> <p>In an Emergency response, the Camp Leader / Deputy Chief Warden will manage the Assembly Point.</p>	<p>Area / Hut Warden</p> <p>Within their area, Area / Hut Wardens have a number of responsibilities. These are outlined below.</p>
	<p>online at https://www.lscph.org.au/incidentreport/</p> <ul style="list-style-type: none"> The completed form is handed to the Facilities and Activities Coordinator for action, and records will be filed securely in the Camp Office. 			
<p align="center">All Emergency Control Team</p>				
<p>All ECT members will take appropriate action to ensure:</p> <ul style="list-style-type: none"> • Their area of responsibility is a safe place, at all times • Good housekeeping, so that litter does not accumulate to increase the danger of fire • All suspicious packages/bags are reported • Hazardous materials are stored and used correctly in accordance with the relevant Safety Data Sheets (SDSs) • Equipment does not impede access and egress • Pathways are free of obstruction • Fire extinguishers, safety signs and safety equipment are serviceable at all times • Hydrants and hose reels are accessible • Access to emergency equipment is not obstructed • Safety barriers are in place where required • Any irregularities are reported to the Safety Officer / Chief Warden • Maintenance issues are attended to • All incidents are logged on the forms provided • Inspection checklists are completed (<i>retain and provide to camp office at the end of the camp</i>) • Incident reports are completed and lodged 				

Other responsibilities in an emergency

First Aid Officer

The designated First Aid Officer is to attend to any injured or affected person.

- At sound of alert, collect first aid equipment and attend Assembly Point.
- Attend to and administer any first aid assistance to an affected person.
- Organise any further medical support as needed.

3.2 Emergency services locations

#	POST	LOCATION
1	First Aid	Staff Hut
2	Defibrillators	1. First Aid room 2. Mess Hut door
3	Police	137 High Street. Hastings. VIC. 3915.
4	Frankston Hospital	2 Hastings Road Frankston Vic 3199
5	Emergency Vehicle Access	MAIN GATE, Parklands Avenue, Somers
6	Emergency Vehicle Access	Gate 'B' Lord Somers Road
7	Emergency Vehicle Access	Gate "C" Lord Somers Road
8	Assembly Point	Centre Lawn
9	Assembly Point B	The Beach
10	Assembly Point C	North Playing Field on Lord Somers Road

3.3 Camp warning system

Alerting the whole of camp will be via the alarm:

- The Alarm is located on the **external wall of the Mess Hut**, close to the chimney.
- This Alarm is not connected to any Emergency Service, **000 must be rung if assistance is required.**

If the whole of camp does not need to be involved, a walkie-talkie, megaphone or mobile phone may be used between the Safety Officer and Leaders to communicate relevant details of any emergency.

3.4 Assembly point

The **Centre Lawn** is the Assembly Point; when an Emergency is called, all personnel meet at the Centre Lawn, unless otherwise directed to the Beach or the North Playing Field on Lord Somers Road.

REFER TO EMERGENCY PROCEDURES MAP.

3.5 Emergency Safety Kit

This is stored in the red box labelled **Emergency**, which is located under the Alarm. The Safety Officer holds the key to this box, to the alarm, and to the Services key.

Contents to be adhered to (list also found on outside of the lid):

Warden Kits Contain:	Investigation Kits Contain:
<ul style="list-style-type: none"> • Area map (for CFA and/or Police) x 2 	<ul style="list-style-type: none"> • Tape measure

• Contact list	• Writing materials
• Gaffer tape	
• Hazard tape	
• Emergency Contact List	
• Tabard (fluoro jacket)	
• Incident Response Guides	
• Megaphone (Loud Hailer)	
• Air Horn	

Information in the Bursar’s Office:

- List of emergency numbers
- Copy of information required by Emergency Services
- Plans of camp site indicating position of all firefighting equipment, utilities, and hazardous products
- Copy of list of all attendees

The Facilities and Activities Coordinator will be responsible to ensure that this kit is maintained, replenishing stock following each use. This includes annual replacement of all batteries (December) and review of documentation to ensure accuracy.

During a Camp hiring, the Facilities and Activities Coordinator or Events Coordinator will access this kit, when it is required.

3.6 Response Arrangements for Emergency Services (Fire, Police, Ambulance)

A response to an incident on site will initially be by the Safety Officer who may request the assistance of the Hut Wardens or other leaders.

Should any of the Emergency Services be required, the Safety Officer or their delegate will make the call to “000” and the relevant response arrangements will be activated.

Any response from Emergency Services to the camp site will place them totally in Command and they will Control and Coordinate the situation. The camp Safety Officer will provide resources as requested by the Emergency Services.

3.7 Site Evacuation

The Victorian Police are responsible for any site evacuation. The decision to evacuate the area rests with the control agency e.g. CFA for Fire, in conjunction with the Police. Consideration will be given to the area to be evacuated, the route to be taken and the location to which the evacuees will be asked to assemble.

The Safety Officer may initiate an evacuation whilst maintaining contact with the Police until they arrive to take control. In this case, the Camp Leader will lead any evacuation. Assistance will be provided by the Area / Hut Wardens and other Leaders.

On some occasions it may be necessary for staff to self-evacuate from the immediate area of a threat, prior to any alarm sounding.

It must be noted that the extent of evacuation might vary.

Evacuations fall into three categories:

FULL	Resulting in all personnel moving out of the camp site
PARTIAL	Resulting in designated personnel moving out of an area; or
INTERNAL	Resulting in personnel being directed, to stay inside an area, for their own safety. This is generally a result of a threat external to the area.

In the event of an incident requiring evacuation, the alert will be communicated via the alarm.

