EMERGENCY MANAGEMENT PLAN

Version 2.2

PREVENTION, RESPONSE AND RECOVERY

INTERNAL EMERGENCY CONTACT LIST

Role	Contact Number
CHIEF WARDEN DIRECT NUMBER	**0427 070 268**
Chief Warden(s):	
• OHS Coordinator	0458 014 679
• Operations Manager	0437 131 960
• General Manager - Tourism Operation	0451 790 656
• Visitor Experience Manager	0429 989 773
• Conservation Manager	0429 399 047
• Assistant Operations Manager	0407 990 198
Site Wardens:	
• Ground Services – Day • Visitor Experience Site Supervisor Penguin Parade - Nights	0448 069 616
• Nobbies Centre	0417 094 571
• Koala Conservation Centre	0436 522 520 03 5952 1307 03 5952 1610
• Churchill Island Heritage Farm	0412 510 712
• Ranger in Charge Conservation	0428 258 077 0436 522 520
• Koala Conservation Centre Senior Ranger	0436 522 520
Members of the EPC:	
• OHS Coordinator	0458 014 679
• General Manager - Tourism Operation	0451 790 656
• Manager - Operations	0437 131 960
• Assistant Operations Manager	0407 990 198
• Manager - Conservation	0429 399 047
• Manager - Visitor Experience	0429 989 773
• Risk and Compliance Officer	03 5951 2864
• Ranger in Charge Conservation	0428 258 077
• Churchill Island Farm Coordinator	0412 510 712
• KCC Senior Ranger	0436 522 520
• Visitor Experience Site Supervisor Penguin Parade	0448 069 616
• Fire Management Preparedness and Response Representative	0428 601 937

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Media Liaison:	
Sales and Marketing Manager	0406 001 785
Others:	
People and Culture Manager	0400 624 367

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EXTERNAL EMERGENCY CONTACT LIST

Role	Contact Number
Emergency Services:	
Police	000
Water Police	1800 135 729
Country Fire Authority	000
Ambulance Victoria	000
Victoria State Emergency Service	132 500
Other Agencies:	
Bass Coast Shire Environment Officer	0419 523 342
Coast Guard	5983 9620
Victorian Fisheries Authority	5952 5910
PoHDA	0439 874 792
DELWP (NO 24 hour response number)	
DELWP Gippsland Office (office hours only) (includes seals)	5172 2111
DELWP Leongatha Office (office hours only)	5662 9914
DELWP - Wildlife emergencies: whales, dolphins, oiled or burnt wildlife	0417 531 706
EPA	1800 444 004
Wildlife Victoria (daylight hours)	03 8400 7300
Interpreter Service	131 450
Life Saving Victoria	9676 6900 or 9598 3388
National Security Hotline	1800 123 400
Poisons Information Centre	131 126
Port of Hastings Development Authority	03 5979 5500
Security Monitoring Centre (Alarms)	1300 662 598
Shadow Security (Security Guard)	5678 7015
Vessel casualty – Transport Safety Victoria	1300 965 784
Western Port Harbour Master - (Victorian Channels Authority) – oils spill reporting /problems with vessels (24 hours).	0429 008 812
Whale and Dolphin Emergency Hotline (also oiled or burnt wildlife) (24 hours)	1300 136 017
WorkSafe Victoria – Emergency	132 360
WorkSafe Victoria – Non-emergency	1800 136 089

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RELEVANT CONTRACTORS, SUPPLIERS & LOCAL BUSINESSES

Service	Company	Phone
Electricity Provider	Shell Energy	13 23 76
Gas Provider	ELGAS	13 11 61
Insurance/Loss Assessor	VMIA	9270 6900
Main Roads	Regional Roads	13 11 70
Water Provider	Westernport Water	1800 249 090
Information Technology Support	Blue Connections	1800 249 277
Telephone supplier	Telstra	13 22 55
Electrical contractor	Island Energy	1300 534 110
Food & Beverage contractor	Delaware North	0415 700 801
Bass Coast Shire Council		1300 226 278 or 5671 2211
Newhaven College		5956 7505
Phillip Island Chocolate Factory		5956 6600
Island Bay Ranch		5956 7457
Newhaven Flower Farm		5956 6777
Phillip Island Grand Prix Circuit		5952 3972
Plumbing Contractor	Plumbers Now	0400 864 900
Septic tank, pump truck and skip hire	Bass Highway Waste	5678 8994 or 0407 828 757
Grease Traps	Westernport Water / Eastern Liquid	1300 723 988
Lift Maintenance	Prestige Lifts	03 9738 1535
Fire Panel Maintenance	Valley Fire	5148 3400
Generators	MacFarlane	9544 4222
Excavator operators	McFees Terrafirma SR Excavations	0408 586 823 0407 810 525 0429 598 819
Fencing Contractor	Cameron Contracting	0438 568 697
Security Infrastructure	Razor Security	0433 056 241
	Australis Security	0427 440 500
Security Guarding & Patrols	Shadow	0419 506 564
Off Site Monitoring	Stay Safe Security	1300 656 660
Fire Pumps	Chubb	1300 369 309

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1 INTRODUCTION

1.1 Foreword

This Emergency Management Plan is the foundation of a systematic and co-ordinated approach to the management of emergencies that may impact upon the Phillip Island Nature Parks (Nature Parks). The emergency management planning process embraces the concepts of prevention, response and recovery to ensure the safety of staff and patrons of the Nature Parks.

This plan has been produced pursuant to the Nature Parks commitment to the health and safety of its employees, venue users and the community. It is the result of the co-operative efforts of the Emergency Planning Committee and Key Stakeholders from around the Nature Parks.

1.2 Delegation of Authority during an Emergency

This plan has been produced with the authority of the Chief Executive Officer of the Phillip Island Nature Parks, in accordance with:

- the *Occupational Health & Safety Act 2004*; and
- *Australian Standard AS 3745:2010, Planning for Emergencies in Facilities*.

Management of the response to an emergency (an actual or imminent event which endangers, or threatens to endanger people, property or the environment), within the boundary of the facility and building(s), beaches and reserves managed by the Nature Parks and covered by this plan, including evacuation of persons affected, is delegated to the Chief Warden or deputy. This delegation will be effective from the time the emergency is reported until such time as it is confirmed as resolved by the Chief Warden or Emergency Services Incident Controller (see below for more information on Emergency Services Incident Controllers) and "All Clear" has been announced.

Due to the disseminated nature of the Nature Parks venues, in addition to designated organisational Chief Wardens and Deputy Chief Wardens, each venue will have a nominated Senior Area Warden. Depending on the time and location of the emergency, it is likely that the Chief Warden will not be present at the time an emergency occurs. Therefore, in the first instance, the nominated Senior Area Warden will take charge and commence implementing emergency arrangements, until such time as the Chief Warden or a delegated Deputy Chief Warden arrives to assist.

Where Emergency Services attend they will appoint their own Incident Controller who will oversee the operation of emergency management responses and coordination of resources. The Chief Warden and Incident Controller will liaise and communicate directly with each other until the emergency situation is confirmed as resolved by the Incident Controller.

1.3 Aim

The aim of this plan is to detail the agreed arrangements for the prevention of, the response to, and the recovery from, emergencies that could occur at the Nature Parks.

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1.4 Objectives

The broad objectives of this Plan are to:

a.   Implement measures to prevent or reduce the causes or effects of emergencies.
b.   Manage arrangements for the response to emergencies when they occur.
c.   To assist with the recovery following an emergency.

1.5 How This Emergency Management Plan Works

This plan is broken into the following sections:

Section One - Introduction

Provides an overview of the Emergency Management Plan, including aim and objectives and details the delegation of authority during an emergency.

Section Two - Description of Organisation

Provides an overview of the operations of the Nature Parks including, general information about facilities managed by the Nature Parks.

Section Three - Management Arrangements

Provides an overview of the arrangements made to facilitate emergency response plans.

Section Four - Prevention Arrangements

Details the steps involved in preventing and mitigating the risk, or minimising the effects, of emergencies that occur. This includes conducting risk assessments, being prepared for emergencies and developing appropriate education and awareness programs.

Section Five – Response Arrangements

Details the steps involved in responding to an emergency, including specific roles of personnel involved in the emergency management, communications systems to be used, evacuations, assembly areas, accounting for people, recording of incidents and terminating the emergency response.
Note: Emergency response guides for a variety of emergencies are included in Section Six.

Section Six – Emergency Response Guides

Provides general response guidelines; for different types of emergencies that may occur throughout the Nature Parks and externally.

Section Seven – Recovery Arrangements

Details the steps involved following resolution of the emergency, including return of business continuity, public relations and managing wellbeing of those involved in the emergency.

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2 DESCRIPTION OF ORGANISATION

Phillip Island Nature Park (Nature Parks) is a leading conservation and ecotourism organisation located on Phillip Island, approximately 1.5 hours drive south east of the Melbourne CBD. Established by the Victorian State Government in 1996, the Nature Parks is a self-funded not-for-profit organisation governed by a Board of Management appointed by the Victorian State Government. The Nature Parks uses operating surpluses, generated by operating ecotourism attractions, to fund significant conservation activities.

Each year the Nature Parks attract over 1.5 million visitors to our five world-class ecotourism attractions including the iconic Penguin Parade, the Antarctic Journey at the Nobbies Centre, Wild Oceans EcoBoat tours, the Koala Conservation Centre and Churchill Island. Nature Parks manages over 1,805 hectares of Crown Land across Phillip Island, including the Summerland Peninsula, Ventnor Koala Reserve, Oswin Roberts Reserve, Churchill Island, Pyramid Rock, Rhyll Wetlands, Seal Rocks and Black Rocks and Cape Woolamai, and many other beaches and reserves across Phillip Island.

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2.1 Facilities Managed by the Nature Parks

This plan covers the various beaches and reserves that the Nature Parks manages, including specific ecotourism attractions as follows:

The Penguin Parade (including Wildlife Clinic)
(Melway 731 C7)
Phillip Island's Penguin Parade is the one of a few venues in the world where tourists can see penguins in their natural environment. It attracts more than 740,000 visitors from around the world per annum.

Hours of Visitation:

Monday	10:00am – 3 hours after sunset
Tuesday	10:00am – 3 hours after sunset
Wednesday	10:00am – 3 hours after sunset
Thursday	10:00am – 3 hours after sunset
Friday	10:00am – 3 hours after sunset
Saturday	10:00am – 3 hours after sunset
Sunday	10:00am – 3 hours after sunset

The Nobbies Visitor Centre
(Melway 731 A8)
The Nobbies Visitor Centre is near Seal Rock and Black Rock, Australia's largest population of Fur Seals. The Nobbies Centre is home to the Antarctic Journey, an educational multi-media experience set in Antarctica, presented in conjunction with WWF (World Wide Fund for Nature). The Nobbies Centre attracts over 400,000 visitors per year, of which 83,000 attend the Antarctic Journey.

Hours of Visitation:

Monday	10:00am – 1 hour before sunset
Tuesday	10:00am – 1 hour before sunset
Wednesday	10:00am – 1 hour before sunset
Thursday	10:00am – 1 hour before sunset
Friday	10:00am – 1 hour before sunset
Saturday	10:00am – 1 hour before sunset
Sunday	10:00am – 1 hour before sunset

Koala Conservation Centre (including Office and Works Yard)
(Melway 732 B5)
The Koala Conservation Centre is dedicated to the preservation of a koala population on Phillip Island and allows the opportunity for more than 200,000 visitors to view koalas in their natural habitat from treetop boardwalks.

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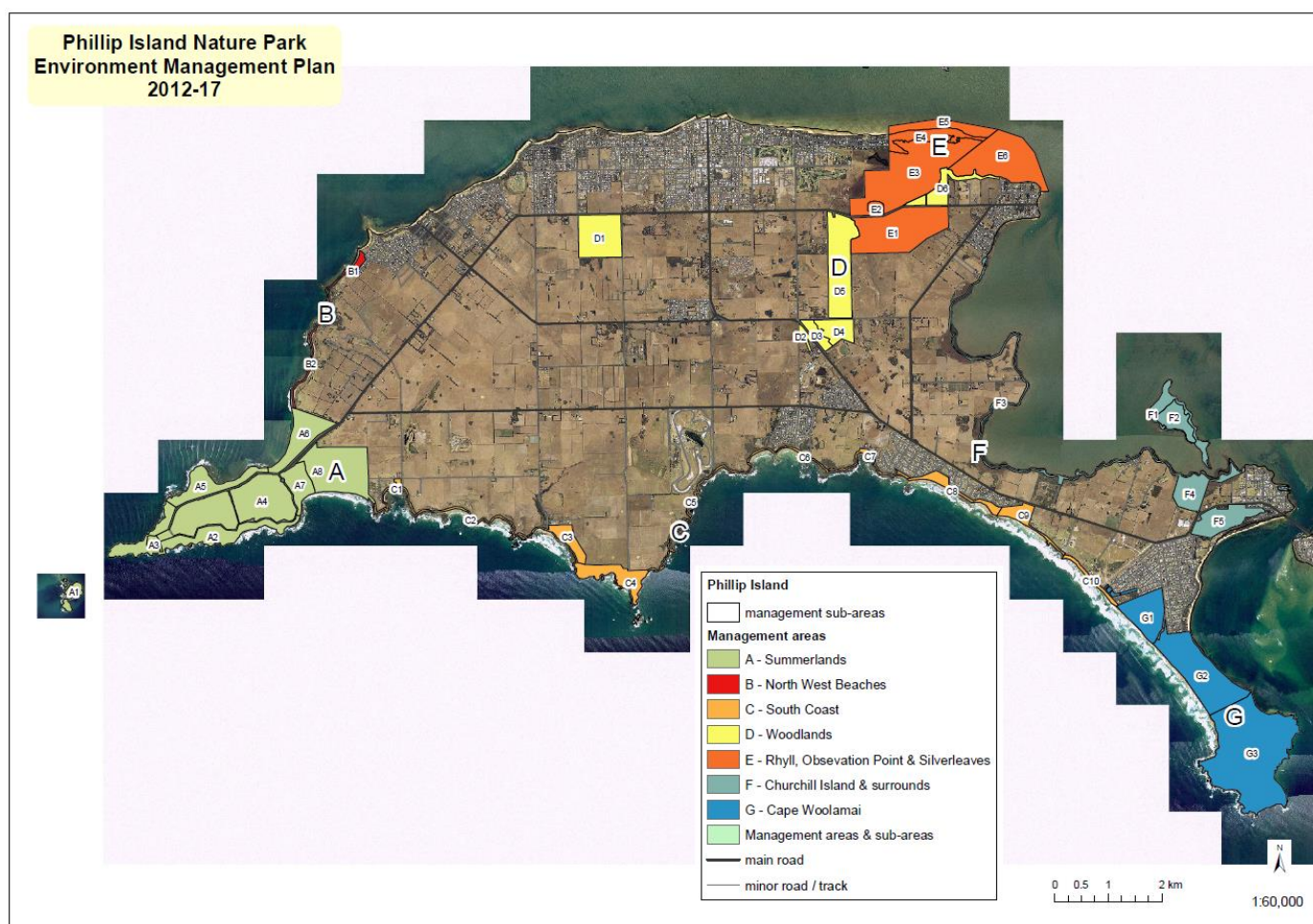|			
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Hours of Visitation:

AEST		*AEDT*	
Monday	10:00am – 5:00pm	Monday	10:00am – 5:30pm
Tuesday	10:00am – 5:00pm	Tuesday	10:00am – 5:30pm
Wednesday	10:00am – 5:00pm	Wednesday	10:00am – 5:30pm
Thursday	10:00am – 5:00pm	Thursday	10:00am – 5:30pm
Friday	10:00am – 5:00pm	Friday	10:00am – 5:30pm
Saturday	10:00am – 5:00pm	Saturday	10:00am – 5:30pm
Sunday	10:00am – 5:00pm	Sunday	10:00am – 5:30pm

Churchill Island
(Melway 732 G6).
Churchill Island is a Victoria Heritage listed island which hosts a historic working farm where visitors can learn about the past lives of early Australian settlers and watch historic farming practices. Visitors to this site also attend for the café, famers markets and a variety of other events. More than 140,000 visitors attend the pay to enter attraction on Churchill Island each year and substantially more visitors attend the island for events, café and recreation.

Hours of Visitation:
Monday	10:00am – 5:00pm
Tuesday	10:00am – 5:00pm
Wednesday	10:00am – 5:00pm
Thursday	10:00am – 5:00pm
Friday	10:00am – 5:00pm
Saturday	9:00am – 5:00pm
Sunday	9:00am – 5:00pm

Cowes Office (including Warehouse)
(Melway 734 A4).
The Cowes office is an administration office with a small enquiry and ticketing desk. The office will be open for visitors to purchase tickets and make general enquiries. The distribution warehouse is also situated at this site.

Hours of Visitation:
Monday	10:00am – 5:00pm
Tuesday	10:00am – 5:00pm
Wednesday	10:00am – 5:00pm
Thursday	10:00am – 5:00pm
Friday	10:00am – 5:00pm

Christmas Day and Good Friday trading hours for all venues will be posted and communicated to all staff and visitors closer to the dates.

Note: The hours of visitation as listed for the above venues is for visitors to the Nature Parks and does not include the hours of business operation where staff are present on site.