3.8 Types of hazards which could cause an emergency

Amusement or stunt malfunction	Gas leak
Armed or dangerous intruder	Gastroenteritis, COVID19, or other infectious disease outbreak
Bomb threat	Hazardous substances incident
Breach of Client Protection Policy	Industrial accident
Chemical, biological and radiological	Infrastructure failure
Civil disturbance	Letter or parcel bomb
Contributory neighbouring events	Livestock
Cyclones, including storm surge	Missing person
Drowning	Medical emergency
Earthquake	Person entrapment
Electrical failure	Power outage
Entrapped person	Sewerage leak
Equipment failure	Severe weather/storm damage
Explosion	Structural damage
External emergency	Structural instability
Fire	Toxic emission
Flood	Transport accident
Any other hazard which may, in the opinion of the Chief Warden, affect a camp at Lord Somers Camp, their employees, volunteers, members and participants.	

3.9 Emergency Responses

The response guides on the following pages are provided to assist Leaders in following the correct procedure for the major types of emergency.

They are to be read in conjunction with all information in this CIEMP.

Response guides are included for the following emergencies:

1	Bomb Threat
2	Evacuation of Site or Buildings
3	Lockdown (Containment of personnel)
4	External Emergency
5	Fire / Smoke
6	Internal Emergency
7	Medical Emergency
8	Missing Person(s)
9	Personal Threat
10	Breach of Client Protection
11	Physical Damage to Asbestos Containing Material
12	Gastroenteritis
13	COVID-19
14	All Clear – Stand Down

3.9.1 Bomb threat

Response Guide

This threat may be given via phone call, written communication or direct verbal threat

Person receiving threat

- Attract someone else's attention and obtain assistance.
- Remaining calm, gather as much information as possible then report immediately to the Safety Officer.
 - Do not notify anyone else of the threat.
 - If phone threat: remain at the phone and do not hang up.
 - Complete the Bomb Threat Checklist

Safety Officer / Chief Warden

- Communicate with the person receiving the bomb threat and establish the extent of the threat.
- Contact the Police (000) to report the bomb threat, regardless of how serious it is.
- Calmly evacuate area around reported bombsite if location known. The Police will ultimately decide on the level of evacuation needed.
- Maintain control of the participants; so that they are kept well away from the threatened area.
- Respond to directions of the Police.

Action Plan

Notify Safety Officer who will **proceed to site of threat**.

In the event of a Bomb Threat, it is important to:

- Evacuate all personnel from the site threatened.
- The Safety Officer will notify the Police and report the bomb threat.
- Keep the person receiving the threat calm, whilst gathering as much information as possible:
- If the threat is deemed as serious by the Police, they will advise the level of evacuation required.

See: **Bomb Threat Checklist** in Appendices

3.9.2 Evacuation of site or buildings

Response Guide

In the event of an Evacuation (for any reason e.g. Fire, Bomb Threat or other Emergency) the following should occur:

Safety Officer / Chief Warden

- Contact Emergency Services required; the Police [000] will make the decision to evacuate an area or the whole campsite
- Control the situation if it is safe to do so
- Ensure the safety of all people and to supervise evacuation from the vicinity of the emergency
- Meet Emergency Services and brief them; respond to the directions of the Emergency Services
- Allocate Hut / Area Wardens and Leaders to duties as required.

Deputy Chief Warden / Camp Leader

- Control the designated Assembly Point, coordinate the roll call and lead the evacuation, if called.

First Aid Officer

- Collect first aid equipment and proceed to the site of the Assembly Point.
- At the direction of the Safety Officer, attend to any person affected and escort them to the Assembly Point.

Area / Hut Wardens

- Ensure that their area is clear of patrons, staff and groupers when an emergency assembly / evacuation is called
- Once Area has been cleared
 - report to the Camp Leader that all are present
 - Attend the Assembly Point and assist with the roll call.
- If there is a deficit in the roll call, may be directed to check their area of responsibility – only if it is safe to do so.

Action Plan

The Safety Officer will sound the Alarm to alert Camp to quickly go to the Assembly Point. If the Centre Lawn is not the safest assembly point, people will be redirected.

Safety Officer / Chief Warden

- Control the emergency situation as much as possible
- Contact emergency services required, call 000
- Organise the evacuation to a safe site, until relieved by emergency services
- Meet emergency services at the gate and give them a brief of the situation.
- Follow directions of the emergency services.
- Ensure the safety of all in camp.
- Utilise area / hut wardens and leaders to assist in supervising the safe evacuation of all in camp.

Deputy Chief Warden / Camp Leader

- Control the designated Assembly Point, coordinate the roll call and lead the evacuation, with the assistance of Area / Hut Wardens and Leaders.

First Aid Officer

- Attend the Assembly point with first aid equipment
- At the direction of the Safety officer, to attend to any injured person and gain assistance to evacuate them, if safe to do so.

Area / Hut Wardens

- Proceed to the Assembly Point to assist in roll call and then follow directions of the Safety Officer.
- If there is a deficit in the roll call, may be directed to check area of responsibility, if it is safe to do so.

Assembly Point

- To be chosen by the Safety Officer or Emergency Services.
- Centre lawn is the first and immediate Assembly Point. If this is not suitable for safety reasons, alternatives are the Beach or the North Playing field on Lord Somers Road.

3.9.3 Lockdown (Containment of personnel in camp)

Response Guide

Not all emergency situations will be solved through evacuation of the camp; in these situations activating a 'lockdown' procedure that keeps all camp personnel safe in place until the emergency services arrive may be the best option.

Possible situations:

- Armed intruder on site
- Industrial accident (gas leak, toxic spillage)
- Major Medical Emergency

Safety Officer / Chief Warden

- Contact Emergency Services required
- Establish an Emergency control point that is secure
- Control the situation if it is safe to do so
- Meet Emergency Services and brief them
- Respond to the directions of the Emergency Services
- Allocate Hut / Area Wardens and Leaders to duties as required.

Deputy Chief Warden / Camp Leader

- Stop all current activities and assist the Chief Warden.

First Aid Officer

- Collect first aid equipment and proceed to the site of the Assembly Point
- At the direction of the Safety Officer, attend to any person affected and escort them to the Assembly Point.

Area / Hut Wardens

- Stop current activities and follow the chief warden's instructions
- If safe to do so, inspect area and assess the situation
- If safe to do so, inspect area until satisfied with area lockdown; ensuring staff and participants are contained in a secure indoor area with doors shut and to all personnel remain unobtrusive).

Action Plan

The Safety Officer will sound the Alarm to verbally communicate to alert Camp to quickly go to the nearest secure indoor area. If the nearest secure indoor area is not the safest point, people will be redirected.

Safety Officer / Chief Warden

- Contact Emergency Services required
- Establish an Emergency control point that is secure
- Control the situation if it is safe to do so
- Meet Emergency Services and brief them
- Respond to the directions of the Emergency Services
- Utilise Area / Hut Wardens and Leaders: to assist in supervising the safe lockdown of all in Camp
- Follow directions of the Emergency Services
- Ensure the safety of all in Camp.

Deputy Chief Warden / Camp Leader

- Stop all current activities and assist the Chief Warden.

First Aid Officer

- Collect first aid kit if safe to do so and remain in lockdown location until otherwise directed by the

Chief Warden.

Area / Hut Wardens

- Proceed to the Assembly Point to assist in roll call and then follow directions of the Safety Officer.
- If there is a deficit in the roll call, you may be directed to check your area of responsibility, if it is safe to do so.

3.9.4 External emergency

e.g. bush fire in the vicinity, major emergency or disturbance at Cerberus or Hastings Port, or serious road accident nearby.

Response Guide

Safety Officer / Chief Warden

- Assess the extent of the emergency and whether the camp can assist in any way (notification from emergency services)
- Assess the extent of impact upon the Camp and Personnel in discussion with Police and Camp Leader
- follow the advice of the Police promptly
- Alert Hut Wardens if precautionary action is considered necessary.

Action Plan

In the event of an External Emergency, the nature and place of the emergency should be reported to the Safety Officer by Emergency Services as to what action is required. Possible courses of action may include the following:

- If the nature of the emergency has an immediate threat to the camp and its users (i.e. bush fire within 10km) then the Safety Officer may instruct all in camp to prepare for an evacuation
- In the case of bush fire, the safest evacuation area will be the beach. This will be reviewed with the emergency services as to whether further critical incident management is advised
- If the nature of the External Emergency is not a threat to camp users but the camp may be able to support in some way, then the Chief Warden and Deputy Warden will organise appropriate staff to assist.

3.9.5 Fire/smoke

A Fire/Smoke response may be escalated to an Evacuation Response.

Response Guide

In the event of a Fire, the identifying person should initiate the Alarm being sounded, as follows:

- The glass is smashed on the Alarm on the external wall of the Mess Hut to the right of the entrance; this will alert all in the camp site to assemble
- This alarm is not connected to any Emergency Service; they must be contacted by calling 000.
- In the case of a Fire Drill or general alert, do not smash the glass; the Safety Officer will use the key to switch the alarm on and off
- The Assembly Point will be Centre Lawn unless, for safety reasons, the Safety officer designates the Beach, or North Playing Field on Lord Somers Road.

In the event of SMOKE

- The Safety Officer is called and will urgently investigate the cause of the smoke and then call a response as necessary.

Safety Officer / Chief Warden

- Wear the identifying safety vest and assume control
- Assess the severity of the fire or cause of smoke
- Ensure that alarm is sounded and call 000, if actual fire or cause for concern
- Make an immediate decision: if there is a need to escalate to an evacuation response
- Assume control of the situation until relieved by the emergency services

Camp Leader / Deputy Chief Warden

- Control the designated Assembly Point, coordinate the roll call and lead the evacuation if called with the assistance of Hut Wardens and Leaders.
- **Area / Hut Wardens**
- Ensure that their area is clear of patrons, staff and groupers when an emergency assembly / evacuation is called.
- Once Area has been cleared they will
 - then report to the Camp Leader that all are present
 - attend the Assembly Point and assist with the roll call.
- If all people are **not** present, the Safety Officer will indicate if it is safe for them to check their area of responsibility.

First Aid Officer

- Collect First Aid equipment then attend Assembly Point
- At the direction of the Safety Officer, care for any person injured and organise any further medical treatment as required.

Action Plan

If flames are present, the alarm is to be activated. If there is a small amount of smoke only, it is to be reported immediately to the Safety Officer for immediate action.

Safety Officer / Chief Warden

- Call 000
- Provide direction for all personnel to be moved away from the scene
- Control the fire, only if it is safe to do so: i.e.; extinguish if it is contained to a small area
- Or to leave the fire for the Country Fire Authority (CFA) to handle
- Move all personnel away from the scene
- Meet CFA at Lord Somers Rd to direct the fire service when they arrive and update them of situation (or provide delegate)

- Supply the CFA with the site plans
- Follow directions of Emergency Services.

Camp Leader / Deputy Chief Warden

- Control the Assembly Point and coordinate the roll call then follow directions of the Safety Officer and/or Emergency Services, if evacuation is required
- Lead the Evacuation process if it is called
- Maintain control of the group, with the assistance of Hut Wardens and Leaders.

Area / Hut Wardens

- Ensure that their area is clear of patrons, staff and groupers when an emergency assembly / evacuation is called.
 - Once Area has been cleared, they will then report to the Camp Leader that all are present
- Attend the Assembly Point and assist with the roll call
- Close doors and windows of the building if it is safe to do so
- If all people are not present, the Safety Officer will indicate if it is safe for them to check their area of responsibility
- Respond to designated duties, then assist with evacuation if called.

First Aid Officer

- Attend Assembly Point and, at the direction of the Safety Officer, attend site and assist any person who requires medical attention, if it is safe to do so.

3.9.6 Internal Emergency

e.g. gas leak, major chemical spill, power failure, water pipe breakage, extensive structural damage.

Response Guide

Safety Officer / Chief Warden

- Assess emergency and to direct and control immediate action
- Ensure that area is safe, and people are kept away from the area
- Respond as appropriate if evacuation is needed
- Organise communications to support services
- Seek advice from the facilities and activities coordinator or the events coordinator.