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2.2 Life Safety Features of the Facilities

The five main facilities of the Nature Parks have the following Life Safety features:

The Penguin Parade:
- Monitored fire alarm
- Security system
- Public address systems
- Duress Alarms

The Nobbies:
- Monitored fire alarm
- Security system
- Public address systems
- Duress Alarms

Koala Conservation Centre:
- Security system
- Duress Alarms

Churchill Island Heritage Farm:
- Security system
- Duress Alarms

Cowes Office:
- Security system
- Duress Alarm

2.3 Number of Occupants

The Nature Parks employs many staff and volunteers to assist with the various activities they undertake. Daily peak occupancy at the venues could be as high as:

Venue	Staff	Visitors	Total
Penguin Parade	100	4000	4100
Nobbies Centre	30	1000	2530
Koala Conservation Centre	15	2500	2515
Churchill Island	30	2500	2515
Cowes Office	50	100	150

2.4 Hazard Areas

Nature Parks managed land and venues are generally low risk environments, with highest hazard areas being:
- Cliffs, Rock Platforms, and Rock Formations - Summerland Peninsula
- Rock Platforms - Nobbies and surrounds
- The Colonnades - Cape Woolamai

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- The Pinnacles - Cape Woolamai
- Management Vehicle Access Track - Cape Woolamai

Refer to the risk assessment in Part four of this plan for more information on hazards present at the Nature Parks.

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3 MANAGEMENT ARRANGEMENTS

3.1 Emergency Planning Committee (E.P.C.)

The following members of staff will form the Emergency Planning Committee:

- Operations Manager (Chair) – Chief Warden
- OHS Coordinator (Deputy Chair) – Chief Warden
- GM Tourism Operations – Chief Warden
- Assistant Operations Manager – Chief Warden
- Conservation Manager – Chief Warden
- Visitor Experience Manager – Chief Warden
- Churchill Island Farm Coordinator – Senior Area Warden
- KCC Senior Ranger – Senior Area Warden
- Conservation Planner – Senior Area Warden
- Conservation Ranger in Charge – Senior Area Warden
- Visitor Experience Coordinator – Senior Area Warden
- Risk and Compliance Officer
- Fire Management Preparedness and Response Representative

The Committee will convene at least two times a year to discuss and minute matters arising from the following:

- Evacuation exercise requirements
- Implementation of suggestions and ideas from other staff
- Any modifications to buildings or plant necessitating changes to this plan
- Review written plans
- Identification of staff training needs

3.2 Preparedness and the Emergency Control Organisation

The Emergency Control Organisation (E.C.O.) consists of personnel (wardens) responsible for administering the Warden system and plans for the management of emergencies at the Nature Parks. Members are listed by position title in the Emergency Contact List on page 2.

Assembly areas have been determined for use during emergencies. Appropriate emergency equipment has been installed to respond to potential emergencies within the facility. Staff will be trained in the use of this equipment where appropriate.