Gas failure – check for gas leaks; contact gas supplier and appropriate service personnel (plumber, gas fitter)

Electrical failure – check switchboard; contact Electricity supplier and electrician.

Water failure – check water mains and turn off if necessary; contact water supplier and plumber.

Sewerage back up – contact appropriate service personnel.

Phone line failure – contact telephone service provider via mobile phone.

See Page 1 for a list of Emergency Contact Numbers including service personnel and contractors.

See Page 5 or 49 for Map location of Utility Services and Assembly Points

Action Plan

Safety Officer / Chief Warden

- If there is possible harm to personnel then emergency services will be notified immediately by calling 000.
- If the Safety Officer does not believe that camp is safe, they will notify Emergency Services by calling 000 who will advise if evacuation of the area is necessary
- Contact the Camp Facilities and Activities Coordinator or Events Coordinator for advice and appropriate service provider; contact them urgently as it may be necessary to shut off the gas, electricity or water.
 - See Section 16 for a map of the camp showing the location of the utility services; this map is also displayed in each building
- To control any situation in relation to the emergency
- To move people away from the site of the incident
- To ensure that all personnel are safe, and that there is no ongoing danger to people or property.

If the camp site is deemed to be safe, then the program may continue as normal.

3.9.7 Medical emergency

This guide is for severe medical emergencies, not for minor injuries or illnesses.

Response Guide

First Aid Officer

- Attend scene with First Aid equipment
- Assess the person's condition and initiate treatment as required
- Document all medical attention given to the affected person
- Ensure any necessary protective equipment such as gloves are used.

Safety Officer / Chief Warden

- Attend the incident and contact medical Services as required; LMO or Ambulance
- Make sure that any safety issue is attended to and preventative action taken to remove further risk to personnel
- If cause of injury is a safety issue, an Incident Report must be completed as soon as practicable
- If workplace incident that results in death or serious injury, or that exposes a person in the immediate vicinity to an immediate health or safety risk, then WorkSafe must be notified immediately, and the scene secured.

Camp Leader / Deputy Chief Warden

- Contact the person's Emergency Contact / Next of Kin and inform them of the illness or injury.

Note: all attendees must create a relevant medical profile prior to attending the camp.

Action Plan

The First Aid Officer and Safety Officer will be contacted to proceed to site of incident.

Safety Officer / Chief Warden

- Support and assist the First Aid Officer
- Assess the situation in relation to ongoing safety, cause and prevention
- Provide details regarding the injury or illness to ambulance service if needed.

First Aid Officer:

- Control this situation
- Following First Aid protocol, the person requiring medical attention is to remain still until the First Aid Officer determines whether the affected person should be treated on the spot, moved to the First Aid F or Staff Hut, or further medical assistance is required
- The First Aid Officer is to stay with the affected person, with assistance if required
- If further medical treatment is required, it is at the discretion of the First Aid Officer as to whether to call an Ambulance or to make an appointment with the local Medical Officer or Hospital.

Ambulance: 000

Frankston Hospital, Hastings Road, Frankston; Phone: 9784 7777

Balnarring Village Medical Centre; Phone: 5983 1355

3.9.8 Missing person(s)

To mitigate risk in a missing person emergency, the Safety Officer should encourage that sleeping quarters are kept tidy. The Safety Officer should also conduct a daily check (in the morning) of sleeping quarters to ensure beds are made and floors are clear to make any necessary emergency Warden searches easier.

AKA “CODE RAINBOW”

Response Guide

Safety Officer / Chief Warden

- Assemble the Search Team comprising the Hut Wardens and search leaders
- Organise the search of the areas detailed in the search plan - see over.
- Safety Officer/Chief Warden to report back to Camp Leader
- Safety Officer/Chief Warden to remain on Centre Lawn to co-ordinate search
- Safety Officer/Chief Warden and First Aid Officer to remain in communication with the Search Wardens, via walkie/talkie or mobile phone
- Safety Officer/Chief Warden to receive any incoming reports
- Safety Officer/Chief Warden to contact Police if no response within a reasonable time
- Safety Officer/Chief Warden and First Aid Officer to assess the condition of the missing person when found.

Area / Hut Wardens

- Assist in search by searching designated buildings and immediate surrounding areas, for missing person/s
- Report findings back to the Safety officer/Chief Warden immediately after checking their area and await further instructions

Search Wardens

- To assist by searching their designated areas, they should carry walkie/talkies or mobile phones to communicate directly with the Safety officer/Chief Warden.

Action / Search Plan

- Communicate with Safety Officer/Chief Warden who will coordinate the search
- Safety Officer/Chief Warden assigns a scribe to document all information gathered, decisions made and relevant timings
- The Safety Officer/Chief Warden will remain at the Assembly Point
- Safety Officer/Chief Warden to gather as much information about the missing person(s) as possible including:
 - Name of person(s) missing
 - Description of person(s): height, weight, colour of hair, etc.
 - Time and place last seen, description of clothes being worn, etc.
 - See the [Missing Person Description template](#) in the Appendices for full details
- Safety Officer/Chief Warden organises the Hut and Search Wardens into pairs, gives them information about the missing person[s] and verifies the areas they are to search and agrees and monitors an expected time of return for each hut and search warden.

Search areas for missing persons (2 Wardens for each area)

1. Centre Lawn, Car Park to Front Gate
2. Lord Somers Road including Playing Field and Facilities Coordinator’s Residence
3. Mess Hut inside and surrounds the outdoor Theatre
4. Surrounds of Tower Block, Swannees, Slush work areas
5. South Field and Chapel to Education Department Bridge, further search of Education Department Camp may then be arranged by the Safety Officer
6. Coltman Hut inside and surrounds including the Sports Court

7. Beach including both banks of the Creek, from creek inlet to Education Department bridge
8. Hut Wardens will search inside and surrounds of their allocated Huts
 - Where possible, walkie-talkie or mobile phone contact between the Safety Officer and the Search Wardens should be made frequently.
 - Two searches by both Hut Wardens and Search Wardens is required if the person is not found. Wardens should search a different location on the second search.
 - Panic among the campers is most undesirable, so only those involved in the search for the missing person(s) are to be informed initially of the situation.
 - Should this action not find the missing person(s), the Safety Officer will announce for all in camp to assemble

ALERT ALL IN CAMP TO ASSEMBLE VIA THE ALARM

- The Safety Officer should then explain the situation to the assembled campers and seek any further information about the whereabouts of the missing person(s)
- They will then decide whether to extend and intensify the search or to immediately to call Emergency Services – ‘000’ for assistance. (Suggest within 10 -15 minutes, that allows time for two searches of each area)
- The Camp Leader will then contact the next of kin of the missing person(s), as soon as practicable following initial search
- As soon as the missing person(s) is/are found, the Safety Officer will call Response: **All Clear - Stand Down**
- Camp Leader to conduct a debrief by assembling and thanking Safety Officer/Chief warden, the search wardens later in the day or the next morning and asking how the process could be improved in future
- Safety Officer to complete an incident report form

The missing person(s) may require First Aid assistance or counselling dependent upon the situation. An Incident Report Form is required.

3.9.9 Personal threat

This could be an internal problem or external intruder; it may be verbal, physical or involve intimidation.

Response Guide

Person(s) receiving any threat

- **Do not place yourself in a confronting position**
- If the threatening party is armed or dangerous, do not approach
- Remain calm; wait until the threatening party has left vicinity, and then proceed to report the incident to the Safety Officer
- If a close personal threat from an intruder, calmly request that they leave the property
- Be deliberate and reasonably slow with actions
- Keep them under observation, but leave a safe distance between you
- If possible, move the situation from other people
- The person[s] should not chase the offenders or exit the camp site.

Safety Officer / Chief Warden

- Talk to the person(s) receiving threat, decide whether a nuisance intruder or a serious threat
- No one is to approach a person if they are considered to be dangerous. Ring Police 000
- Make sure no other person(s) confront the threatening party, and make sure this party is not endangering anyone else
- If the person[s] are deemed non-threatening, calmly ask the offenders to leave the campsite
- If they refuse to leave the camp site, Police will be notified by calling 000.

First Aid Officer

- Remain with affected person(s), once safe to do so;
- Person(s) who are threatened may be in a fragile state. For this reason the First Aid Officer is to remain with them and decide if further medical assistance is needed.

Action Plan

- If a Personal Threat occurs, the Safety Officer will be notified as soon as possible
- The person who receives the threat will most likely be shaken and, for this reason, the First Aid Officer should remain with the victim
- The Safety Officer will decide if the Police need to be contacted and they will do so immediately. Assistance may be needed to discreetly divert all traffic away from any danger
- The [Armed or dangerous intruder checklist](#) may be of assistance to note relevant details for Police (see following page).

3.9.10 Breach of client protection

Allegation of abuse at a camp or program. Abuse could be physical, sexual, emotional, or financial.

The following is read in conjunction with the Client Protection Policy and Procedure.

Response Guide

Camp / Program Leader

- If there is possible harm to personnel then emergency services will be notified immediately by calling 000
- Contact the **CEO or a LSC&PH Board member** for advice and follow up action.

CEO / Board Member

- Establishment of investigation procedures and internal and external communications protocols for organisation.

Action Plan

Escalating procedures established by Lord Somers Camp and Power House for handling allegations of Abuse are outlined below.

CEO or President & Camp Chief (with reference to Client Protection Policy)

- An independent person will be appointed by the CEO or President & Camp Chief with the specific duty of dealing with any allegations of harm or Abuse that may arise
- The automatic suspension from all volunteers, work or other duties within Lord Somers Camp and Power House of any person while under investigation by Lord Somers Camps and Power House, or by the police, for any allegation of committing abuse.

3.9.11 Physical damage to asbestos containing material

Response Guide

Assessments have identified highly like asbestos-containing materials in samples from the following locations:

1. Scrap cement sheet in the ceiling cavity of the Mess Hut (note this is not the straw/plaster like material on the ceiling in the mess hut, but the cement sheets between the ceiling and the roof)
2. Cement sheet on north wall of the Mess Hut next to the chimney breast and below the fire alarm
3. External cement sheet walls on Myer Hut (Executive Hut).

Safety Officer / Chief Warden Roles and Action Plan

- Consult the asbestos register at the site;
- Wearing the P2 mask provided in the emergency kit, inspect the potential physical damage to materials identified as highly like asbestos-containing materials as listed above;
- To ensure the safety of all people and to supervise relocation of all people away from the impacted building and surrounds (ideally at least 10 metres away).
- To cordon off the location to ensure no person has access other than professionally qualified specialist.
- To contact the Facilities and Activities Coordinator and provide a brief of the situation. In the absence of the Facilities and Activities Coordinator, to contact a local professionally qualified specialist to rectify damage (may involve removal or protection);
- To allocate Hut Wardens and Leaders to duties as required, such as isolation of affected area, or to communicate the risk to personnel in positions of responsibility.

3.9.12 Gastroenteritis

This guide is for the management and control of gastroenteritis

Response Guide

First Aid Officer

- Determine if there is an outbreak. An outbreak of gastroenteritis may be defined as two or more cases of vomiting and/or diarrhoea occurring among camp attendees within 48 hours of each other. If this occurs and the symptoms cannot be explained by medication or other medical conditions, there may be an outbreak.

Oversee implementation of cleaning and infection control procedures - Refer to the Department of Health's **A guide for the management and control of gastroenteritis outbreaks in camp facilities** (a copy is located in the First Aid Room).