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┌─────────────────────────┐
│      Chief Warden       │
│        (White)          │
└─────────────────────────┘
             │
┌─────────────────────────┐
│     Deputy Chief         │
│       Warden             │
│       (White)            │
└─────────────────────────┘
             │
┌──────────────────┐   ┌──────────────────┐
│ Communications   │   │ First Aid Officer│
│    Officer       │───│     (Green)      │
│    (White)       │   │                  │
└──────────────────┘   └──────────────────┘
             │
┌──────────────────┐   ┌──────────────────┐
│  Senior Area     │   │   Area Warden    │
│    Warden        │───│    (Yellow)      │
│   (Yellow)       │   │                  │
└──────────────────┘   └──────────────────┘
             │                    │
        ┌─────────────────────────┐
        │        Warden            │
        │         (Red)            │
        └─────────────────────────┘
```

Members of the Emergency Control Organisation will be identified by coloured helmets and/or tabards.

The following colours (as recommended in *Australian Standard AS 3745*) are used to identify members of the Emergency Control Organisation:

Chief Warden	White
Deputy Chief Warden(s)	White
Communications Officer	White
Area Wardens and Senior Area Wardens	Yellow
Wardens	Red
First Aid Officer(s)	White Cross on Green Background

3.3 Non-Emergency Roles of the Emergency Control Organisation

Chief Warden

During non-emergency times the administrative duties of the Chief Warden will be fulfilled by the Manager Operations and/or the OHS Coordinator as required.

The responsibilities of the Chief Warden are to:

- Administer the Warden system
- Chair the Emergency Planning Committee.
- Review and update the Emergency Plan, in accordance with required review timeframes and in conjunction with the Emergency Planning Committee.
- Arrange exercises and specific training for staff.
- Ensure that there is a system in place to account for staff, visitors and contractors on site as effectively as possible.
- Ensure that a debriefing is conducted after an emergency or exercise.

Deputy Chief Warden(s)

In non-emergency times the role of the Deputy Chief Warden will be fulfilled by the Manager Operations, Assistant Operations Manager or the Chief Operations Officer. The role of the Deputy Chief Warden(s) is to assist the Chief Warden in the general administration of the Emergency Control Organisation and the administrative duties of the Chief Warden.

Nominated Senior Area Warden(s)

In non-emergency times the role of the Senior Area Warden will be nominated on a weekly roster at each venue. The responsibilities of the Senior Area Wardens are to:
- Ensure they are familiar with the layout of the facility and the location of personnel, including contractors.
- They are familiar with the location of all first aid facilities and other emergency equipment.
- New employees are thoroughly briefed on emergency procedures as part of their induction process.
- Employees are briefed on procedures relevant to visitors and staff with sensory or mobility impairments and that any concerns the employee has are addressed via the Chief Warden.
- They participate in debriefings, where appropriate

Area Warden(s) and Warden(s)

During non-emergency times Area Wardens and Wardens, within their area of responsibility, will ensure that:
- They are familiar with the layout of the facility and the location of personnel, including contractors.
- They are familiar with the location of all first aid facilities and other emergency equipment.
- They participate in debriefings, where appropriate.

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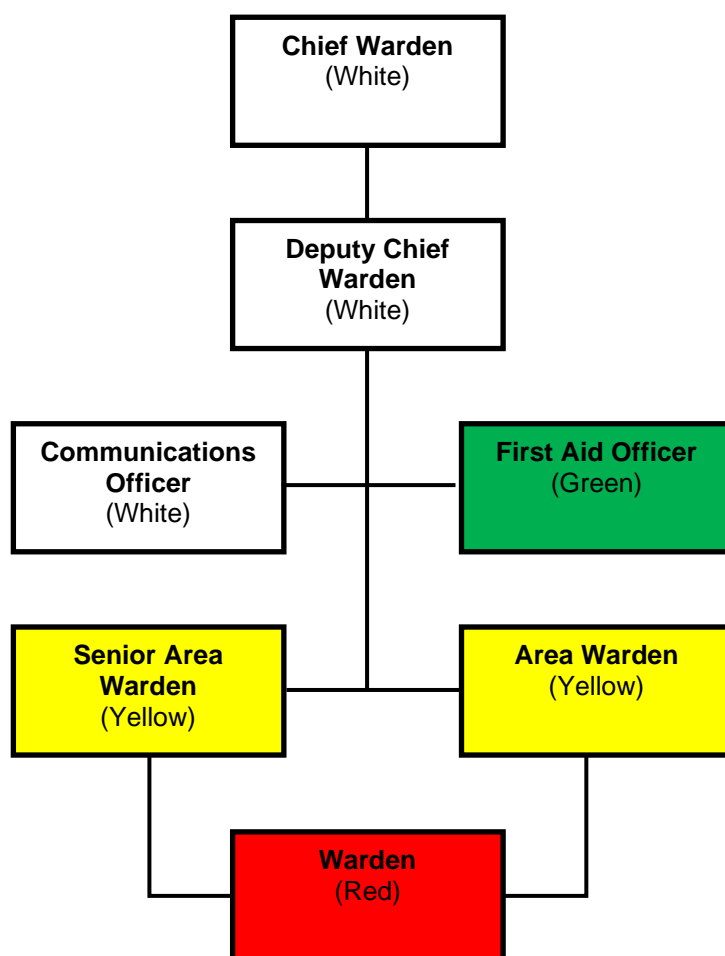
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All Wardens

All wardens will take appropriate action to ensure:
- Good housekeeping, so that litter does not accumulate therefore increasing the risk of fire.
- Hazardous materials are not stored or used incorrectly, notwithstanding the nature of work.
- Furniture and/or equipment do not impede egress.
- Passageways are free of obstruction.
- Fire extinguishers, safety signs and safety equipment are serviceable at all times.
- Fire Extinguishers, hydrants and hose reels are not impeded.
- Access to and egress from emergency equipment is not obstructed.
- Any irregularities are reported to the Chief Warden.

3.4 Media Management

During emergencies, there is a likelihood that the media will want to obtain an interview or statement from the Nature Parks. Media inquiries must be directed to the Chief Executive Officer or the Marketing and Communications Manager. If either person is not available the Chief Warden will delegate an appropriate person to act as Media Liaison at the time of the event.

Note: The role of Media Liaison is separate to that of Communications Officer within the Emergency Control Organisation.

Subject to availability and appropriateness, media briefings will normally be conducted at the Nature Parks Administrative Offices. Should this facility be unavailable, the appointed Media Liaison Officer will determine another appropriate location.

3.5 Debriefing Arrangements

A debrief will take place as soon as practicable after an emergency. The Chief Warden will convene and chair the meeting with a view to assessing the adequacy of the plan and to recommend any changes. It may also be appropriate to conduct a separate recovery debrief to address recovery issues.

3.6 Maintenance of the Emergency Management Plan

This plan will be reviewed at least two times per year to ensure that the information it contains is accurate and current.

Requests for amendments should be sent to the OHS Coordinator, with specific details of proposed changes and the reasons why. If agreed to, the amendments will be filed in the master copy and tabled, at the next review and update meeting. Critical changes such as contact list information will be communicated and implemented immediately.

The plan will be reviewed as part of the monthly management meetings in March and October. These meetings will also consider the ongoing training needs of staff and the timing of exercises.

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3.7 Education and Awareness

The ability of employees to respond to an emergency situation, and in turn recover from the effects of an emergency, will depend on the preparation, training, and attitude of the people affected. Appropriate actions from employees during emergencies will require education and awareness programs to be implemented for this purpose.

The Emergency Control Organisation in conjunction with management will develop, support and promote appropriate prevention and awareness programs. This will also include induction courses for employees and contractors and on-going training of emergency management protocols and procedures.

3.8 Testing and Practicing the Plan

Arrangements pertaining to this plan must be practiced, at a minimum, on a quarterly basis. Testing and practicing will be conducted in a form and timeframe determined by the Emergency Planning Committee. For example, one exercise per venue per annum spread over the year.

Any procedural anomalies or short falls encountered during these exercises or ensuing operations must be addressed and rectified by developing an action plan with specific goals and timeframes set which is monitored by the Emergency Planning Committee.

Details of the agreed routine testing procedures for alarm and communication systems are included in Appendix B.

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4 PREVENTION ARRANGEMENTS

4.1 The Role of the Organisation

All management and staff have a key role in prevention and mitigation activities to reduce the risk, or minimise the effects of emergencies that may occur. By remaining up to date with implemented policies and procedures and participating in training and risk control activities staff are better able to identify and prevent emergency situations from arising while also better equipped to respond to emergency situations as they occur.

4.2 Risk Assessment – Outcomes and Review

During the preparation of this plan a risk assessment was undertaken using the Likelihood, Consequence, Risk Matrix, and Risk Rating tables consistent with those contained within the Nature Parks Risk Management Framework document available on the Intranet. The risk assessment identified a range of potential emergency events that could occur on site. Each of these emergency types is listed within the below table along with known risk controls that contribute to reducing the impact of that risk. In addition, should the emergency type occur on site, a response guide has been developed for each risk type and listed in Part Five of this plan to guide members of the Emergency Control Organisation in responding to the emergency.

Risk	Current Controls	Recommended Controls	Likelihood	Consequence	Risk Rating
Active shooter	Security, Staff Numbers, CCTV	Bag Checks if security alert levels change	C	5	8
Anti-Social Behaviour / Assault	Security, Staff Numbers, CCTV, Training	Dispersal of Visitors, facility design, policy reviews	A	2	7
Bomb Threat	Security, Staff Numbers, CCTV, Training, Bomb Threat checklist, White Level inspections	NIL	D	3	5
Building Collapse / Structural Damage	Maintenance and inspections	Increased frequency of inspections, inspections by professionals	C	4	7
Burglary / Theft (Aggravated)	Money drops and collections by security, CCTV	Monitored CCTV, additional CCTV	C	2	5
Land environmental incident / spill	Spill kits, minimum quantities stored, training	Wash down area, bunding, drainage/filtration systems	C	2	5
Marine environmental incident / spill	Wildlife Clinic, Marine Pollution Wildlife Response Plan training, exercises. MoU with DELWP.	Penguin movement control, education to external persons	C	3	6

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Risk	Current Controls	Recommended Controls	Likelihood	Consequence	Risk Rating
Earthquake	Facilities built to Building Code of Australia	NIL	D	5	7
Electrocution	Facilities built to Building Code of Australia, electrical work and equipment at Australian Standards, Permit to Work procedure, regular test and tagging	NIL	D	5	7
Explosion	Fire alarms and equipment, evacuation plans, Security, Staff Numbers, CCTV, Training	NIL	D	5	7
Extreme Weather	Policies, training, evacuation plan, weather stations, BOM monitoring	Policy to control number of people evacuated, update evacuation plan	A	4	9
Fire (Building / Machinery)	Facilities built to Building Code of Australia, Fire alarms and equipment, evacuation plans, Training	NIL	D	3	5
Fire (Bush)	Fire management plan, Fire alarms and equipment, training	Increase training and experience	D	5	7
Flood	Training, evacuation plan, weather stations, BOM monitoring	NIL	C	1	4
Food Contamination or Poisoning	Training, compliance to Australian Standards, maintenance, storage, policies, audits	NIL	C	3	6
Gas leak	Training, permit to work	NIL	D	5	7
Landslide	Inspections	NIL	D	4	6
Lift Entrapment	Training, procedure, maintenance, alarms	NIL	C	2	5
Lightning	Training, evacuation plan, weather stations, BOM monitoring, policy	Policy to define where people evacuated to and control numbers on site, update evacuation plan	A	4	9
Loss of Utility – power/water/gas?	Business Continuity Plan, backup generators	Water storage	D	4	6
Medical Emergency	Training, first aid equipment and facilities, evacuation plan	NIL	B	4	8
Rescue from Heights (Cliff)	Training, Permit to Work, policies, regulations	NIL	D	4	6

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Risk	Current Controls	Recommended Controls	Likelihood	Consequence	Risk Rating
Suspicious Mail and Packages	CCTV, security, staff numbers, white level inspections, procedures	Bag checks, new policies, increased security screening	D	3	5
Terrorism / security threat	Security, CCTV, Evacuation plan	Security Review, policy review	C	5	8
Unattended Bag	CCTV, security, staff numbers, white level inspections, procedures	Bag checks, new policies	A	1	6
Vehicle Accident	Traffic management plan, training, spill kits, first aid equipment and facilities, evacuation plan	Additional trained, traffic controllers	C	3	6
Water incident / near drowning	Training, first aid equipment and facilities	NIL	C	4	7
Wilful Property Damage	CCTV, Security, Staff numbers, training	NIL	C	3	6
Tidal surge	Evacuation plan, BOM monitoring, tidal monitoring, Business Continuity Plan	NIL	C	3	6
Sabotage	Business Continuity Plan, policies, training	Security review, policy review	D	5	7
Interest Motivated Groups disruption to activity	Business Continuity Plan, CCTV, Security, Staff numbers, training	Policy review	D	3	5
Cyber attack	Business Continuity Plan, Computer Security, Server Backup off site, policies	IT data security compliance	D	5	7
Boat Incident	Evacuation plan, first aid equipment and facilities, training, contractor compliance with marine safety standards	NIL	D	5	7
Reduced venue access	Business Continuity Plan, training	Policy/procedure review	C	5	8

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LIKELIHOOD Step **1:** How likely is it that injury, illness or impact on the organisation(s) could result from exposure to this hazard?

Likelihood		
Category	Definition	Frequency Guidance
ALMOST CERTAIN	Event is expected to occur in the near future	Risk is expected within 6 months, is already occurring or has > 75% chance of occurring longer term
LIKELY	It is probable that the event will occur	Risk is expected within 12 months, will occur once per year or has a 50-75% chance of occurring longer term
POSSIBLE	The event may occur	Risk is expected within 2 years or has a 25%-49% chance of occurring longer term
UNLIKELY	The event could occur in the future	Risk is expected within 5 years or has <25% chance of occurring longer term
RARE	It is improbable that the event would occur except for in exceptional circumstances	Risk is not likely within 5 years and has minimal chance of occurring.

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CONSEQUENCES Step **2:** What are the potential consequences (worst case scenario)?

		Consequence				
		Rating				
		INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC
Indicators	ENVIRONMENT	Negligible impact or harm to native wildlife populations or local ecosystems.	Transient harm / impact native animal population or local ecosystems.	Short term harm / impact (e.g. minor degradation of natural environment or wildlife population management issues).	Medium term harm / impact. (e.g. massive loss of native wildlife population or long term contamination of ecosystem).	Long term harm /impact to native animal species or local ecosystem. (e.g. Extinction of colony or wetland rendered uninhabitable due to contamination).
	FINANCIAL (direct loss or opportunity cost)	< $10,000	$10,000 to $100,000	$100,000 to $500,000	$500,000 to $1,000,000	> $1,000,000
	COMMUNITY & STAKEHOLDER / REPUTATION	Resolved in day to day management through communications and discussion.	Minimal damage to brand. Raised to Board level for discussion and resolution.	Damage to brand. Widespread local community concern. Attention from public/media.	Significant damage to brand. Embarrassment for Government. Concern from public/media.	Irreparable damage to brand. Parliamentary enquiry. Outrage from public/media.
	PEOPLE	Minor dissatisfaction in the Nature Parks expressed by staff, visitors, volunteers or contractors.	Persisting dissatisfaction expressed by staff, visitors, volunteers or contractors.	Consistently poor customer feedback, widespread staff morale issues or loss of major supplier through dissatisfaction.	Successful unfair dismissal, harassment, discrimination or bullying claims.	Loss of significant group(s) of staff in short period of time.
	BUSINESS CONTINUITY	Operations are disrupted intermittently during one day	Operations are disrupted for up to 2 days at the Penguin Parade or up to 1 week at other sites.	Operations are disrupted for a period of 2 days – 1 week at the Penguin Parade or from 1 week to 2 weeks at other sites.	Operations are disrupted for a period of 1-3 weeks at the Penguin Parade or from 2 weeks to 1 month at other sites.	Operations are disrupted for more than 3 weeks at the Penguin Parade or more than 1 month at other sites.
	OH&S	Reportable incident that is proactive or minor in nature and does not result in injury or require any treatment.	Minor injury (or equivalent near miss) which requires minor first aid treatment.	Injury (or equivalent near miss) that requires external medical treatment or attendance by ambulance.	Serious injury (or equivalent near miss) or multiple minor injuries that requires hospital treatment.	Permanent disabling injury or death (or equivalent near miss).
	GOVERNANCE	Minor non-compliance noted and addressed in a timely manner	Minor non-compliance identified that was not reported and addressed	Improvements identified in internal reviews/audits are not implemented	Strategic plan is not executed	Complete failure of Governance.

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RISK MATRIX Step **3:** Cross-reference LIKELIHOOD and CONSEQUENCES categories from the tables above.

		CONSEQUENCES				
		INSIGNIFICANT 1	MINOR 2	MODERATE 3	MAJOR 4	CATASTROPHIC 5
LIKELIHOOD	ALMOST CERTAIN A	6	7	8	9	10
	LIKELY B	5	6	7	8	9
	POSSIBLE C	4	5	6	7	8
	UNLIKELY D	3	4	5	6	7
	RARE E	2	3	4	5	6

RISK RATING Step **4:** The number in the Risk matrix gives you a 'rating' for each risk assessed.

Level	Description
Low (2 - 4)	Risk is unlikely to occur and/or will have minimal consequences. Can be managed by routine procedures.
Medium (5 - 6)	Possible that this risk could happen and/or have moderate consequences. Controls should aim to reduce risk and Management must monitor.
High (7 - 8)	Risk is likely to happen and/or have serious consequences. Significant Management attention required to consider whether risk is necessary or to adequately control the risk.
Very High (9 - 10)	Risk is very likely to happen with severe consequences. Risk requires Board monitoring and must be managed by Senior Management with significant levels of control.

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5 RESPONSE ARRANGEMENTS

5.1 Designated Meeting Points

5.1.1 Control Points

At the time of an emergency, the Chief Warden, or delegate, in charge of the facility, will select the most appropriate location from which to manage the response to the emergency.
Note: This is not the location of assembly areas for the purpose of evacuation.

The location for the control point will be dependent on the location of the emergency within the particular venue. Accordingly, provided it is safe and accessible, the Chief Warden will usually select the control point from the list below that is closest to the emergency. If the primary control point is not suitable, then the Chief Warden will select the alternate control point or another safe and suitable location.

Venue	Primary Control Point	Alternate Control Point
Penguin Parade	Main entrance of Visitor Centre	Bus drivers / ticket hut
Nobbies Centre	Staff entrance of Visitor Centre	Car park entry
Koala Conservation Centre	Main entrance of Visitor Centre	Main entry gate
Churchill Island Heritage Farm	Main entrance of Visitor Centre	Access bridge

5.1.2 Assembly Areas

When advised by the Chief Warden or a delegate all persons on site are to make their way in an orderly fashion to the nominated assembly area(s). Wardens will assist in this function and, once located at the assembly area, account for all personnel.

The nominated external assembly areas are:

Venue	Primary Assembly Point	Alternate Assembly Point
Penguin Parade Visitor Centre	Outside entry	West end of Bus park near ticket hut
Penguin Parade Stands and Boardwalk	Visitor Centre	- St Helens Road - Beach
Wildlife Clinic	Outside entry	Overflow car park
Nobbies Centre	Main car park	Staff car park
Koala Conservation Centre	Car park 2	Footpath at front entrance gate
KCC office, Bushbank & Works Yard	Car park 3	Footpath at front entrance gate
Churchill Island Heritage Farm	Grassed area in front of Visitor Centre	Phillip Island Side of access bridge
Cowes Offices & Warehouse	Footpath - Thompson Ave	IGA Carpark

The assembly area may differ to the ones listed above depending on the nature of the emergency and other hazards that may be present at the time of the evacuation. In the event the above

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assembly areas are not suitable the Chief Warden will conduct an assessment and determine an alternative assembly area.

The Chief Warden will make the selection of the appropriate assembly area after taking into account the following:
- Location of the Emergency
- Type of Emergency
- Wind direction
- Number of persons being evacuated
- Hazards that may be present such as weather and traffic

5.2 Emergency Services Meeting Point

The nominated emergency services meeting point(s) is the main building entrance at each location, if safe.
The Parade Visitors Centre has an emergency access point at the rear of the building accessible from St Helens Road.

5.3 Emergency Colour Codes

A standardised colour code system will be used for notification, identification and response to emergencies.
The following codes will be used to designate emergency types:

Fire and/or smoke (Includes building, machinery or bush fires/smoke)	**Red**
Medical emergency (Any person whether staff or visitor who requires immediate first aid or medical attention)	**Blue**
Bomb threat (Includes any communicated threat or potential discovered threat, i.e. suspicious bag)	**Purple**
Personal threat (Armed or unarmed persons causing or threatening to cause injury to others or to themselves, or suspicious persons and vehicles)	**Black**
External emergency (Any event or incident that may impact upon the Nature Parks venues such as road accidents that block the road, or chemical spills that may blow vapours towards the Nature Parks. This also applies to severe weather that is imminent or in progress such as winds, rain, lightning, hail, tidal surges or tsunami's.)	**Brown**
Internal emergency (Failure or threat to essential services such as power, gas, or water)	**Yellow**
Evacuation (Note: Evacuation is not an emergency. It is a treatment strategy for an emergency.)	**Orange**

These colours can be used in communications associated with emergencies. In doing so, when the 'all clear' is given, the words 'ALL CLEAR' together with the colour code should be stated.

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5.4 Responsibilities of the Emergency Control Organisation during an Emergency

It is not the responsibility of Wardens appointed in the Emergency Control Organisation to actively combat emergencies. The priority of Wardens is to implement and administer the emergency response plans.

Chief Warden

The role of Chief Warden will normally be fulfilled by the OHS Coordinator, Manager Operations, Manager Visitor Experience and/ or Assistant Operations Manager.

However the role of Chief Warden may be performed by any Deputy Chief Warden at the time of the emergency. Should more than one be present, then the most appropriate (usually most senior) staff member available from the location where the emergency started will assume the role of Chief Warden.

All other Deputy Chief Wardens will support the Chief Warden in resolving the emergency.

By mutual agreement the role may be passed to a more experienced person if that is deemed appropriate.

On becoming aware of an emergency the Chief Warden shall take the following actions:

- Take control of the situation at the appropriate control point, **if safe to do so**.
- Ascertain the nature of the emergency and determine appropriate action.
- Ensure that the appropriate emergency services have been notified.
- Ensure that the Area Wardens are advised of the situation.
- If necessary, initiate evacuation and control entry to the affected areas.
- Ensure all personnel, staff, contractors and visitors are assembled and accounted for.
- Ensure the progress of the evacuation and any action taken is recorded.
- Brief the emergency services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions.
- Provide details of all personnel including visitors and contractors, that are not accounted for.
- Assist the Emergency Services as required.
- Ensure any scene relevant to a work place accident or fatality is not disturbed until any appropriate authorities have carried out an investigation of the scene.
- Ensure Executive Management is notified.
- Maintain a log of the incident.

Deputy Chief Wardens

Deputy Chief Wardens will support the Chief Warden in the resolution of the emergency. This may include assuming the role of the Communications Officer, or managing the arriving people at an assembly area.

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Deputy Chief Wardens shall assume the responsibilities normally carried out by the Chief Warden if the Chief Warden is unavailable.

Communications Officer

The Communications Officer, will act as directed by the Chief Warden (or delegate).
Duties will include:
- Receiving emergency calls.
- Notifying the appropriate Emergency Services.
- Notify the Chief Warden of the emergency if the Chief Warden is not already aware
- Sound the alarm when directed, if possible.
- Establish and maintain communications between Chief Warden and the Wardens.
- Transmit and record instructions from the Chief Warden and Emergency Services Incident Controller, and record other information and actions taken as appropriate.
- Maintain a log of the event.

Nominated Senior Area Warden (As required)

Prior to arrival of the Chief Warden or Deputy Chief Warden, the Senior Area Warden shall assume control. Once the Chief Warden arrives at the venue, the Senior Area Warden will be responsible for liaising with all other Area Wardens to ensure each of their areas has been cleared and everyone has been accounted for.

When in control of the emergency the Senior Area Warden shall take the following actions:
- Implement the emergency procedures for their area.
- Ensure that the appropriate emergency services have been notified.
- Direct Area Wardens to check their area for any abnormal situation.
- Communicate with the Chief Warden by whatever means available and act on instructions.
- Initiate evacuation and control entry to the affected areas if the circumstances in their area warrant this.
- Advise the Chief Warden as soon as possible of the circumstances and action taken.
- Confirm that the activities of Area Wardens have been undertaken.

Area Warden(s)

On hearing an alarm or on becoming aware of an emergency, the area wardens shall take the following actions:
- Implement the emergency procedures for their area.
- Ensure that the appropriate emergency services have been notified or notify appropriate emergency services.
- Direct Wardens to check their area for any abnormal situations.
- Commence evacuation if the circumstances in their area warrant this.
- Communicate with the Chief Warden (or delegate), by whatever means available, to advise on the circumstances and action taken
- Act on instructions given by the Chief Warden (or delegate).
- Co-opt persons as required to assist a Warden during an emergency.
- Confirm that the activities of Wardens have been completed and report this to the Chief Warden (or delegate).

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Door / Gate / Driveway Wardens

Door / Gate / Driveway Wardens are responsible for the control of access to the venue during an emergency. Door / Gate / Driveway Wardens should ensure that no one, other than Emergency Services Personnel, enters the site during the emergency without authority of the Chief Warden. Where persons such as other Wardens or support personnel enter the site they should be registered.

If the emergency involves a lockdown as advised by the Chief Warden (or delegate), then Door / Gate / Driveway Wardens are responsible for ensuring, **if safe to do so**, that no one leaves the site until they have been accounted for and the Chief Warden authorises their departure.

At each site, there are a number of alternate exit doors other than the main entrance. Depending on the nature of the emergency, these will be covered subject to the available staff at the time of the emergency.

Warden(s)

Wardens are responsible to ensure, as far as practicable, the safety of personnel and, when necessary, arrange their orderly evacuation from danger to an appointed assembly area.

When required, Wardens will ensure that their area of responsibility has been totally evacuated, **if safe to do so**, and communicate this to the Area Warden.

All other personnel

All other personnel will act as directed by a Warden. Specific personnel may be allocated various tasks and these tasks should only be carried out **if safe to do so**.

5.5 Zones

To facilitate the process of evacuation, the venues have been divided into zones.
Each zone has been allocated to Wardens who are staff likely to be working in that area:

Penguin Parade

Zone	Warden
Main retail shop, interp space, theatre, retail warehouse and public toilets.	Retail Staff
Restaurant, Café, Kitchen and store and cool rooms.	Food and Beverage TL Staff
Ticket desk, bookings office, specialty shop, main entrance, office area, first aid room, education rooms and staffroom.	Admissions Staff
East and West stand, Sky Box, Penguins Plus and Bunker, Guided Ranger Tour stand, Ultimate tour, all ranger guided tours, toilet block, main board walk, Shearwater boardwalk, public car parks, and bus car park.	Parade Rangers
Wildlife Clinic including media room.	Warden – Day

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Zone	Warden
	Gate Rangers – Night

Nobbies Centre

Zone	Warden
Café dining areas, cleaners room, main toilets and lift area, clock on room, retail shop, retail storeroom, Food and Beverage Administration offices.	Retail Staff
Main level kitchen and scullery, kiosk, function rooms including toilet and kitchenette, basement kitchen and store rooms, call from North refuge. Entry to refuge via outside stairs with 003 key.	Food and Beverage Staff
Antarctic Journey Basement area from Lab to South refuge area, call from South Refuge. Entry to refuge via outside stairs with 003 key.	Ticketing Warden

Koala Conservation Centre

Zone	Warden
Ranger's office, staff office, boardwalks, walking tracks, public car park, works yard, and Barb Martin Bush Bank.	Rangers on duty
Retail area, display area, staff toilets, store rooms, public toilets, café and store rooms, indoor and outdoor dining areas, and balconies.	Retail and Ticketing Staff

Churchill Island Heritage Farm

Zone	Warden
Historic buildings, grounds, gardens, pathways, paddocks, works yard, work shop and kitchenette, office, residence, entrance, and walking tracks.	Farm Staff
Visitor centre souvenir shop, displays in foyer, offices and toilets, function room, visitor's toilets, café kitchen, indoor and outdoor dining public car parks, balcony.	Retail and Ticketing Staff

Cowes Office and Warehouse

Zone	Warden
Offices, toilets and warehouse.	Receptionist (Week Days)

Refer to venue site plans attached as Appendix E.

5.6 Communication Systems

Communication during an emergency is vital to ensure an efficient response to the emergency. Effective communications will assist in minimising the effects of the emergency while at the same time maximising the preservation of life. Three different types of communication are required in an emergency.

At the Nature Parks, communication in the different categories is achieved by:

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5.6.1 Warnings

Warnings will involve the use of:

Venue	Method
Penguin Parade	Building evacuation alarm, building PA system, beach stands message announcement, and loud hailers
Wildlife Clinic	Loud hailer with emergency alarm fitted
Nobbies Centre	Building evacuation alarm, building PA system, and loud hailers
Koala Conservation Centre, Office and Works Yard	Loud hailer with emergency alarm fitted
Churchill Island Heritage Farm	Loud hailer with emergency alarm fitted
Cowes Office & Warehouse	Loud hailer with emergency alarm fitted

5.6.2 Information / Instructions to Evacuees
Information / Instructions to evacuees will occur verbally and/or by use of the loud hailer when being directed to and while at the Assembly Area. Where a PA system is installed the PA system may also be utilised to provide information / instructions to evacuees.

5.6.3 Command of members of the Emergency Control Organisation
Command of members of the Emergency Control Organisation will be achieved verbally or by use of radios.

5.7 Evacuation

The Chief Warden (or delegate) will, in most instances, be responsible for initiating any total evacuation of the premises. On some occasions, it may be necessary for staff and other occupiers to self-evacuate from the immediate area of a threat prior to the alarm sounding. It should be noted that the extent of evacuation may vary from one event to the next.

Evacuations fall into three categories:

Full   Resulting in all personnel moving out of the premises to an Assembly Area.

Partial   Resulting in designated personnel moving away from the area of danger, out to an Assembly Area or into another part of the premises.

Lockdown Resulting in personnel being directed to remain at a particular place; either inside the venue or otherwise, for their own safety. This is generally a result of an external threat to the premises. Please refer to section **5.9 Lockdown** for more information.

The type of evacuation will depend on the nature of the emergency and will generally be determined by the Chief Warden (or delegate).

The sequence of evacuation will be based on ensuring the maximum number of people can be moved away from danger in the shortest possible time. To achieve this, it may be necessary to implement a staged evacuation with those closest to the source of danger moving first. Within each group, able-bodied people should be the first to leave, followed by those requiring

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assistance, who should wait at a refuge location for later evacuation. (See "Persons with a mobility or sensory disability" below).

5.7.1 Evacuations of Persons with a Mobility or Sensory Disability

The evacuation of persons with a mobility or sensory impairment requiring assistance requires significant planning. Due to the design of some of the Nature Parks facilities their capacity to access areas beyond the ground floor or designated walkways may be limited without assistance. As part of this planning process, a suitable refuge area may be established as agreed with the person(s) concerned and the Chief Warden or delegate. Subject to available staff, the location may have a member of the E.C.O. in attendance, **if safe to do so**, preferably with some means of communication. The holding area used at the time of the emergency should be selected so that it is removed from the effects of the emergency, until such time as assistance can be provided to remove the person(s) to a preferred location.

Immediately upon arrival of the emergency services, the Emergency Services Incident Controller should be advised by the Chief Warden or delegate of the location of the refuge area and the number of people at that location.

5.8 Accounting for People

Once all personnel have moved to the nominated assembly area(s), accounting for people will commence.

Staff from each area will account for fellow staff by confirming everyone known to be present on site at the time of the emergency is present at the assemble area.

Visitors and patrons will be accounted for by 'best reckoning' and the reports of the Wardens that at the time they cleared their areas there were no known people left in the facility.

5.9 Lockdown

A lockdown is the securing of all persons within buildings, stopping or restricting any access into buildings, and ceasing external movement about the premises until the threat or risk has been resolved.

A lockdown is used when it is considered to be more dangerous to evacuate the building than to stay inside. By controlling entry/exit and movement within a facility, the warden team are better able to contain and handle any threats until Emergency Services arrive.

The primary objective of instigating a lockdown is to secure and protect occupants who are in the proximity of the threat. A secondary objective is to prepare all persons for emergency responses to support the primary objective. Lockdowns can be instigated for a variety of reasons including; toxic gas emissions, dangerous or armed intruders, police activities, dangerous animals, threats of violence or terrorism and severe weather.

There are two types of Lockdowns:

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Full Lockdown

This type of Lockdown is in response to situations where there is a potential or imminent threat to the lives of staff and visitors caused by armed or dangerous intruders, or other serious threats. The Lockdown requires the confinement of people in secured buildings with additional measures to prevent any threat from entering the buildings or from being able to see or hear occupants.

Shelter-in-Place Lockdown

This type of Lockdown is in response to severe weather, air, liquid, fire or dangerous animals or other external events which requires internal confinement but with certain measures can allow business operations to continue functioning whilst the event passes or is managed by the emergency services.

Once the decision to go into lock-down has been made, the Emergency Control Organisation should enact their lockdown or shelter in place procedures as outlined within the emergency response guides. This may involve:

* Where possible, locking entrances to the building and ensuring that nobody can enter the workplace from the time that a lockdown has been ordered.
* Wardens should communicate with occupants that a lockdown is in place and direct people to rooms where they can hide.
* Locking or barricading rooms where people are sheltered.
* Ensure people avoid large, communal areas, and instead, small numbers of individuals should be directed to each room.

5.10 Emergency Incident Activity Log

It is vitally important that accurate details of actions taken and decisions made in times of emergency are kept. The Communications Warden will assist the Chief Warden in notation of these details, with the records being kept electronically by the OHS Coordinator on G Drive. Appendix C1 is an incident activity log sheet, which should be completed during such events.

5.11 Terminating Emergency Response

When both the Incident Controller (on behalf of all responding emergency services) and the Chief Warden are satisfied that the emergency has been resolved, response activities will be terminated. This decision will be made following consideration of the following factors:

* All relevant authorities have completed all evidence gathering in relation to investigations.
* All outstanding actions have been identified and allocated in relation to clean up operations.
* All activities commenced under recovery (which should have commenced as soon as possible after impact) will not be compromised by the termination.

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5.12 Emergency Response Guides

The following pages outline guidance for responses to a variety of types of emergency that may occur within or affect Nature Parks facilities, beaches and reserves. These responses are not site specific and provide a general guideline only.

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6 EMERGENCY RESPONSE GUIDES

6.1 Armed or Dangerous Intruder Response Guide

This could include an active shooter, an armed burglary, or aggravated theft, and may also apply to threats of terrorism or wilful destruction of property. Refer to section **6.18 Full Lockdown Response Guide** for more information on lockdown procedures.

Any Person Directly Involved
- Remain calm.
- Do only as the offender(s) have indicated. DO NOT TRY TO BE A HERO.
- If you are able to safely do so, press the duress alarm as soon as possible (where installed).
- Try to observe all offender(s), their height, weight, accents and any peculiar body mannerisms e.g. lisps or limps.
- If ordered, pass over money/goods quickly. Be deliberate in your actions.
- Only **if safe to do so**, obtain details of the offender(s) vehicle (model, colour and registration).
- Only after the offender(s) have left, contact **Police** on **000** to attend the scene.
- Alert the Chief Warden or any other Warden as soon as practical.
- Injured or traumatised employees and patrons should be given first aid and comforted.
- Cordon off any areas where the offender(s) were active – it is NOT to be disturbed.
- Do not let persons that were involved, leave.
- Advise Management as soon as safely practical.
- Write down the incident in full detail and forward to Police and Management, where practicable.
- Fully cooperate with Police and other emergency services.
- Accept counselling as soon as possible.

Those Not Directly Involved
- Remain calm.
- DO NOT TRY TO BE A HERO.
- If employees realise that an armed or dangerous intruder is active on site, they need to exercise extreme caution.
- If you are able to safely do so, press the duress alarm as soon as possible (where installed).
- It is of paramount importance that employees not involved stay away and remain safe at all times, where practicable.
- Employees need to ensure that patrons and visitors also remain safe distances from the affected area.
- Employees not directly involved need to raise the alarm as soon as safe to do so.
- Contact **Police** on **000.**
- Only **if safe to do so**, observe as much detail about the offender(s) as possible.
- Try to observe details of the escape vehicle (make, model, colour & registration).
- Alert the Chief Warden or any other Warden as soon as practical.
- Advise Management as soon as safely practical.
- Do not enter the affected area after the event. Preserve the scene for Police investigation.
- Keep all witnesses at the workplace until Police arrive.
- Be informative and cooperate with the Police.
- Management to inform employees about what has occurred and provide updates as necessary.
- Return the workplace to normal operation as soon as possible.

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Armed or Dangerous Intruder Response Guide (Continued)

Warden

- Assist those not directly involved, if possible and safe to do so.
- Notify Chief Warden (or delegate).

Senior Area Warden

- Quickly assess the situation and determine appropriate response.
- Consider enacting Full Lockdown procedures.
- Seek information on whereabouts and details of intruder.
- Contact **Police** on **000.**
- Ensure Chief Warden has been notified.
- Determine best evacuation route and if able to, collect Warden Evacuation Pack and put on helmet, as appropriate.
- Marshall personnel as best as possible.
- Ensure persons directly involved complete the Armed or Dangerous Intruder Report Form (*Appendix C2*).
- Provide details to Police upon arrival.
- Brief Chief Warden upon arrival.

Chief Warden

- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution. **Do not enter site unless safe to do so**.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Consider enacting Full Lockdown procedures.
- Liaise with Area Warden/Senior Area Warden and Police upon arrival.
- Assume Nature Parks command as necessary.

SPECIAL CONSIDERATIONS

DO NOT PROVOKE OR CONFRONT THE INTRUDER

Refer to the terrorism threat escalation guide for more information on prevention methods involving credible threats of terrorism either specific to the nature parks, locally or nationally.

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6.2 Building / Structure Damage or Collapse Response Guide

This could be caused by earthquake, storm or wind damage or another type of emergency.

Warden
- Quickly assess the situation and determine appropriate response.
- Notify Chief Warden (or delegate).
- Contact emergency services on **000** as appropriate.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Proceed to evacuate the affected area immediately.
- Note the severity and nature of damage.
- Assist and guide persons encountered.
- Direct all persons to appropriate assembly area.
- Take care not to move people from safety to danger!
- Await further instructions.
- If assembly area under threat evacuate all persons to alternate assembly area.
- Assist Emergency Services as required.

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Ensure Chief Warden has been notified.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Establish control point, **if safe to do so**.
- If not safe to stay, proceed to evacuate facility immediately.
- Note severity and nature of damage.
- Establish that all persons on site have been accounted for and inform Chief Warden or Emergency Services upon arrival.
- Identify missing or injured persons.
- Assist Emergency Services upon arrival.
- Brief Chief Warden upon arrival.
- Await further instructions.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden/Senior Area Warden and emergency services upon arrival.
- Assume Nature Parks command as necessary.
- Consider notification to Worksafe Victoria, as appropriate and in consultation with OHS Coordinator.

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6.3 Severe Weather (Including Lightning) Response Guide

This response guide can be used for any severe weather event including dangerous wind, storms, lightning, tidal surges, extreme heat or extreme cold, etc.
Please refer to the **Severe Weather Response and Park Closure Procedure** for more information on definitions of and responses to severe weather.

Person Receiving Notification or Becoming Aware of Impending Weather
- Notify Senior Area Warden immediately

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Assess the need to evacuate.
- Consider enacting shelter in place lockdowns.
- Advise Wardens, employees and visitors of actions required
- Determine appropriate assembly area/s, (note wind direction, number of persons to evacuate, and any others hazards that may arise).
- Marshal personnel to assembly area, as appropriate.