Safety Officer/ Chief Warden

- Assess outbreak and to direct and control immediate action
- If an outbreak is suspected, notify the Department of Health on 1300 651 160 within 24 hours. The department officer will collect information on the number of cases, symptoms, duration of illness and other details and provide advice.
- Support the FAO as required in implementing cleaning and infection control procedures. This may involve providing additional resources.

Camp Leader/ Deputy Chief Warden

- Contact next of kin / Emergency Contacts of the infected person/s and inform them of the situation and measures being undertaken.

Action Plan

First Aid Officer and Safety Officer will be informed and will oversee implementation of cleaning and infection control procedures - Refer to the Department of Health's *A guide for the management and control of gastroenteritis outbreaks in camp facilities* (a copy is located in the First Aid Room).

First Aid Officer

- Implement general control measures for all gastro outbreaks as detailed in the above Guide (including isolation, contact with NOK, send people with symptoms home);
- Prepare and update the Outbreak Case List – Refer to Annex 9 of the above Guide.

Safety Officer/ Chief Warden

- Communicate with all camp members about control measures to prevent the spread of infection – **effective hand washing is the most important measure.**
- If more than 5% of camp attendees have symptoms, the camp should be terminated, and procedures put in place for all participants to return to Power House or home. Appropriate temporary accommodation should be organised by LSC&PH for participants in the event that a parent/ guardian is away or not contactable.

3.9.13 COVID-19

This guide is for the management and control of COVID-19 coronavirus

Pre-activity planning

A **COVID Safe Event template** will be completed by the Executive Team prior to each activity or program, with a Camp Capacity Planning Tool used to calculate density quotients before every camp.

Action Plan

The **COVID Safe Event template** and **COVID Safe Plan** will guide actions if a person who is suspected or known to have COVID-19 attended a program or activity.

First Aid Officer and Safety Officer will be informed and will oversee implementation of cleaning and infection control procedures - Refer to the Department of Health's [COVID-19 cleaning guidelines for workplaces and the general public](#).

3.9.14 All clear - Stand down

Response Guide

The Safety Officer / Chief Warden will announce **“All Clear, Stand Down”** when everything is under control.

After this announcement is made, it is the responsibility of the Safety Officer /Chief Warden to:

- Ensure that any responsive action required is taken immediately
- As soon as practicable, an **Incident Report Form** (copies in this manual) must be completed by the Safety Officer and all relevant personnel
- This completed **Incident Report Form** is returned to the Facilities and Activities Coordinator, who will review suggested actions and ensure that any permanent remedial action is taken.

WorkSafe must be notified as soon as practicable if there is a workplace incident that results in death or serious injury, or that exposes a person in the immediate vicinity to an immediate health or safety risk. Relevant information and forms Section 14.

3.10 Debrief of Staff

The Safety Officer / Chief Warden will call a meeting to debrief all personnel involved in the emergency response as soon as practicable after the event.

The Safety Officer will convene this meeting with a view to

- assessing the adequacy of the plan and responses and to recommend any changes required. A report of any deficiencies in the plan must be made to the LSC&PH OHS and Risk Committees.
- checking the emotional wellbeing of all personnel involved in the emergency situation. It may be necessary to arrange for professional assistance with counselling personnel following an emergency.

3.11 Notifications

The Camp Leader must consider the following actions after an Emergency:

In the event of someone being taken to hospital or being affected by the emergency, the individual’s Next of Kin or nominated emergency contact should be contacted by the Camp Leader or Deputy.

If there is a major emergency which will incur publicity, the Next of Kin of all participants should be notified, when practicable to do so.

For LSC&PH Camps, the President & Camp Chief, CEO and the on duty Camp Staff, either the Facilities and Activities Coordinator or the Camp Manager should be informed as soon as practicable if, there is a serious outcome to any incident, or their advice is required.

3.11.1 Worksafe Victoria

Worksafe Victoria must be notified **by phone** immediately of any workplace incident that results in death or serious injury, or that exposes a person in the immediate vicinity to an immediate health or safety risk. The area of the incident must be secured for their inspection.

WORKSAFE VICTORIA - Phone 13 23 60

or

Contact Lander & Rogers lawyers for assistance: 0411 111 000

The area of the incident must be secured until WorkSafe inspectors attend.

A WorkSafe Incident Notification Form must be provided to WorkSafe within 48 hours.

A reference number will be given when you notify WorkSafe by phone.

The Worksafe Incident Notification Form can be accessed from

<http://www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/incident-notification>

Lander & Rogers Lawyers may be consulted on any questions of this report

3.12 Media management

During emergencies, there is a possibility that the media will wish to obtain an interview and/or statement from organisers. All personnel should be made aware that the sole point of contact for response to media enquiries will be the CEO of Lord Somers Camp and Power House.

All personnel must state that **"I am not authorised to make a statement to the Press. Please provide me with your name and contact number. The CEO will be in contact with you."**

The CEO or Board may decide to engage a PR /Communications specialist, if required.

4. Critical incidents

4.1 Responsibilities

Offsite Incident Support Contact	<ul style="list-style-type: none"> • Off site during Camp and available to receive calls from the program leader. • Provide guidance and reassurance to the program team in the event of an incident. • Responsible to mobilize the Critical Management Team (CMT) and the offsite control room in the event of a Critical Incident.
CEO	<ul style="list-style-type: none"> • Inform and liaise with relevant government bodies in accordance with legislative and other requirements e.g. Police, WorkSafe Victoria, Dept. of Families, Fairness and Housing. • Advise and update the Board.
Camp Manager	<ul style="list-style-type: none"> • Provide leadership / and or support, if required and possible. • Advise and update the CEO as necessary. • If requested by the CEO, or the CEO is not contactable, inform and liaise with relevant government bodies in accordance with legislative and other requirements e.g. Police, WorkSafe Victoria, Dept. of Families, Fairness and Housing. • Determine an appropriate lead to coordinate investigation of an incident. This may be delegated to a relevant staff member or an external investigator, depending on the nature of the incident.
Program / Camp Leader	<ul style="list-style-type: none"> • Overall responsibility for coordinating the immediate response to a critical incident • Activate the Critical Incident Response, in consultation with the other members of the Critical Incident Response Team • Advise and update the Camp Manager as necessary. • If requested by the CEO or Camp Manager, or if the CEO / Camp Manager are not contactable, report the matter to the Victoria Police Service within 24 hours, in situations where the incident involves suspected criminal activity, regardless of any issues of consent or confidentiality.
Critical Management Team (CMT)	<ul style="list-style-type: none"> • Provide input into the decision to activate the Critical Incident Response • Provide operational support and guidance to the front line incident responders with the objectives of: <ul style="list-style-type: none"> ○ preserving life and minimising harm to all persons ○ ensuring ongoing compliance with LSC&PH obligations ○ minimising loss and damage to LSC&PH assets and infrastructure ○ minimising the extent and duration of any disruption, and ○ supporting an orderly transition to the recovery from a critical incident including the re-establishment of business as usual operation • Make any required operational decisions and authorise actions within the delegated authority of each member • Details of specific roles and responsibilities of Team Members can be found below at 1.4 Roles and Responsibilities Hierarchy and Details