- Contact emergency services on **000** as appropriate.
- Brief Chief Warden on arrival

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Consider enacting shelter in place lockdowns.
- Liaise with Area Warden/Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

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6.4 Communicated Threat Response Guide (Including Bomb Threat)

Person Receiving Call
- Attract someone's attention to notify Chief Warden (or delegate).
- Do not notify any others of the threat.
- Try to keep caller talking.
- Fill out Communicated Threat Report Form (*Appendix C3*) as you are talking, if possible.
- Remain at telephone until relieved.
- **Do not hang up the telephone**, leave it off the hook.

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Contact **Police** on **000.**
- Ensure Chief Warden has been notified.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Ensure no radio transmitters are used.
- Never ignore a threat.
- If possible relieve person receiving call to allow completion of Communicate Threat Check List (*Appendix C3*).
- Assess the need to evacuate.
- If evacuating, determine appropriate assembly area/s, (note number of persons to evacuate, and any others hazards that may arise).
- Brief Chief Warden or emergency services upon arrival.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden and emergency services upon arrival.
- Assume Nature Parks command as necessary.

All Other Personnel
- Evacuate when instructed.
- Take bags and personal items if directed.
- Report any suspicious items to a Warden immediately.

<u>WARNING</u>

If a suspicious article is discovered do not touch.

Refer to *Appendix D1 – White Level Inspections* for non-specific threats.

Please refer to the Terrorism Threat Escalation Guide for more information on prevention methods involving credible threats of terrorism either specific to the Nature Parks, locally or nationally.

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6.5 Water Incident or Drowning Response Guide

Any Person Directly Involved
- Raise the alarm by notifying a nearby employee or Warden.
- Contact appropriate emergency services on **000.**
- Provide assistance **if safe to do so.**

First Person Able
- Immediately notify a Warden.
- Confirm emergency services have been notified or call appropriate emergency services.
- Restrict access of employees and visitors to the affected area.
- **If safe to do so**, provide first aid to any drowned or injured persons.

Warden
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified.
- Notify Chief Warden (or delegate).
- Put on helmet, as appropriate.
- Follow instructions of Chief Warden (or delegate).
- Restrict access of employees and visitors to the affected area.
- Prepare to receive and direct emergency services.

Senior Area Warden
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified.
- Ensure Chief Warden has been notified.
- Marshal persons to assembly area, if appropriate.
- Brief Chief Warden upon arrival.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden and emergency services on arrival.
- Assume Nature Parks command as necessary.
- Consider notification to Worksafe Victoria, as appropriate and in consultation with OHS Coordinator.

SPECIAL CONSIDERATIONS

Do not attempt a water rescue without correct equipment, such as lifesaving floatation devices.

Do not attempt water rescues alone; ensure someone is watching out for you.

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6.6   Utility Failure Response Guide

This response can be used in the event of any loss of utility, such as gas, water, phone, IT or power.

Warden
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Notify Chief Warden (or delegate).
- Marshal personnel in preparation for evacuation.
- In the event of power failure and no emergency lighting, locate and use torches.
- Report any identified cause for loss of utility to Area Warden immediately.
- Contact relevant emergency services as appropriate.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified as appropriate.
- Assess the need to evacuate.
- Ensure Chief Warden has been notified.
- In the event of power failure and no emergency lighting, locate and use torches.
- Contact utility company, confirm outage and indicate priority.
- Arrange alternative temporary utilities if possible.
- Determine appropriate assembly area/s, (note number of persons to evacuate, and any others hazards that may arise).
- Marshal personnel using torches if necessary to direct to assembly area, if appropriate.
- Brief Chief Warden upon arrival.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden upon arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

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6.7 Gas Leak Response Guide

First Person Able
- Turn off gas and electricity, if practicable and **safe to do so**.
- Remove any persons in danger, **if safe to do so**.
- Evacuate the area immediately and keep personnel away.
- Raise the alarm by notifying a nearby employee or Warden.
- Restrict access of employees and visitors to the affected area.
- Contact emergency services on **000**, as appropriate.
- **If safe to do so**, provide first aid to any casualties.

First Aid Officer
- Quickly assess the situation.
- Collect first aid kit.
- Confirm emergency services have been notified.
- Confirm Warden has been notified.
- Respond to location of incident.
- Attend to injured, **if safe to do so**.
- Ensure the Chief Warden is updated on the condition of the injured.

Warden
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Notify Area Warden (or delegate).
- Marshal personnel in preparation for evacuation.
- Report any identified cause for gas leak to Area Warden immediately.
- Confirm emergency services have been notified as appropriate.
- Prepare to receive and direct emergency services.
- Follow instructions of Area Warden (or delegate).

Senior Area Warden
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified as appropriate.
- Assess the need to evacuate.
- Ensure Chief Warden has been notified.
- Contact utility company, advise of leak and indicate priority.
- Determine appropriate assembly area/s, (note number of persons to evacuate, and any others hazards that may arise).
- Brief Chief Warden upon arrival.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.

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Gas Leak Response Guide - Continued

- Liaise with Area Warden / Senior Area Warden upon arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

WARNING

Exercise extreme caution when responding to gas leaks.

Gas leaks are unpredictable and can quickly escalate to explosion, or mass casualties as a result of being overcome with fumes.

Do not enter a space where there is a confirmed gas leak. Emergency services are the only persons trained to enter an area where there is a confirmed gas leak.

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6.8 Electrocution Response Guide

Any Person Directly Involved
- Do not touch any metal objects or casualty.
- Tell casualty to stay still and not move.
- Raise the alarm by notifying a nearby employee or Warden.

First Person Able
- Immediately notify a Warden and First Aid Officer.
- Contact emergency services on **000** as appropriate.
- Call a suitably qualified contractor or employee to disconnect power.
- Restrict access of employees and visitors to the affected area.
- **If safe to do so**, provide first aid to the casualty.

First Aid Officer
- Quickly assess the situation.
- Confirm emergency services have been notified.
- Confirm Warden has been notified.
- Collect first aid kit.
- Respond to location of incident.
- Attend to injured, **if safe to do so**.
- Ensure the Chief Warden is updated on the condition of the injured.

Warden
- Put on helmet, as appropriate.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified.
- Notify Chief Warden (or delegate).
- Confirm power source has been disconnected.
- In the event of power failure and no emergency lighting, locate and use torches.
- Marshal personnel using torches to direct to assembly area, if appropriate.
- Restrict access of employees and visitors to the affected area.
- Prepare to receive and direct emergency services.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified.
- Assess the need to evacuate.
- Ensure Chief Warden has been notified.
- Confirm power source has been disconnected.
- In the event of power failure and no emergency lighting, locate and use torches.
- Marshal personnel using torches if necessary to direct to assembly area, if appropriate.
- Brief Chief Warden or Emergency Services upon arrival.

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Electrocution Response Guide – Continued

Chief Warden

- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.
- Consider notification to Worksafe Victoria, as appropriate and in consultation with OHS Coordinator.

<u>SPECIAL CONSIDERATIONS</u>

Do not remove cables or metal objects from casualty(s).

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6.9 Evacuation Response Guide

Evacuation is not an emergency. It is the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return in response to an emergency. The purpose of evacuation is to use distance to separate people from the danger created by the emergency. The decision to evacuate is made by the Chief Warden or Emergency Services Incident Controller. In some urgent, life threatening, circumstances, and in an effort to preserve life, the decision may be made by anyone in the immediate area, such as a Warden. In this circumstance, the Chief Warden or Emergency Services Incident Controller must be notified of the decision as soon as possible.
Note: Emergency Services may not necessarily be required to attend all evacuations.

Once the decision to evacuate has been made the ***Area Warden*** should:
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified as appropriate.
- Assess the need to evacuate.
- Ensure Chief Warden has been notified.
- Establish Control Point, **if safe to do so**.
- Determine appropriate assembly area/s, (note wind direction, number of persons to evacuate, and any others hazards that may arise).
- Ensure all emergency exists are open, and manned if there are sufficient staff numbers
- Limit entry to the site of non-essential personnel.
- Communicate the decision to all personnel on site by the most appropriate means (e.g. PA system, loud hailers, word of mouth or radio broadcast messages).
- Direct all activity to cease.
- Direct Wardens to evacuate all non-essential personnel (i.e. patrons) from site.
- Establish that all persons on site have been accounted for and inform Emergency Services on arrival.
- Identify missing or injured persons.
- Assist Emergency Services on arrival, as appropriate.
- Consider shelter for those still on site, **if safe to do so**.
- Brief Chief Warden on arrival.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

Returning to Facility
Should circumstances permit, consider the process of allowing personnel to return to the site following the emergency. If this becomes possible it will need to be managed such that site operators make the site safe before allowing visitors to return.

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6.10 Evacuation to Penguin Parade Building Response Guide

In some circumstances it may be necessary to evacuate visitors and staff to within the Penguin Parade visitor centre for the interests of safety. Such circumstances may include severe weather, armed or dangerous intruders, gas leaks, chemical spills or other external incidents.

In most circumstances evacuation to the visitor centre can be achieved by utilising existing staff resources and directing persons to the visitor centre. However there are circumstances where evacuation to the visitor centre will be difficult or unsafe. Such examples include where there are crowds of over two thousand (2000) persons present, and/or where the temperature exceeds 27 degrees Celsius outside.

The following response guide is to be utilised in conjunction with the appropriate response guide for the type of incident. **For example if there is a need to evacuate to the building due to severe weather then 6.3 Severe Weather Response Guide should be read in conjunction.**

Communicating the need to evacuate or seek shelter in the visitor centre during Severe Weather
- Standard public addresses and announcements should be made at the stands.
  These messages include:
  o Severe Weather Warning USB
  o Severe Weather Approaching USB
- Standard public addresses and announcements should be made within the visitor centre itself.
  These include:
  o Severe Weather Warning USB
  o Severe Weather Approaching with return to vehicles USB
- Communicate to the bus hut that the building is at capacity so they can inform incoming buses to keep their passengers on board until the situation is given the all clear.

After the Severe Weather has passed the appropriate *Severe Weather Has Passed* USB should be played and the bus hut notified of the all clear. Car Park rangers should then inform any waiting bus drivers that it is now safe to off load passengers.

Communicating the need to evacuate or seek shelter in the visitor centre during other emergencies
- Standard public addresses and announcements should be made at the stands.
  These messages include:
  o Emerg Evac To VC USB
  o Emerg Evac From VC USB
- Standard public addresses and announcements should be made within the visitor centre itself as appropriate to the situation.
- Communicate to the bus hut and gate rangers that the building is at capacity so they can inform incoming buses and other vehicles to keep their passengers on board until the situation is given the all clear.

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6.11 Explosion Response Guide

This response guide can be used for any cause of explosion.

First Person Able
- Turn off gas and electricity, if practicable and **safe to do so**.
- Remove any persons in danger, **if safe to do so**.
- Contact emergency services on **000**, as appropriate.
- Immediately notify a Warden and First Aid Officer.
- Evacuate the area immediately and keep personnel away.
- **If safe to do so**, provide first aid to any casualties.

Warden
- Put on helmet, as appropriate.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden (or delegate) has been notified.
- Remove any persons in danger **if safe to do so**.
- Evacuate the area immediately and keep personnel away.
- Prepare to receive and direct emergency services.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified, as appropriate.
- Assess the need to evacuate.
- Establish Control Point, **if safe to do so**.
- Determine appropriate assembly area/s, (note wind direction, number of persons to evacuate, and any others hazards that may arise).
- Establish that all persons on site have been accounted for and inform Emergency Services on arrival
- Identify missing or injured persons
- Restrict access of employees and visitors to the affected area.
- Assist Emergency Services on arrival
- Brief Chief Warden on arrival

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

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Explosion Response Guide - Continued

- Consider notification to Worksafe Victoria, as appropriate and in consultation with OHS Coordinator.

SPECIAL CONSIDERATIONS

Do not attempt to remove debris from electrical equipment.

***If irritating or noxious vapours are present, withdraw immediately and stop all personnel from entering the area*.**

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6.12 External Emergency Response Guide

This could include any emergency occurring outside the premises which impacts on the facility or its occupants. Such incidents could include vehicle accidents blocking road access, land slips, chemical spills where vapours may occur and be blown on the wind, ember attack, tidal surges or any incident that reduces or restricts access to the Nature Parks venues.

Person Receiving Notification
- Notify Area Warden immediately

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Contact emergency services on **000**, as appropriate.
- Assess the need to evacuate.
- Consider enacting shelter in place lockdowns.
- Advise Wardens, employees and visitors of actions required
- Determine appropriate assembly area/s, (note wind direction, number of persons to evacuate, and any others hazards that may arise).
- Establish Control Point, **if safe to do so**.
- Marshal personnel to assembly area, as appropriate
- Consider lockdown, if appropriate. (Refer to Lockdown Response Guide)
- Brief Chief Warden on arrival

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Consider enacting shelter in place lockdowns.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.
- Determine alternate access points to the venue.

The following response guides provide more information on specific external emergency situations.

6.3 Severe Weather (Including Lightning) Response Guide
6.12 Bush or Grass Fires Response Guide
6.15 Landslip (including rock, debris and earth) Response Guide
6.16 Land Chemical Spill/Incident Response Guide
6.16 Marine Chemical Spill/Incident Response Guide

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6.13 Building or Machinery Fire Response Guide

First Person Able
- Quickly assess the situation and determine appropriate response.
- Notify Warden immediately.
- Contact emergency services on 000, as appropriate.
- Remove any persons in danger, **if safe to do so**.
- Attack fire with appropriate firefighting equipment **if safe to do so**.
- Withdraw when instructed.

Warden
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden (or delegate) has been notified.
- Turn off gas and electricity, if practicable and **safe to do so**.
- Remove any persons in danger **if safe to do so**.
- Evacuate the area immediately and keep personnel away.
- Prepare to receive and direct emergency services.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden (or delegate) has been notified.
- Assess the need to evacuate.
- Establish Control Point, **if safe to do so**.
- Determine appropriate assembly area/s, (note wind direction, number of persons to evacuate, and any others hazards that may arise).
- Establish that all persons on site have been accounted for and inform Emergency Services on arrival.
- Marshal persons to assembly area, if appropriate.
- Identify missing or injured persons.
- Restrict access of employees and visitors to the affected area.
- Assist Emergency Services on arrival.
- Brief Chief Warden on arrival

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

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6.14 Bush or Grass Fire Response Guide

For all bush and grass fire responses the Phillip Island Nature Parks Bushfire Response Plan and Environment Emergency Response Plans must be referenced and utilised.

A copy is available on the G Drive in the Emergency Response Folder.

First Person Able
- Notify Warden immediately.
- Contact emergency services on 000, as appropriate.
- Remove any persons in danger, **if safe to do so**.
- Attack fire with appropriate firefighting equipment **if safe to do so** and withdraw when instructed.

Warden
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Contact Nature Parks Conservation Department.
- Ensure Chief Warden (or delegate) has been notified.
- Remove any persons in danger **if safe to do so**.
- Evacuate the area immediately and keep personnel away.
- Prepare to receive and direct emergency services.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden has been notified.
- Confirm Nature Parks Conservation Department has been notified.
- Assess the need to evacuate.
- Consider enacting shelter in place lockdowns.
- Establish Control Point, **if safe to do so**.
- Determine appropriate assembly area/s, (note wind direction, number of persons to evacuate, and any others hazards that may arise).
- Establish that all persons on site have been accounted for and inform Emergency Services on arrival.
- Marshal persons to assembly area, if appropriate.
- Identify missing or injured persons.
- Restrict access of employees and visitors to the affected area.
- Assist Emergency Services on arrival.
- Brief Chief Warden on arrival.

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Bush or Grass Fire Response Guide – Continued

Chief Warden

- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Consider enacting shelter in place lockdowns.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

<u>SPECIAL CONSIDERATIONS</u>

The Nature Parks has an internal bush fire response units at Penguin Parade, KCC and Churchill Island that can be called upon during bush fire emergencies.

Rescues of persons may have to be performed by specialist emergency services.

For more information please refer to the Bushfire Response folder located on the G Drive in the Emergency Response Folder.

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6.15 Flood Response Guide

For all flood responses the Phillip Island Nature Parks Flood Warning and Response Plan for the Penguin Parade Visitor Centre car park must be referenced and utilised.

A copy is available on the G Drive in the Emergency Response Folder.

This type of event could be caused by a natural event (rainfall or riverine flood) or as a result of an infrastructure failure (burst water main).

First Person Able
- Do not enter affected area
- Quickly assess the situation and determine appropriate response.
- Turn off water if infrastructure failure
- Turn off gas and electricity, if practicable and **safe to do so**.
- Notify Warden immediately.

Warden
- Do not enter affected area
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Ensure Chief Warden (or delegate) has been notified.
- Turn off water if infrastructure failure
- Remove any persons in danger **if safe to do so**.
- Turn off gas and electricity, if practicable and **safe to do so**.
- Evacuate the area immediately and keep personnel away, as appropriate.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Ensure Chief Warden has been notified.
- Establish Control Point, **if safe to do so**.
- Assess the need to evacuate.
- Determine appropriate assembly area/s, (note water hazards, number of persons to evacuate, and any others hazards that may arise).
- Contact **Victoria State Emergency Service – 132 500** or plumber as appropriate
- Brief employees and visitors.
- Marshal personnel to assembly area, if appropriate
- Restrict access of employees and visitors to the affected area.
- Assist emergency services/plumber on arrival.
- Brief Chief Warden on arrival.

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Chief Warden

- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services/plumber upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

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6.16 Land Slip (Including rock, debris or earth) Response Guide

First Person Able
- Quickly assess the situation including if there are potentially people trapped or electrical/gas lines disturbed.
- Notify Wardens and First Aid Officers immediately.
- Contact emergency services on **000**, as appropriate.
- Turn off gas, electricity and water, **if safe to do so**.
- Keep all personnel away.
- Do not attempt to enter the area if there is a risk of further land slips.
- Check for and locate missing persons, **if safe to do so**.
- Only attempt rescue of persons if there is no danger of further landslips (see special considerations).

First Aid Officer
- Quickly assess the situation.
- Confirm emergency services have been notified.
- Confirm Warden has been notified.
- Collect first aid kit.
- Respond to location of incident.
- Attend to injured, **if safe to do so**.
- Ensure the Chief Warden is updated on the condition of the injured.

Warden
- Quickly assess the situation including identification of people trapped or electrical/gas lines disturbed, and determine appropriate responses.
- Put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure First Aid Officers have been informed and resources retrieved.
- Ensure Chief Warden (or delegate) has been notified.
- Evacuate the area immediately and keep personnel away, as appropriate.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden (or delegate) upon arrival and follow instructions.

Senior Area Warden
- Quickly assess the situation including identification of people trapped or electrical/gas lines disturbed, and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden has been notified.
- Establish Control Point, **if safe to do so**.
- Determine appropriate assembly area/s, (note number of persons to evacuate, and any others hazards that may arise).
- Marshal personnel to assembly area, if appropriate.
- Establish that all persons have been accounted for and inform Emergency Services on arrival.
- Identify missing or injured persons.
- Restrict access of all persons to the affected area.

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Land Slip (Including rock, debris or earth) Response Guide – Continued

- Assist Emergency Services.
- Brief Chief Warden on arrival.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation including identification of people trapped or electrical/gas lines disturbed, and determine appropriate response.
- Clear the area of non-essential personnel.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

SPECIAL CONSIDERATIONS

Landslips can be fast, devastating and unpredictable; therefore it is critical that persons do not enter the area following a landslip as this could trigger additional land slips.

If trapped persons are able to be located inform emergency services, if possible await their arrival. Extreme caution should be used to rescue them and in some cases the rescue may have to be performed by specialist emergency services.

Please refer to 6.11 External Emergency Response Guide for more information on managing external responses.

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6.17 Land Chemical Spill / Incident Response Guide

First Person Able
- Quickly assess the situation including type of chemical involved if safe to do so.
- Notify Warden immediately.
- Contact emergency services on **000**, as appropriate.
- Keep personnel away.
- Do not attempt to rescue persons without appropriate protection (see special considerations).
- Obtain SDS, as appropriate and if able to and communicate to Chief Warden on arrival.
- Locate spill kit and contain the spill, **if safe to do so**.

Warden
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Contact Nature Parks Conservation Department, as appropriate for land based spills that may impact the environment.
- Ensure Chief Warden (or delegate) has been notified.
- Evacuate the area immediately and keep personnel away, as appropriate.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Nature Parks Conservation Department has been notified, as appropriate.
- Ensure Chief Warden has been notified.
- Establish Control Point, **if safe to do so**.
- Assess the need to evacuate.
- Determine appropriate assembly area/s, (note wind direction, number of persons to evacuate, and any others hazards that may arise).
- Marshal personnel to assembly area, if appropriate.
- Establish that all persons have been accounted for and inform Emergency Services on arrival.
- Identify missing or injured persons
- Restrict access of employees and visitors to the affected area.
- Assist Emergency Services
- Brief Chief Warden on arrival
- Consider notification to Victorian Environment Protection Authority, as appropriate and in consultation with OHS Coordinator.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.

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Land Chemical Spill / Incident Response Guide - Continued

- Liaise with Area Warden / Senior Area Warden on arrival.
- Obtain SDS, as appropriate and if able to, and review.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

SPECIAL CONSIDERATIONS

In some instances chemical spills may be hazardous or create toxic vapours, therefore rescue personnel must wear specialised protective clothing and in some cases breathing apparatus.

Rescue may have to be performed by specialist emergency services*.*

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6.18 Marine Chemical Spill / Incident Response Guide

For all marine pollution responses the Phillip Island Nature Parks Marine Pollution Wildlife Response Plan and Quick Reference Guide must be referenced and utilised.

A copy is available on the G Drive in the Emergency Response Folder.

First Person Able
- Notify Warden immediately.
- Take photographs if safe to do so.
- If a sealed container (no leaks) ring 000 immediately to make safe – do not approach container – use binoculars if label visible.
- Keep people away.
- Do not attempt to rescue persons or wildlife without appropriate protection (see special considerations).

Warden
- If report not verified notify qualified Conservation Ranger Staff to investigate and complete Shoreline Assessment Form A3
- Notify Western Port Harbour Master 0428 549 235 of situation and actions that have been taken
- Notify DELWP if oiled wildlife have been seen 0417 531 706 (Principal Officer Wildlife Emergencies)
- Put on helmet, as appropriate.
- Contact Nature Parks Conservation Department.
- Ensure Chief Warden (or delegate) has been notified.
- Evacuate the area immediately and keep personnel away, as appropriate.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Act as Wildlife Response Commander.
- If report of contamination confirmed – ensure Conservation Ranger faxes POLREP (Pollution Report A2) and Shoreline Assessment Form (A3) to PoHDA Duty Officer 5979 5555 – ring to confirm receipt 0439 874 792.
- Quickly assess the situation and determine appropriate response – including evacuating beaches, path or road closures.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Confirm emergency services/DELWP have been notified, as appropriate.
- Confirm Nature Parks Conservation Department has been notified.
- Ensure Chief Warden has been notified.
- Establish Control Point, **if safe to do so**.
- Assess the need to evacuate.
- Determine appropriate assembly area/s, (note wind direction, number of persons to evacuate, and any others hazards that may arise).
- Marshal personnel to assembly area, if appropriate
- Establish that all persons have been accounted for and inform Emergency Services on arrival.

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Marine Chemical Spill / Incident Response Guide - Continued

- Identify missing or injured persons
- Restrict access of employees and visitors to the affected area.
- Assist Emergency Services
- Brief Chief Warden on arrival

Chief Warden

- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Confirm CFA. PoHDA, DELWP have been notified as appropriate.
- Request SDS from PoHDA or Incident Controller, and review.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.
- Ensure a trained Wildlife Response Commander has been notified.
- Consider notification to Victorian Environment Protection Authority, as appropriate and in consultation with OHS Coordinator.

SPECIAL CONSIDERATIONS

In some instances marine pollution may be hazardous or create toxic vapours, therefore rescue personnel must wear specialised protective clothing and in some cases breathing apparatus.

RESCUE OF PEOPLE OR WILDLIFE MAY HAVE TO BE PERFORMED BY TRAINED PERSONNEL OR MAY HAVE TO BE PERFORMED BY SPECIALIST EMERGENCY SERVICES.

For more information please refer to the Marine Pollution Response folder located on the intranet within the emergency response tab.

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6.19 Medical Emergency Response Guide

First Person Able
- Quickly assess the situation including type of injuries involved.
- Notify Warden and First Aid Officers immediately.
- Contact emergency services on **000**, as appropriate.
- **If safe to do so**, provide first aid to casualty.

First Aid Officer
- Quickly assess the situation and determine appropriate response.
- Collect first aid kit (and Defib as appropriate).
- Put on a helmet, as appropriate.
- Respond to location of incident.
- Attend to injured, **if safe to do so.**
- Complete Medical Incident Report Form.

Warden
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden (or delegate) has been notified.
- Keep uninvolved personnel away and if necessary evacuate the immediate area.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden has been notified.
- Ensure first resources are at the scene (First Aider, First Aid Kits, and Defib if required).
- Establish Control Point, **if safe to do so**.
- Restrict access of employees and visitors to the affected area.
- Assist Emergency Services
- Brief Chief Warden on arrival

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.
- Consider notification to Worksafe Victoria, as appropriate and in consultation with OHS Coordinator.

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Medical Emergency Response Guide - Continued

SPECIAL CONSIDERATIONS

Personnel involved in treating injured or ill persons should ensure they make use of personal protective equipment such as gloves, facemasks, eye protection etc.

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6.20 Full Lockdown Response Guide

A full lockdown is the restriction of movements of persons to prevent them from entering dangerous or potentially dangerous areas and to limit the movement of armed or dangerous intruders. The purpose of a full lockdown is to separate occupants from danger and prepare them for emergency responses. The decision to instigate a full lockdown is made by the Chief Warden or Emergency Services Incident Controller. In some urgent, life threatening, circumstances, and in an effort to preserve life, the decision may be made by anyone in the immediate area, such as a Warden or Manager. In this circumstance, the Chief Warden or Emergency Services Incident Controller must be notified of the decision as soon as possible.

Note: For their safety, Emergency Services personnel must initially consider all individuals as potential threats. It is important to follow instructions from police at all times to avoid harm and ensure the best possible response.

Once the decision to go into full lockdown has been made the **Senior Area Warden** should:
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified as appropriate.
- Ensure Chief Warden has been notified
- Communicate the decision to all personnel on site by the most appropriate means (e.g. PA system, loud hailers, word of mouth, and radio broadcast messages).
- Direct all activity to cease.
- Identify missing or injured persons.
- Lock entrances to buildings and ensure that nobody can enter the workplace.
- Direct people to rooms where they can hide.
- Ensure people avoid large, communal areas, and instead, small numbers of individuals should be directed to each room.
- Assist Emergency Services on arrival, as appropriate.
- Brief Chief Warden on arrival, **if safe to do so**.

Chief Warden
- Travel to incident command post, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Direct all activity to cease.
- Lock entrances to buildings and ensure that nobody can enter the workplace.
- Direct people to rooms where they can hide.
- Ensure people avoid large, communal areas, and instead, small numbers of individuals should be directed to each room.
- Liaise with Area Warden / Senior Area Warden on arrival, **if safe to do so**.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

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Full Lockdown Response Guide - Continued

Occupants of the Building

- If already in a small room or office, stay there and lock any entrances (doors, windows, etc.).
- If there are doors that do not lock, barricade them with any furniture you have available to you.
- If you are in a corridor or large open area, go to the nearest office that has not yet been locked and lock it.
- If possible, close any blinds on windows.
- Stay low, quiet and away from any windows or doors.
- Make sure you put your phone on silent and do not make any non-essential calls.
- Remain where you are until instructed otherwise by emergency personnel.

Evacuation of the Facility

Evacuation of the facility can only occur when directed by Emergency Services or Chief Warden.
Refer to section **6.9 Evacuation Response Guide** for more information on evacuations.

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6.21 Shelter in Place Lockdown Response Guide

A shelter in place lockdown is undertaken when movements of persons around a facility, in areas outside a facility, or off site locations may pose a threat to health and safety. This type of lockdown is usually used when severe weather such as wind, rain, lightning, or bush fires are present. The decision to instigate a shelter in place lockdown is generally made by the Area Warden or Chief Warden and in some cases by an Emergency Services Incident Controller. In some urgent, life threatening, circumstances, and in an effort to preserve life, the decision may be made by anyone in the immediate area, such as a Warden or Manager. In this circumstance, the Chief Warden or Emergency Services Incident Controller must be notified of the decision as soon as possible.

Once the decision to go into shelter in place lockdown has been made the *Senior Area Warden* should:
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden has been notified.
- Communicate the decision to all personnel on site by the most appropriate means (e.g. PA system, loud hailers, word of mouth or radio broadcast messages).
- Direct all activity to cease and people to take shelter.
- Identify missing or injured persons.
- Assist Emergency Services on arrival, as appropriate.
- Brief Chief Warden on arrival, **if safe to do so**.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Direct all activity to cease and people to take shelter.
- Liaise with Area Warden / Senior Area Warden on arrival, **if safe to do so**.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

Occupants of the Building
- If already in a suitable sheltered location, stay there.
- Remain where you are until instructed otherwise by emergency personnel.

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6.22 Lost or Separated Person Response Guide

Refer to **Lost or Separated Persons Procedure** located on the Intranet OHS Emergency Management Tab.

Lost or Separated Persons could apply to a child found separated from a parent/guardian or an adult who cannot locate a child or person in their care. It may also apply to persons with special needs.

If a person under the age of fifteen (15) or with special needs is found, two staff members must accompany the individual at all times until they are reunited with their parent/guardian.

Person Receiving Initial Report
- Seek a name, contact details (if known) and description of the lost or separated person/guardian of the lost or separated person.
- Notify a Warden Immediately.
- Remain with the person making the report and calm the person if they are distressed.

Warden
- Quickly assess the situation and determine appropriate response.
- Assist person receiving the report
- Ensure Chief Warden has been notified.
- Seek additional information about where the missing person was last seen.
- Broadcast details of missing person on all radio channels.
- Check immediate area for lost/separated person.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Ensure Chief Warden has been notified, as appropriate.
- Consider a public-address announcement.
- Restrict exit points and station a warden at each exit to monitor for lost/separated person.
- Organise Wardens to check delegated areas for lost/separated person.
- Brief Chief Warden on arrival

Chief Warden
- Travel to site, if not already on site.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Contact Police on **000**, after:
  - **10 minutes** if the missing person is a **child**; or
  - **30 minutes** if the missing person is an **adult**; or
  - **Immediately** if there are any concerns for the welfare of the missing person
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

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Lost or Separated Person Response Guide - Continued

SPECIAL CONSIDERATIONS

Most missing people turn up within a few minutes of the initial report.
Not everyone who arrives together will necessary leave together, for example some large families may arrive and depart in several vehicles.

6.23 Person Entrapment Response Guide

This includes persons who may become trapped in a lift or vehicle, or on a cliff or tidal platforms. For persons trapped in a lift refer to the **Lift Entrapment Procedure** available on the G Drive in the Emergency Response Folder.

First Person Able
- Turn off machine if practicable and **safe to do so**.
- Call for a qualified staff member or contractor, as appropriate.
- Remove any persons from danger, **if safe to do so**
- Notify a Warden Immediately.
- Notify a First Aid Officer immediately, as appropriate.
- Contact emergency services on **000**, as appropriate.

Warden
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden (or delegate) has been notified.
- Ensure a First Aid Officer has been notified, as appropriate.
- Keep uninvolved personnel away and if necessary evacuate the immediate area.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden has been notified.
- Ensure first resources are at the scene (First Aider, First Aid Kits, and Defib if required).
- Establish Control Point, **if safe to do so**.
- Restrict access of employees and visitors to the affected area.
- Assist Emergency Services.
- Brief Chief Warden on arrival.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.
- Consider notification to Worksafe Victoria, as appropriate and in consultation with OHS Coordinator.

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Person Entrapment Response Guide - Continued

First Aid Officer

- Quickly assess the situation and determine appropriate response.
- Collect first aid kit (and Defib as appropriate).
- Put on a helmet, as appropriate.
- Respond to location of incident.
- Attend to injured, **if safe to do so**.
- Complete Medical Incident Report Form.

<u>WARNING</u>

Do not enter a confined space without the appropriate personal protection and only then in accordance with the current confined space regulations and if properly trained in such procedures.

In emergency situations a permit to work may not be required however consultation with the OHS coordinator must occur prior to any access.

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6.24 Suspicious Mailed Package Response Guide

A suspicious mailed package refers to any suspicious item, from small envelope sized to large box sized, that has been either delivered through regular post, by courier, or delivered by hand and which you have reason to believe may be a bomb or other dangerous item.

First Person Aware
- Assess the package using information on the following page on recognising a letter or parcel bomb.
- **IF IT IS SUSPICIOUS - DO NOT HANDLE PACKAGE.**
- Secure area by keeping personnel away.
- Contact **POLICE** on **000**.
- Notify a Warden.
- If item has been opened and is threatening or appears to be a suspicious device, **DO NOT HANDLE ANY FURTHER.**
- Keep everyone away until Police arrive.

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Determine appropriate assembly area/s, (note wind direction, number of persons to evacuate, and any others hazards that may arise).
- Evacuate the area immediately and marshal personnel to assembly area.
- Ensure suspicious package is not touched.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden has been notified.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden upon arrival.
- Follow instructions of emergency services and Chief Warden.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- Confirm Emergency Services have been notified as appropriate.
- Quickly assess the situation and determine appropriate response.
- If situation not resolved, approach site with caution.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

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Suspicious Mailed Package Response Guide - Continued

How To Recognise A Letter Or Parcel Bomb.

A letter or parcel bomb MAY exhibit one or more of the following features:

- Excessive securing material
- Excessive weight
- Protruding wires or tin foil
- Lopsided or unevenly weighted
- Oily stains or discolouration's
- Stiff or rigid envelope
- Is the package expected
- Visual distractions

- Excessive postage
- Proper names and title not, or incorrectly used
- Address - handwritten or poorly typed
- Restrictive markings e.g. "Confidential"
- Common words misspelt
- Foreign stamps
- Lacks address of sender
- Excessive securing material such as masking tape or string
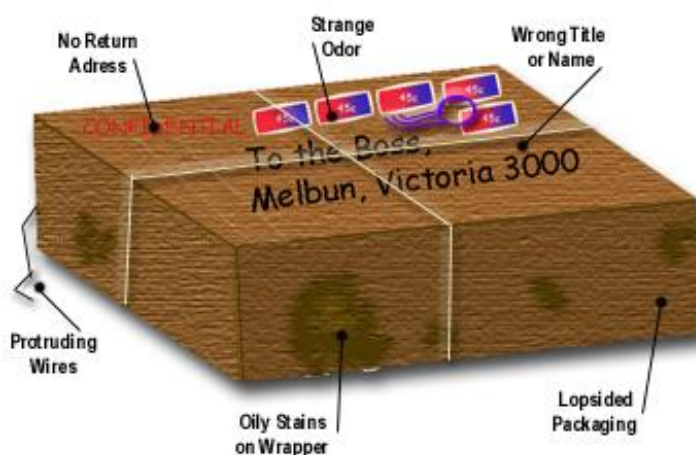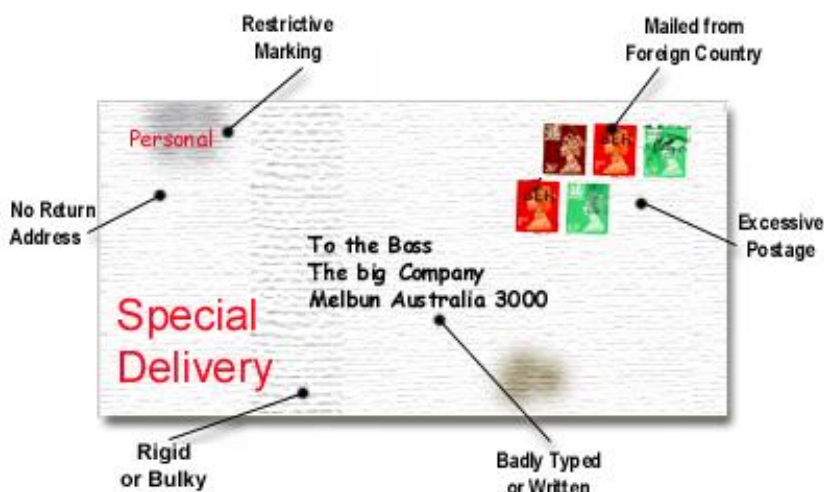
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6.25 Unattended Item / Bag Response Guide

An unattended item / bag is generally eventually determined to be a forgotten or misplaced object and rarely a suspicious or sinister object. However all unattended items should be treated carefully.

First Person Aware
- Assess the item using information in *Appendix D2* on assessing an unattended item.
- If the item does not appear to be suspicious ask people in the immediate vicinity of the bag belongs to them.
- **IF IT IS SUSPICIOUS - DO NOT HANDLE THE ITEM.**
- Secure area by keeping personnel & visitors away.
- Notify an Area Warden.
- If item has been opened and is threatening or appears to be a suspicious device, **DO NOT HANDLE ANY FURTHER.**

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Determine appropriate assembly area/s, (note number of persons to evacuate, and any others hazards that may arise).
- Evacuate the area immediately and marshal personnel to assembly area.
- Ensure suspicious package is not touched.
- Contact **POLICE** on **000**.
- Ensure Chief Warden has been notified.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden upon arrival.
- Follow instructions of emergency services and Chief Warden.

Chief Warden