Executive Team	<p>Following the critical incident</p> <ul style="list-style-type: none"> • Provide access to a professional post-trauma counselling service, if required. • Encourage all stakeholders to seek further assistance, if necessary. • Return the worksite to normal operation as soon as practicable. • Ensure relevant volunteers complete and submit Incident Report
First Aid Officer, Mental Health First Aid Officer, etc.	<ul style="list-style-type: none"> • Provide assistance as per training undertaken
Volunteers	<ul style="list-style-type: none"> • Ensure the safety of themselves and those around them • Follow instructions from the Critical Incident Management Team • Contact emergency services as soon as it is safe to do so, if necessary. • Provide people who have been exposed to the incident with emotional support and practical assistance. • Assist in providing transport if required.
Members / participants	<ul style="list-style-type: none"> • Follow instructions from LSC&PH personnel • Assist, as much as possible, with post-incident investigation, if required.

4.2 Activating the Critical Management Team (CMT)

The CMT will be activated on determination that the incident is deemed critical and requires a strategic response that may involve liaising with families, government, hirers and the media as well as affected persons, or may give rise to legal action.

Participants will be advised that the CMT has been activated, the role that they will fill (depicted in the roles and reporting hierarchy and details) and any other requirements.

Roles should be filled from top of the reporting hierarchy down with available personnel. Roles may be re-allocated as more qualified personnel arrive.

The CMT will be activated for as long as it is required; this could span from a couple of hours to a week. During peak phases this may require working through the night; fatigue will be carefully managed.

4.3 Roles and reporting hierarchy and details

Critical Management Team (CMT) Leader		
Strategy	Communication and Liaison	Support
Strategy 1	Affected persons	Note taking
Strategy 2	External hirers	Telephone
Strategy 3	Family/ies	Document and records management
Lawyer	Government departments	Food and supplies
	LSC&PH members	

The following roles and responsibilities details can be printed and / or provided to CMT members prior to each activity or program.

4.3.1 CMT Leader

The purpose of this role is to lead the CMT.

What	When	How
Meet with President, CEO and nominated Board members	As required	<ul style="list-style-type: none"> In person Via teleconference
Ensure fatigue management is implemented	Always	<ul style="list-style-type: none"> Provide advice to rostering function
Advise the room coordinator of the expected duration for the purposes of rostering and catering	On-going	Consider: <ul style="list-style-type: none"> Duration of incident Duration of recovery Ongoing implications
Provide instruction as to which participants are to be added to the roster	As required	Both: <ul style="list-style-type: none"> Members Consultants (such as media)
Approve expenditure	Initial process and on-going approvals	<ul style="list-style-type: none"> Within policies and procedures, or seek special exemption

4.3.2 Strategy

The purpose of this role is to receive information and advice, and to develop and implement the strategy designed to manage the incident.

What	When	How
Interpret the initial incident report	Immediately	
Determine whether a member of the strategy team is required on site	ASAP	<ul style="list-style-type: none">• Consider the incident report and discuss with the CMT Leader
Seek advice	As soon as practicable	<ul style="list-style-type: none">• In consultation with the CMT Leader
Develop a strategy	As soon as practicable	<ul style="list-style-type: none">• Publish a brief but effective document
Implement the strategy	On-going	<ul style="list-style-type: none">• Utilise the Communications and liaison team for formal communications• Follow requirements outlined in this document

4.3.3 Communication and liaison

The purpose of these roles is to ensure information is communicated to the appropriate people in an appropriate and timely fashion. These roles are: affected person liaison, external hire liaison, family liaison, government liaison, LSC&PH liaison, media spokesperson and sponsor liaison. All roles must be carried out but, depending on the size of the incident, each function may require a dedicated person.

What	When	How
Affected persons liaison	On-going	<ul style="list-style-type: none"> On advice from the Strategy function
External hire liaison	On-going	<ul style="list-style-type: none"> On advice from the Strategy function In compliance with regulation, legislation and accreditation requirements
Family liaison	On-going	<ul style="list-style-type: none"> On advice from the Strategy function In compliance with regulation, legislation and accreditation requirements
Government liaison	On-going	<ul style="list-style-type: none"> For incoming contacts, work closely with the CMT Leader For outgoing contacts, on advice from the Strategy function In compliance with regulation, legislation and accreditation requirements
LSC&PH members	On-going	<ul style="list-style-type: none"> On advice from the Strategy function
Media spokesperson	On-going	<ul style="list-style-type: none"> On advice from the Strategy function A trained person is required for this task. A script must be used and no deviations from the script are permissible.
Social Media	On-going	<ul style="list-style-type: none"> On advice from the Strategy function and noting that, in particular, social media may be used extensively by those aware of the critical incident, potentially causing undue panic and distress.
Sponsors' liaison	On-going	<ul style="list-style-type: none"> On advice from the Strategy function

4.3.4 Support

The purpose of these roles is to support the functioning of the CMT and the room in which it is located. The roles are: note taking, telephone, document management, food and supplies, and room coordination. All roles must be carried out but, depending on the magnitude and complexity of the critical incident, each function may require a dedicated person.