- Travel to site, if not already on site and put on helmet as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified, as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

<u>**WARNING**</u>

DO NOT HANDLE ANY SUSPICIOUS ITEMS.

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6.26 Suspicious Behaviour / Vehicle Response Guide

First Person Aware
- Assess the behaviour or vehicle.
- Make a mental note of any description of the person or vehicle.
- **If safe to do so**, note the vehicle registration without being observed.
- **DO NOT APPROACH THE PERSON OR VEHICLE.**
- So as not to attract attention, quietly raise the alarm by notifying an Area Warden.
- If you feel threatened ring the Police 000.

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Contact security if on site or available.
- Contact **Police** on **000**.
- Notify Chief Warden immediately.
- Determine appropriate assembly area/s, (note number of persons to evacuate, and any others hazards that may arise).
- Quietly evacuate the area immediately and ensure no one approaches the person or vehicle until Police arrive.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden upon arrival.
- Follow instructions of emergency services and Chief Warden.

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

WARNING

DO NOT ATTEMPT TO CONFRONT A SUSPICIOUS PERSON OR VEHICLE.

MONITOR FROM A SAFE DISTANCE ONLY IF SAFE TO DO SO AND YOU CAN AVOID ATTRACTING ATTENTION.

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6.27 Vehicle Accident (On Site) Response Guide

This response has been prepared for vehicle accidents that occur within Nature Parks managed land, including car parks and access roads. It does not include vehicle accidents occurring on main roads (Refer to External Emergency Response Guide for vehicle accidents occurring on main roads).

First Person Able
- Quickly assess the situation, check for entrapment.
- Turn off vehicle engine, check for fuel leaks, ensure vehicle brake applied, **if safe to do so**.
- Contact emergency services on **000**, as appropriate.
- **If safe to do so**, provide first aid to casualty.
- Notify a Warden immediately.
- Notify a First Aid Officer immediately, as appropriate.
- Keep uninvolved personnel away.

Warden
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden (or delegate) has been notified.
- Ensure a First Aid Officer has been notified, as appropriate.
- Keep uninvolved personnel away and if necessary evacuate the immediate area.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate)

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden has been notified.
- Ensure a First Aid Officer has been notified, as appropriate.
- Ensure first resources are at the scene (First Aider, First Aid Kits, and Defib if required).
- Keep uninvolved personnel away and if necessary evacuate the immediate area.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified, as appropriate.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

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Vehicle Accident (On Site) Response Guide - Continued

- Consider notification to Worksafe Victoria, as appropriate and in consultation with OHS Coordinator.

First Aid Officer
- Quickly assess the situation and determine appropriate response.
- Collect first aid kit (and Defib as appropriate).
- Put on a helmet, as appropriate.
- Respond to location of incident.
- Attend to injured, **if safe to do so**.
- Complete Medical Incident Report Form.

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6.28 Interest Motivated Group Response Guide

This response guide can be referred to for Interest Motivated Groups who may rally at or interfere with the operations of the Nature Parks and its venues. Such groups may cause disruption to access or operations by conducting protests, sabotage, or threatening violence or destruction.

First Person Able
- Quickly assess the situation.
- Notify a Warden immediately.
- Notify a First Aid Officer immediately, if injuries to persons have occurred or are likely to occur.
- Contact emergency services on **000**, as appropriate.
- Keep uninvolved personnel away.

Warden
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden (or delegate) has been notified.
- Ensure a First Aid Officer has been notified, as appropriate.
- Keep uninvolved personnel away and if necessary evacuate the immediate area.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- If not safe to stay, proceed to evacuate immediately.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden has been notified.
- Ensure a First Aid Officer has been notified, as appropriate.
- Ensure first resources are at the scene (First Aider, First Aid Kits, and Defib if required).
- Keep uninvolved personnel away and if necessary evacuate the immediate area.
- Prepare to receive and direct emergency services, as appropriate.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- If situation not resolved, approach site with caution.
- Quickly assess the situation and determine appropriate response.
- Confirm emergency services have been notified, as appropriate.
- Establish control point, **if safe to do so.**
- Liaise with Area Warden / Senior Area Warden on arrival
- Liaise with emergency services upon arrival, as appropriate.
- Assume Nature Parks command as necessary.

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6.29 Pandemic Preparedness

Pandemic planning and preparedness applies to all personnel. This response guide aims to manage the impact of a pandemic on employees, volunteers and visitors via the health impacts on two main strategies:

1. Containment of the disease by reducing spread within the workforce; and

2. Maintenance of core business where containment is not possible.

In the event of any change to the global phase alert level, as declared by the Australian Government, the Leadership Team shall convene as soon as practicably possible to produce a pandemic contingency plan covering communication, containment activities, information for employees & families, traveller alerts, actual treatment regimens and the maintenance of core business activities where possible.

Communication

The Australian Government authorities will;

- Designate the Australian phase as declared by the Commonwealth Department of Health.

- Provide a free pandemic phone line 1800 number, staffed by the Commonwealth Department of Health.

- Provide a website, updated by the Commonwealth Department of Health.
  http://www.health.gov.au

The Victorian Government authorities will;

- Through the Victorian Government Chief Health Officer, lead the planning and response to pandemic influenza in Victoria.

- Establish a Victorian Government Health Information/Infectious Diseases advisory group to provide advice to the government.

- Communicate the Australian situation with regard to the pandemic and the responses underway via a variety of sources including a Pandemic Phone line.

Communications to Employees

- Communications to employees will be managed via email, internet and intranet website, telephone, SMS, and/ or postal services, as required. The local media may form part of the communication process.

- Communications to employees will be via employees Team Leaders/Supervisors with assistance from the Human Resources team. Instructions regarding information numbers to call and the centre for reporting problems or concerns will be used, including any possible Influenza clinics established in the area.

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Communication with Tour Companies, Contractors, Consultants and Other Stakeholders

- Notification of pandemic related material that is broadcast within the Nature Parks will be replicated to all tour operators, contractors, consultants and related stakeholders.

Additional information will be available via the following websites:

http://www.health.gov.au/

The Victorian health management plan for pandemic influenza can be accessed via the following link:

http://docs.health.vic.gov.au/docs/doc/CCF7E5E2E141ADDDCA257D900003A2AD/$FILE/VHMPPI%20Final%20version.pdf

Containment Activities

Reducing Risk of Infected Persons Entering the Site

The OHS Coordinator shall manage all local health related activities.

On notification from the Department of Health, the OHS Coordinator shall implement the following:

- Co-ordinate the erection of prominent notices at all entry points to the Nature Parks facilities, advising staff and visitors not to enter if they have symptoms of the pandemic strain.

- Co-ordinate the erection of Key General Infection Control (basic hygiene and hand hygiene) notices around workplace (including entrances, notice boards, meeting rooms and toilets).

- Ensure they have adequate supplies of tissues, medical and hand hygiene products, cleaning supplies as well as masks for people who become ill at work.

- The OHS Coordinator will ensure that employee communications include pandemic fact sheets and information on Key General Infection Control Notices and Social Distancing.

- Monitor levels of contamination within the Nature Parks sites, identify specific workgroups and/or areas where disease is deemed to have spread and implement an isolation procedure.

- Ensure Health & Safety representatives are informed of situation.

Social Distancing

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Social distancing refers to strategies to reduce the frequency of contact between people. Generally it refers to mass gatherings but the same strategies can be used in the workplace setting.

Information on social distancing will be sent via prepared email by the OHS Coordinator to all staff.

Where operationally allowed, teams are encouraged to split into different work locations to build back up and avoid cross infection.

Social distancing strategies include:

- Avoid meeting people face to face – use the telephone, video conferencing and the internet to conduct business as much as possible – even when participants are in the same building.

- Avoid any unnecessary travel and cancel or postpone non-essential meetings, public gatherings, workshops and training sessions.

- If possible arrange for employees to work from home or work flexible hours to avoid crowding at the workplace.

- Do not congregate in tearooms or other areas where people socialize. Do what needs to be done and then leave the area.

- If a face to face meeting with people is unavoidable, minimize the meeting time, choose a large meeting room and sit at least one metre away from each other if possible: avoid personal contact greetings such as shaking hands.

- Encourage staff to avoid recreational or other leisure classes/ meetings etc, where they might come into contact with infectious people.

Cleaning

Cleaning throughout shall be increased during the pandemic period.

Filters of the air conditioning system shall be cleaned and anti-bacteria solution applied.

Telephone in common areas shall be cleaned several times daily.

Anti-bacterial solutions should be applied to all common areas, counter, railings, washbasins, toilet bowls, urinals and septic tanks (where these are present) several times daily. Cleaning staff shall wear appropriate anti contamination equipment at all times when cleaning.

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6.30 Food Poisoning Response Guide

This response guide provides a general process for incidents of food poisoning for more than one person; it does not include anaphylactic shock. Where the persons involved require medical treatment or ambulance attendance please refer to section **6.15 Medical Emergency Response Guide**

First Person Able
- Quickly assess the situation.
- Determine likely cause of food poisoning.
- Notify a Warden immediately.
- Notify a First Aid Officer immediately.

Warden
- Quickly assess the situation and determine appropriate response.
- Put on helmet, as appropriate.
- Ensure Chief Warden (or delegate) has been notified.
- Ensure a First Aid Officer has been notified, as appropriate.
- Keep uninvolved personnel away and if necessary evacuate the immediate area to protect others from biological hazards.
- Notify ground services or contract cleaning staff for cleaning purposes.
- Advise kitchen team leader of likely cause of food poisoning.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Senior Area Warden
- Quickly assess the situation and determine appropriate response.
- Collect Warden Evacuation Pack and put on helmet, as appropriate.
- Confirm emergency services have been notified, as appropriate.
- Ensure Chief Warden has been notified.
- Ensure a First Aid Officer has been notified, as appropriate.
- Ensure first resources are at the scene (First Aider, First Aid Kits, and Defib if required).
- Keep uninvolved personnel away and if necessary evacuate the immediate area.
- Brief Chief Warden (or delegate) upon arrival.
- Follow instructions of Chief Warden (or delegate).

Chief Warden
- Travel to site, if not already on site and put on helmet, as appropriate.
- Quickly assess the situation and determine appropriate response.
- Confirm Emergency Services have been notified as appropriate.
- Establish control point.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Assume Nature Parks command as necessary.

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6.31 Cyber Attack Response Guide

Cyber-attacks will be managed by the I.T. Officer and Nature Parks I.T. Service Provider.

First Person Aware
- Stop what you are doing, do not touch or turn off the affected computer or auxiliary equipment.
- Notify the I.T. Officer, Chief Financial Officer or Chief Warden Immediately.

I.T. Officer or Chief Financial Officer
- Assess the situation.
- Communicate instructions to those who may be impacted.
- Liaise with I.T. Service Provider as appropriate.
- Notify management as appropriate.

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6.32 Incident Involving a Child Under 18 Response Guide

Phillip Island Nature Parks is committed to promoting and protecting the interests and safety of children. We have zero tolerance to child abuse. Everyone at the Nature Parks is responsible for the care and protection of children and reporting information about sexual and physical harm against children.

All incident or suspected incidents involving children under 18 year of age must be reported,

Person Receiving Initial Report
- Immediately report any suspected breaches of the Child Protection Code of Conduct or the Child Protection and Safety Policy to the Site Warden and/or Chief Warden.
- Call the Police on 000 if you have immediate concerns for a child's safety.
- Provide an environment that is supportive of all children's emotional and physical safety.
- Seek a name, contact details (if known) and description of the child involved.
- Remain with the person making the report and calm the person if they are distressed.
- Await instructions from the Site Warden or Chief Warden.

Site Warden
- Quickly assess the situation and determine appropriate response.
- Ensure Chief Warden has been notified, as appropriate.
- Brief Chief Warden on arrival.

Chief Warden
- Travel to site, if not already on site.
- Quickly assess the situation and determine appropriate response.
- Liaise with Area Warden / Senior Area Warden on arrival.
- Confirm Victoria Police have been notified as appropriate.
- Investigate and escalate all breaches or alleged breaches to the Chief Executive Officer immediately.
- Assist the Chief Executive Officer with notifying the Commission for Children and Young People within the 3-day limit.
- Assist the Chief Executive Officer and People and Culture Manager to prepare a detailed response plan that is sent to the Commission for Children and Young People within 30 days.

<u>SPECIAL CONSIDERATIONS</u>

Escalating the incident promptly and with privacy is paramount in all incidents involving children under 18 years of age. Where appropriate direct reporting to the Chief Executive Officer is desirable.

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7 RECOVERY ARRANGEMENTS

7.1 Business Continuity

In the event of a major emergency, it may take some time for the Nature Parks to return to an acceptable post incident level of functioning. To facilitate this process as rapidly as possible, the issues associated with the re-establishment of the facilities will be referred to the Chief Executive Officer. In accordance with the arrangements detailed in the Business Continuity Plan (BCP), a Continuity Management Team (CMT) will be established to manage the business resumption processes.

7.2 Public Relations and Service Delivery

Following any major emergency, it is vital to make early contact with all effected customers and key stakeholders. Accurate and timely information will assist them to understand the situation, planned future operational activity and the implications for them.

All communications in relation to this will be the responsibility of the Chief Executive Officer and/or Communication Executive or delegate.

7.3 Psycho-social Support (Psychological First Aid)

Being involved in emergencies, particularly those resulting in death or serious injury, may have both short and long-term impact for employees.

Following a traumatic emergency, arrangements are to be made to ensure all employees, and visitors on site at the time of the emergency, are aware of any assistance that is to be made available to them. The relevant Manager or Supervisor will communicate with their staff, contractors and volunteers, and will provide the contact details for the Nature Parks Employee Assistance Program provider, Converge. In some traumatic cases the HR Manager will arrange for Converge to attend site to directly support employees and visitors. Should this resource be exhausted, additional support may be available through the Bass Coast Shire Municipal Emergency Management Plan. Requests for such assistance should be directed to the Incident Controller and the Police in the first instance.

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8 APPENDIX A1 – DISTRIBUTION LIST

POSITION	NAME	COPY NUMBER
Chief Executive Officer	Catherine Basterfield	1
General Manager – Tourism Operations	Peta Wittig	2
OHS Coordinator	Carolyn Gleixner	3
Operations Manager	Ben Driscoll	4
Conservation Manager	Jessica McKelson	5
Visitor Experience Manager	Kate Adams	6
Churchill Island Farm Coordinator	Trevor Heywood	7
Environment Ranger in Charge	Ben Thomas	8
Penguin Parade Main Ticket Desk	N/A	9
Nobbies Centre Main Ticket Desk	N/A	10
Koala Conservation Centre Main Ticket Desk	N/A	11
Churchill Island Heritage Farm Main Ticket Desk	N/A	12
Cowes Office	N/A	13
Chief Warden Bag	N/A	14

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9 APPENDIX A2 – GLOSSARY OF TERMS

Assembly Area	A location at which personnel are to gather after evacuating.
Area Warden	A member of the Emergency Control Organisation responsible for implementing the emergency response plan and coordinating Wardens in their designated area.
BCP	Business Continuity Plan. A BCP is the process of creating systems of prevention and recovery to deal with potential threats to a company.
Chief Warden	A member of the Emergency Control Organisation responsible for managing the internal response to an emergency.
Communications Officer	A member of the Emergency Control Organisation responsible for assisting the Chief Warden in sending, receiving and recording messages during an emergency (usually a receptionist).
Emergency Services	An emergency service organisation responsible for resolving the emergency (e.g. SES for flood, Fire Brigade for fire, Police for armed intruder, etc.).
Control Point	The location from which the Chief Warden will operate.
Deputy Chief Warden	A member of the Emergency Control Organisation responsible for managing the internal response to an emergency in the event the Chief Warden is unavailable.
Emergency	An actual or imminent event which endangers, or threatens to endanger people, property or the environment.
Emergency Control Organisation	A structured organisation established to manage the response to and evacuation from an emergency.
EWIS	Emergency Warning and Intercommunication System.
IED	Improvised Explosive Device. An improvised explosive device is a bomb constructed and deployed in ways other than in conventional military action
Incident Controller	The officer of the Emergency Services agency with overall responsibility for management of the response to the emergency.
Media Liaison	A person appointed by Chief Warden, or delegate, who is responsible for communication with and receiving communication from media at the time of emergencies.
Refuge Area	An identified location at which people with a disability that prevents them from easily evacuating can gather until sufficient assistance is available to escort them to the Assembly Area.
Site Warden	An Area Warden of the Emergency Control Organisation nominated to take control of an Emergency Situation until the arrival of the Chief Warden or delegate.
Warden	A member of the Emergency Control Organisation who is tasked to carry out a specific function during an emergency evacuation.
WIP	Warden Intercommunication Point.

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10 APPENDIX B – SPECIAL PLANS AND ARRANGEMENTS

10.1 Alarm, Communications and Equipment Testing Procedure

The nominated Senior Area Warden at each venue will check the emergency equipment kept on site once per month where it has not already been checked by the nominated contractor. This will include testing of the site evacuation alarm, and any communications equipment such as radios or portable/mobile phones and torches. This will take place on the third Wednesday of every month.

The procedure will be:
- Make an announcement using the communications system that a test is about be conducted.
- Test the alarm in each operational mode (e.g. alert tone if present, then evacuate tone). Each alarm to sound for at least 5 seconds.
- Upon stopping the alarm call each warden to confirm they heard the alarm and also test the communications system.
- Make an announcement using the communications system that a test is now concluded and any future sounding of the alarm should be taken as real.

The equipment check will include an audit of first aid kits, fire extinguishers, loud hailers and other equipment such as vests or helmets to ensure they are all present, complete and in working order in their identified locations.

10.2 Marine Pollution Response Arrangements

The Nature Parks has a Marine Pollution Wildlife Response Plan in place. It is intended to address a marine pollution scenario that impacts on parts of the Nature Parks managed land.

The Conservation Manager is responsible for this plan and its implementation. A copy is stored on the G Drive in the Emergency Response folder.

The Nature Parks has a MoU with DELWP regarding cost recovery for wildlife rescue and rehabilitation in case of a marine pollution or bushfire emergency.

The Conservation Manager is responsible for this MoU, its renewal and implementation. A copy is stored on the G Drive in the Emergency Response folder.