What	When	How
Note taking	Always	<ul style="list-style-type: none"> • Provide services for CMT Leader • Take official minutes for each meeting and significant decisions. This may be either in written or typed format.
Telephone	Always	<ul style="list-style-type: none"> • Takes notes to record all incoming telephone conversations
Document management	Always	<ul style="list-style-type: none"> • Ensure no documents are disposed of • Implement a filing system to ensure hard, electronic and email documents are maintained for potential legal action
Food and supplies	Always	<ul style="list-style-type: none"> • Ensure each CMT participant has the required resources • Ensure refreshments are available to maintain energy levels and manage fatigue
Room coordination	Always	<ul style="list-style-type: none"> • Supervise the above roles • Maintain a roster to manage fatigue

4.4 Critical Incident Response control room

The CMT location will be either at the office at Lord Somers Camp and Power House in Albert Park or at Somers, depending upon the circumstances.

If either location is not appropriate, it is important that the CMT has the required resources, and it is recommended that the CMT be isolated from the critical incident, where access can be restricted.

Minimum requirements to be set up on activation are as follows:

- Access to all required documents and forms i.e. computers or other devices connected to the shared drive and administrative records
- Minimum of two incoming phone lines and two outgoing line/mobiles; such phones need to have clear speakers enabling all members of the CMT to hear conversations e.g. Conference phone(s)
- Email and internet access
- Whiteboards and writing paper
- Methods to record conversations and actions e.g. incident logs
- Mobile phone chargers

The CMT and the room will be operated on a 24 hour basis if required. This may require a roster to be developed to ensure adequate rest.

5. Appendices

5.1 Contact list

Organisational Phone Numbers	
Lord Somers Camp	(03) 5983 5502
Albert Park - Head Office	(03) 9510 7066
Camp Manager	0431 846 177 (Alex Escudero)
President & Camp Chief	0431 519 383 (Joel Masterson)
Chief Executive Officer	0432 454 643 (Tim Ryan)
Lander & Rogers Lawyers	0411 111 000
Emergency Services Phone Numbers	
Ambulance	000
Fire	000
Police	000
Police (Hastings)	(03) 5970 7800
Somers CFA	(03) 5983 5852
Hastings CFA	(03) 5979 1221
WorkSafe Victoria	13 23 60
State Emergency Service	1800 226 226
Department of Health	1300 651 160
Medical	
Hospitals:	
• Frankston	(03) 9784 7777
• Royal Children's	(03) 9345 5522
Poisons Information Centre	13 11 26
Nurse on Call	1300 606 024
Balnarring Medical Centre	(03) 5983 1355
Utility & Services	
Power faults and failures (United Energy)	13 20 99
Gas emergencies (Origin)	1800 427 532
Water emergencies (South East Water)	13 28 12
Electrician: Chris Hall (Somers)	0438 087 852
Driver Coastal – Bus Company	03 5979 7990

5.2 Location of Critical Incident and Emergency Management Plans

Controlled hard copy versions of the emergency management plan and the critical incident management plan can be found in the following locations:

COPY #	LOCATION
1	LSC&PH Office, Albert Park
2	Camp Manager's Office, Lord Somers Camp
3	Bursar's Hut, Lord Somers Camp
4	First Aid Room, Lord Somers Camp
5	Executive Officer's Office in Exec Hut, Lord Somers Camp
6	Programs Information Folder (issued to Camp Leader prior to camp)

5.3 Bomb Threat Checklist

Try to record the exact wording of the threat

--

Ask the following questions:

When is the bomb going to explode?	
Where did you put the bomb?	
When did you put it there?	
What does the bomb look like?	
What kind of bomb is it?	
What will make the bomb explode?	
Did you place the bomb?	
Why did you place the bomb?	
What is your name?	
Where are you now?	
What is your address?	

Estimate:

Age	
Accent (<i>specify</i>)	

DO NOT HANG UP

Voice	Speech	Manner	Background
Man	Fast	Calm	Music
Woman	Slow	Angry	Talk
Child	Distinct/cultured	Emotional	Typing
Unknown	Impeded	Loud	Children
	Stutter	Soft	Traffic
	Nasal	Pleasant	Machines
	Hesitant	Raspy	Aircraft
	Other	Intoxicated	Trains
Other		Other	

Notify any emergency personnel. To avoid inappropriate actions, do not inform other persons.

Follow all directions given by a warden.

Date	
Time	
Duration of call	
Your name	
Your number	
Signature	

5.4 Missing person description template

MISSING PERSON			
Person's Name		Height	
Parents Name (if appropriate)		Last Seen	
Person's Age		Time Last Seen	
Hair Colour		Other Information	
Eyes			
Clothing		Time	
		Found By	
		Time Re-united	
		Date	

5.5 Armed or dangerous intruder check list

ARMED OR DANGEROUS INTRUDER CHECK LIST

Time Reported Reported By

Exact Location of Hostage Incident

Number of Hostages

Names of Hostages

If Name(s) are Unknown

Height	<input type="text"/>	<input type="text"/>
Sex	<input type="text"/>	<input type="text"/>
Age	<input type="text"/>	<input type="text"/>
Complexion	<input type="text"/>	<input type="text"/>

Number of Assailants

Notable Characteristics of Assailant(s)

Number Of Weapons

Description of Weapons

Mood of Assailant(s)

<input type="checkbox"/> Calm	<input type="checkbox"/> Other	<input type="text"/>
<input type="checkbox"/> Angry		<input type="text"/>
<input type="checkbox"/> Excited		<input type="text"/>
<input type="checkbox"/> Crying		<input type="text"/>
<input type="checkbox"/> Nervous		<input type="text"/>
<input type="checkbox"/> Irrational		<input type="text"/>

Other Information