The Nature Parks has a MoU with DELWP Gippsland Region regarding cost recovery and response in case of orphaned waste.

The Conservation Manager is responsible for this MoU, its renewal and implementation. A copy is stored on the G Drive in the Emergency Response folder.

The Nature Parks has a letter of understanding with DEDJTR Region regarding cost recovery for shoreline response in case of a marine pollution emergency.

The Conservation Manager is responsible for this MoU, its renewal and implementation. A copy is stored on the G Drive in the Emergency Response folder.

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10.3 Severe Weather Response and Park Closure Procedure

The Nature Parks has in place a **Severe Weather and Park closure Procedure**. It sets out the conditions under which facilities will be closed and activities suspended. It relates to severe storm conditions including high fire danger conditions and also includes total fire ban days.

The following roles are responsible for this procedure and its implementation across the Nature Parks:

- Chief Executive Officer
- GM Tourism Operations
- Visitor Experience Manager
- Conservation Manager
- Operations Manager
- OHS Coordinator

A copy is stored on the G Drive in the Emergency Response folder.

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11 APPENDIX C1 – INCIDENT ACTIVITY LOG

Chief Warden:				Date of Incident:	
Time Alert Raised:		Time of Evac:		Time of All Clear:	
Location of Incident:					
Description of Incident:					

Activity Log: (Note all actions taken, communication shared, calls made, etc.)

Time	From/To	Action

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12 APPENDIX C2 – ARMED OR DANGEROUS INTRUDER REPORT FORM

Time Reported: _____   Reported By: _____

Exact Location of Incident: _____

Number of Hostages: _____

Names of Hostages (if Known) or Description (Gender, Age, Height, Hair Colour, Complexion):

Number of Assailants: _____

Names of Assailants (if Known) or Description (Gender, Age, Height, Hair Colour, Complexion):

Number of Weapons: _____

Description of Weapons:

_____

_____

_____

Mood of Assailants:

☐ Calm ☐ Apologetic ☐ Nervous ☐ Crying ☐ Intoxicated
☐ Angry ☐ Excited ☐ Irrational ☐ Swearing ☐ Incoherent

Other: _____

Other Information:

_____

_____

_____

_____

_____

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13 APPENDIX C3 – COMMUNICATED THREAT REPORT FORM
(Including Bomb Threat)

WORDING OF THE THREAT
(Try to record the exact words)

☐ Male   ☐ Female   Approx. Age: _____   Accent: _____

CALLERS VOICE
(Tick all applicable boxes)

☐	Calm	☐	Distinct
☐	Angry	☐	Normal
☐	Excited	☐	Crying
☐	Slow	☐	Slurred
☐	Fast	☐	Nasal
☐	Loud	☐	Stutter
☐	Laughter	☐	Lisp
☐	Clearing Throat	☐	Raspy
☐	Ragged	☐	Deep
☐	Deep Breathing	☐	Intoxicated
☐	Cracking Voice	☐	Familiar
☐	Disguised	☐	Computerised
☐	Well Spoken	☐	Incoherent
☐	Swearing	☐	Irrational

If the voice was familiar, whom did it sound like?

_____

KEEP THE CALLER TALKING
(Try to obtain as much information as possible)

QUESTIONS TO ASK:

1. When is the bomb going to explode?   ---
2. Where is the bomb?   ---
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?   ---

COMMENTS

BACKGROUND NOISES
(Tick all applicable boxes)

☐	Street Noises	☐	House Noises
☐	Crockery	☐	Music
☐	Voices	☐	Office Machinery
☐	PA System	☐	Children
☐	Music	☐	Animal Noises
☐	Factory Machinery	☐	Waves
☐	Motors	☐	Static
☐	Trains	☐	No Noise
☐	Aircraft	☐	Local Call
☐	Traffic	☐	Long Distance

Date: _____   Time: _____   Duration of Call: _____

Number Called: _____   Name of Call Taker: _____

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14 APPENDIX D1 – WHITE LEVEL INSPECTIONS

A white level inspection is an inspection of an area for anything that is unusual, suspicious or unable to be accounted for. Staff members who know and work within an area are in the best position to undertake an inspection.

A plan should be created that assigns staff members certain areas and should include allocation of communal areas such as public concourses, foyers, cloakrooms, stairwells and corridors. Having a plan will assist in ensuring the white level inspection is conducted in a safe, thorough and timely manner. Particular attention should be paid to evacuation routes and assembly areas.

White level inspections are distinct from 'searches', which involve a specialist search team involving police, security personnel or both under the command of a designated search controller. Team searches provide a high level of staff and public safety however can be slow and disrupt venue operations.

Types of white level inspection
White level inspections can be undertaken in a number of ways depending on the particular circumstances. There are two methods for conducting a white level inspection:

Occupant: Generally, staff and/or occupants are best equipped to inspect their respective areas due to familiarity with their surroundings. This type of inspection is relatively fast and efficient but may require additional staff training.

Supervisory: A supervisory inspection can be discretely undertaken without alerting other staff members to the threat. Supervisors inspect their own areas of responsibility and report back to a Chief Warden or Duty Manager. Alternatively, a supervisory inspection can involve designated wardens or local police to oversee and plan the inspection. This may entail partial or full evacuation (See Section **5.7 Evacuation** for more information).

In order to reduce the possibility of an unattended item disrupting an event, there are some basic actions that should form part of every venue/facility's day-to-day business activity:
- Keep communal areas tidy and empty bins on a regular basis
- Keep entrances and exits clear, especially evacuation routes
- Check evacuation assembly areas are clear
- Ensure that lost or stolen items are reported immediately
- Maintain accurate records of assets, plant, and equipment
- Ensure staff are familiar with white level inspection processes and reporting procedures

When to undertake a white level inspection
It is recommended that white level inspections are undertaken:
- Each day upon arrival at work
- On a random basis
- At the request of management (including in response to a received threat)

A key consideration when initiating a white level inspection is that of proportional response. For example, if a non-specific threat is received (*e.g. There's a bomb in your building)*, what actions are appropriate? Generally speaking, all threats should be deemed credible until proven otherwise.

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However, there are some factors to consider before a full-scale search and/or evacuation is conducted. For example:

- *Is the threat non-specific?*
  If details are scarce and there is nothing (other than the communicated threat itself) to suggest that the venue is at risk, a general cursory inspection may be appropriate.
  Possible action: discrete supervisory inspection

- *Do you recognise the caller?*
  If the threat is communicated by a known individual (e.g. a disgruntled ex-employee or serial pest), it may suggest a hoax and the danger to staff and/or occupants may be negligible.
  Possible action: occupant inspection

- *Is there specific detail provided?*
  If the threat contains specific information on the location of the IED, the nature of the location (e.g. a children's play area) may elicit a controlled response.
  Possible action: supervisory inspection

- *Is the threat credible?*
  If consultation with law enforcement deems the threat to be credible and the consequence of an attack potentially catastrophic (e.g. attack at a peak time of occupancy), a supervisory search involving police and security personnel may be appropriate.
  Possible action: trained team search

Whatever the circumstances, all communicated threats must be reported to police.
It is a criminal offence for anyone to threaten to kill or cause bodily harm to any person; or damage, destroy or burn property.

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15 APPENDIX D2 – ASSESSING UNATTENDED OR SUSPICIOUS ITEMS

Assessing unattended items

In most cases, unattended items, or items left in conspicuous areas are simply forgotten or discarded items. To distinguish harmless items from those that should arouse suspicion, there are some basic, common sense principles to follow before any response activities are undertaken.

1. Who is the owner?

Every object has an owner. Interviewing people in the vicinity and reviewing CCTV footage could help to identify the owner and establish the item's origin.

2. Is the item HOT?

Generally speaking, anything that is **H**idden, **O**bviously suspicious or not **T**ypical (HOT) to its environment could be deemed a security risk.

The HOT principle is a general guide to assessing unattended or suspicious items but should not be used to the exclusion of other considerations, such as the prevailing security context. Meeting one or more HOT considerations does <u>not</u> necessarily mean the item is an IED, nor does the absence of HOT considerations clear the item of further investigation.

Hidden: An unattended item that is intentionally hidden merits additional caution.

Obviously suspicious: An item with the characteristics of a bomb or hazardous material merits additional caution. Such characteristics may include:

- Suspicious labelling
- Leakage of fuel oil
- Unusual smells, bulges or protruding wires
- Power source, such as batteries
- LED lights
- Pieces of metal or glass (shrapnel)

Typical: An item that is not typically discarded or forgotten in that area merits additional caution.

3. Is the location in receipt of a communicated threat?

If the discovery of an unattended item coincides with a communicated threat, take additional caution. See 'Communicated Threat Report Form' at *Appendix C3*.

4. Is the government alert level elevated?

The National Terrorism Public Alert System guides national preparation and planning. It also dictates levels of precaution and vigilance to minimise the risk of a terrorist incident occurring. The Alert System is a range of five levels that communicate an assessed risk of terrorist threat to Australia. The five levels are:

- Not Expected – a terrorist attack is not expected (Green)
- Possible – a terrorist attack could occur (Blue)
- Probable – a terrorist attack is likely (Yellow)
- Expected – a terrorist attack is expected to occur (Orange)
- Certain – a terrorist attack is imminent or has occurred (Red)

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When the alert level is elevated to 'expected' or 'probable', additional caution is required. For more information, and to view the current alert level, visit the Australian Government National Security website at www.nationalsecurity.gov.au.

5.   Is the item found in a sensitive location?

If an unattended item is found in a non-public or restricted area, near structural supports, critical infrastructure or near an area with the potential for mass casualties (for example, a food court), take additional caution.

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16 APPENDIX D3 – IMPROVISED EXPLOSIVE DEVICE (IED) ATTACK – INITIAL ACTION ADVICE FOR MANAGEMENT

Response priorities: In the event of an IED incident the *primary response objectives* and the potential actions for achieving them may include:

Saving and protecting life
- Chief Warden to coordinate activities until police and/or emergency services arrives.
- Commence CCTV surveillance (where installed).
- Identify and establish a safe medical triage/first aid location.
- Restrict further vehicle access to the site (bollards, gates, road closures, etc.).
- Restrict physical access to the site or general vicinity.

Facilitating the evacuation of those at risk
- Notify key staff of the incident through prearranged messages/codes and methods.
- Ensure Chief Warden is on site and they have situational awareness.
- Assess the suitability and potential safety of normal evacuation routes.
- Provide guidance on safe routes for those that are self-evacuating.
- Evaluate the safety of standing evacuation assembly points and change if necessary.

Contain the incident or threat
- Identify and establish a perimeter to prevent people from going near the suspect device / entering the area of the explosion unnecessarily.
- Consider using electronic or mechanical isolation systems to prevent people from entering areas near the suspect device.
- Ensure any barriers do not inhibit the evacuation of people or access by emergency services.

Supporting emergency response and investigation activities
- Identify and communicate safe access routes/form up points for emergency services.
- Consider using CCTV and other remote methods where possible.
- Commence incident activity logs.
- Nominate a suitable emergency services liaison officer to meet/brief the police.
- Ensure access to site plans and CCTV footage (where possible).
- Clearly identify when incident management has transitioned to the police.
- Provide ongoing support to the emergency response action as requested.

After the incident
- Ensure personnel and others receive appropriate medical treatment.
- Ensure personnel and others receive appropriate psychological first aid.
- Implement Business Continuity Plan.

It is important to regularly practise these and any additional initial response activities so that key managers and staff clearly understand the priority actions and are able to perform these actions in a high-stress and dynamic environment.

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17 APPENDIX D4 – IMPROVISED EXPLOSIVE DEVICE (IED) ATTACK – INITIAL ACTION ADVICE FOR INDIVIDUALS

Attacks involving IEDs may be unlikely but it is important to be prepared to respond to such an incident. The advice below will help with planning a response. If you are at the immediate site of an IED attack, your top priority is to get out of the area. This increases your safety in case a secondary device is present in the area and also minimizes your exposure to dust, smoke, and any hazardous substances that may have been released as a result of the blast. Your evacuation also allows emergency responders to find and assist the most critically injured victims.

If you are in a building

- Get under a sturdy table or desk if objects are falling around you.
- Exit as quickly as possible, without stopping to retrieve personal possessions or make phone calls.
- Assist other victims to leave the area if possible.
- Use stairs instead of elevators.
- Be aware of weakened floors and stairways, and watch for falling debris as you exit the building.

Once you are out of the building

- Move away from windows, glass doors, damaged structures, or other potentially hazardous areas.
- Continue moving away from the blast site and look for emergency officials who will direct you to a safe location.
- Be aware that secondary explosions may occur at or near the original bombing site, especially as rescue personnel arrive. Use caution to avoid debris that could be hot, sharp, or cause puncture wounds.
- Limit your use of phones and other communications devices as much as possible (communications systems may become overloaded).

If you become trapped

- Cover your nose and mouth with anything you have on hand to limit inhalation of dust or other hazardous materials. Dense-weave cotton material can act as a good filter.
- Avoid unnecessary movement so you don't kick up dust.
- Signal your location to rescuers by using a flashlight, whistle, or by tapping on a pipe or wall.
- Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust and drain your energy.

If you are nearby, but not at the immediate site of an attack

- Assess the environment around you before taking any action.
- Avoid being lured closer to see what is happening because the risks from secondary attacks or hazardous materials could be extremely high.
- Listen for, and follow, instructions from local authorities and building personnel. If no information is immediately available from local officials, stay away from windows and doors and move to an inner area of a building until directed differently by authorities.

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Caring for the injured

- First aid you provide may save lives. The most likely help you may need to provide is to control bleeding. Apply direct pressure to the bleeding site.
- Nearby hospitals may be overwhelmed with victims. If you need to transport victims who are not severely injured, go to a hospital that is further from the explosion site.

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18 APPENDIX D5 – FIREARM ATTACK – INITIAL ACTION ADVICE FOR MANAGEMENT

Response priorities: During an active shooter incident the *primary response objectives* and the potential actions for achieving them may include:

Saving and protecting life
- Chief Warden to coordinate activities until police arrives.
- Use the built environment to restrict or deny access.
- Commence CCTV surveillance (where installed) and track the offender(s).
- Communicate appropriate cover and concealment options to those present.
- Identify and establish a safe medical triage/first aid location.
- Restrict further vehicle access to the site (bollards, gates, road closures, etc.).
- Restrict physical access to the site or general vicinity.

Facilitating the evacuation of those at risk
- Notify key staff of the incident through prearranged messages/codes and methods.
- Ensure Chief Warden is on site and they have situational awareness.
- Assess the suitability and potential safety of normal evacuation routes.
- Provide guidance on safe routes for those that are self-evacuating.
- Evaluate the safety of standing evacuation assembly points and change if necessary.
- Identify potential safe places or strong holds for those unable to evacuate.

Containing the incident or threat
- Consider using electronic or mechanical isolation systems to constrain the movement of the offender or restrict access to potential victims.
- Identify and establish a perimeter.
- Use the existing built environment to best advantage for safety and containment action.
- Consider restricting escape options for the offender if these may endanger others.

Supporting emergency response and investigation activities
- Identify and communicate safe access routes/form up points for emergency services.
- Consider using CCTV and other remote methods where possible.
- Commence incident activity logs.
- Nominate a suitable emergency services liaison officer to meet/brief the police.
- Ensure access to site plans and CCTV footage (where possible).
- Clearly identify when incident management has transitioned to the police.
- Provide ongoing support to the emergency response action as requested.

It is important to regularly practise these and any additional initial response activities so that key managers and staff clearly understand the priority actions and are able to perform these actions in a high-stress and dynamic environment.

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19 APPENDIX D6 – FIREARM ATTACK – INITIAL ACTION ADVICE FOR INDIVIDUALS

Attacks involving firearms may be infrequent but it is important to be prepared to respond to such an incident. The advice below will help with planning a response.

ESCAPE
Under immediate gunfire – Take cover initially, but attempt to leave the area as soon as possible **if safe to do so**. Try to confirm that your **escape route is safe.**

Nearby gunfire - Leave the area immediately, moving away from the gunfire if this can be achieved safely.
- Leave your belongings behind.
- Do not congregate at evacuation points.
- Try to maintain cover (see below).

Cover from gunfire
- Substantial brickwork or concrete walls.
- Engine blocks of motor vehicles.
- Base of large live trees.
- Earth banks/hills/mounds.

Cover from view
- Internal partition
- Car doors
- Wooden fences
- Curtains

SEE
The more information you can pass on to police the better, but **NEVER** risk your own safety or that of others to gain it.
If it is safe to do so, think about obtaining the following information:
- Details of any firearms being used or possessed
- Exact location of the incident
- Whether the perpetrator is stationary or moving in any particular direction
- Number of casualties
- Number of other people in the area
- Number and description of offenders
- Their motives or intent (if known or apparent)
- What else they are carrying.

TELL
- Ring police immediately on 000 and give them the information shown under 'See'.
- Stay on the line and provide any other information or updates the operator requests (**if safe to do so**).
- Use all the channels of communication available to you to inform staff, visitors, neighbouring premises, etc. of the danger.

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IF YOU CAN'T ESCAPE

ACT
- Secure your immediate environment and other vulnerable areas.
- Keep people out of public areas, such as corridors and foyers.
- Consider locking/barricading yourself and others in a room or secure area.
- Try to choose a room where escape to a more secure area may be possible.
- Move away from the door, remain quiet and stay there until told otherwise by appropriate authorities, or you need to move for safety reasons.
- Silence mobile phones and other devices that may identify your presence.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself if you are located.

POLICE RESPONSE
In an attack involving firearms a police officer's priority is to protect lives. In an active shooter scenario, this usually means locating the offender as quickly as possible, even if it means initially moving past people who need help.

Please remember:
- At first police officers may not be able to distinguish you from the gunman.
- Police officers may be armed and could point guns in your direction.
- They may initially move past you in search of the gunman.
- Avoid quick movements or shouting and keep your hands in view.
- Promptly follow any instructions given.

Be aware that police may enter your location at some stage to secure the building and locate people that have hidden from the threat.

In the case of an emergency, dial 000.

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20 APPENDIX E – SITE PLANS

The following pages contain the site plans for each venue of the Nature Parks. Each plan identifies emergency exits, assembly areas, and emergency equipment where able for the various facilities that make up Nature Parks.

Site Evacuation Maps are located throughout the buildings of each venue and are also stored on the G Drive in the Emergency Response folder.

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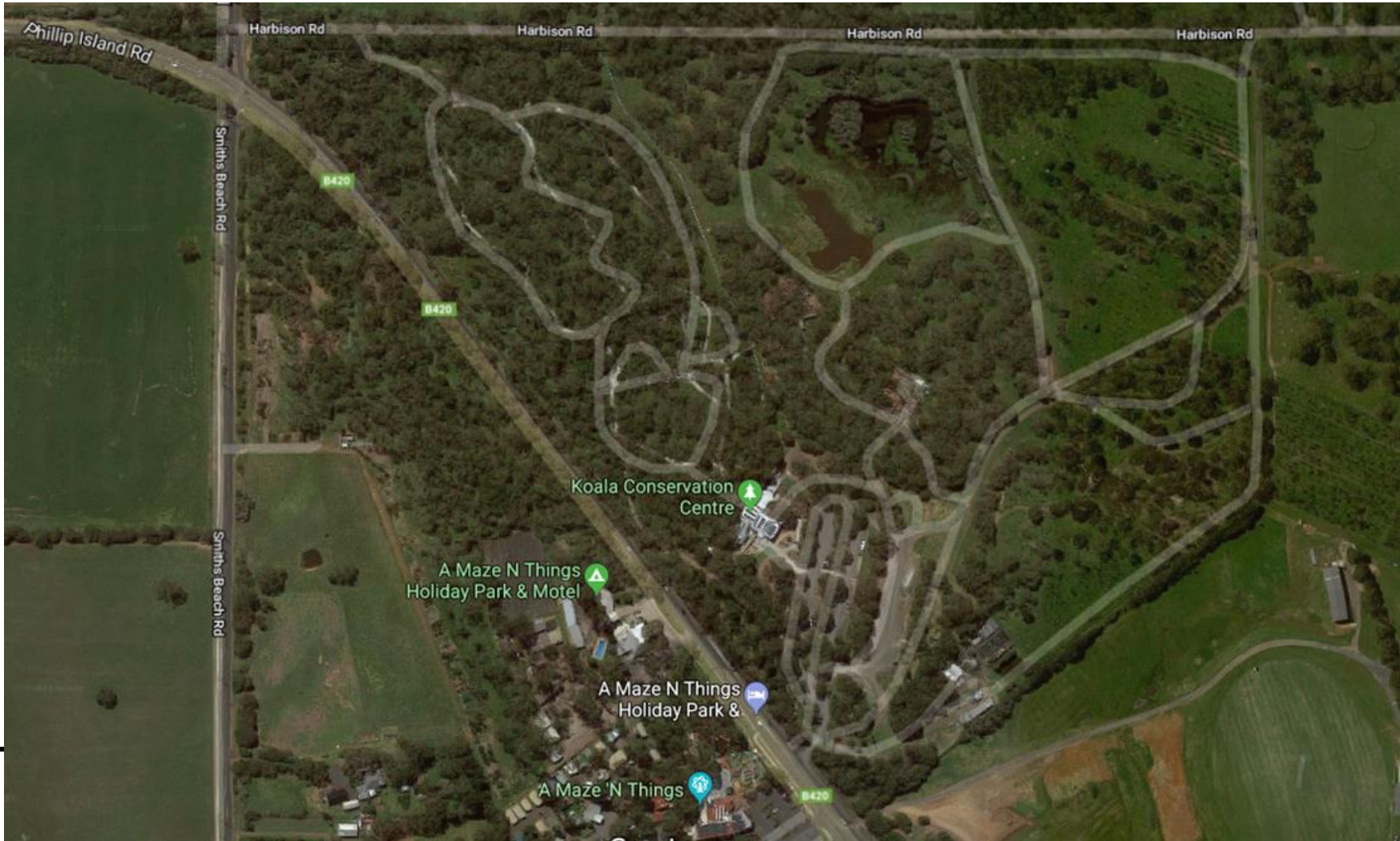|			
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Emergency Management Plan

Issue Number:	2.2
Issue Date:	2 June 2021
Document Owner:	Operations Manager
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Document Number:	ORG-OPS-004a
Next Review Date:	2 June 2022

Churchill Plan

Island Site
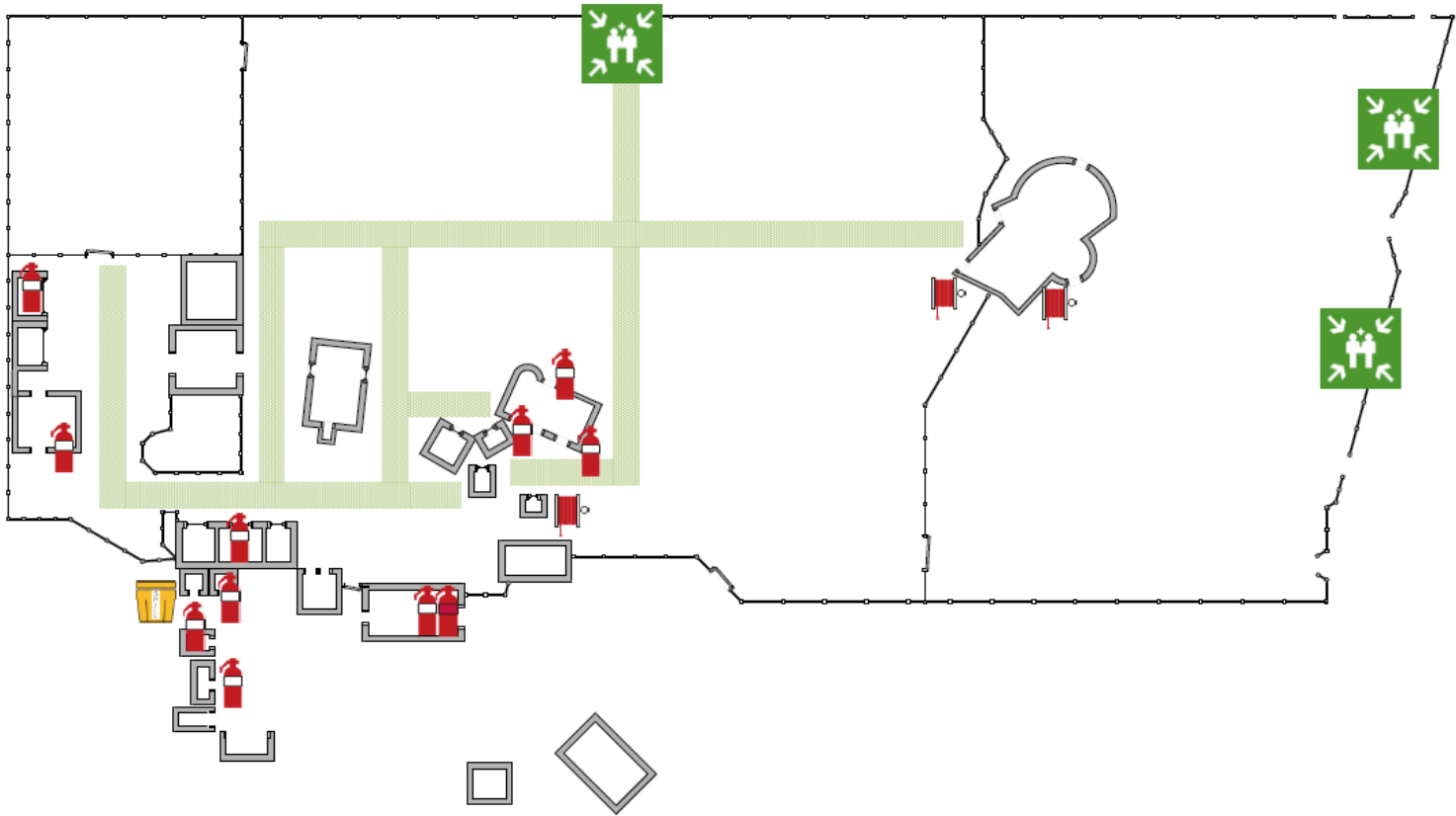
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Churchill Island

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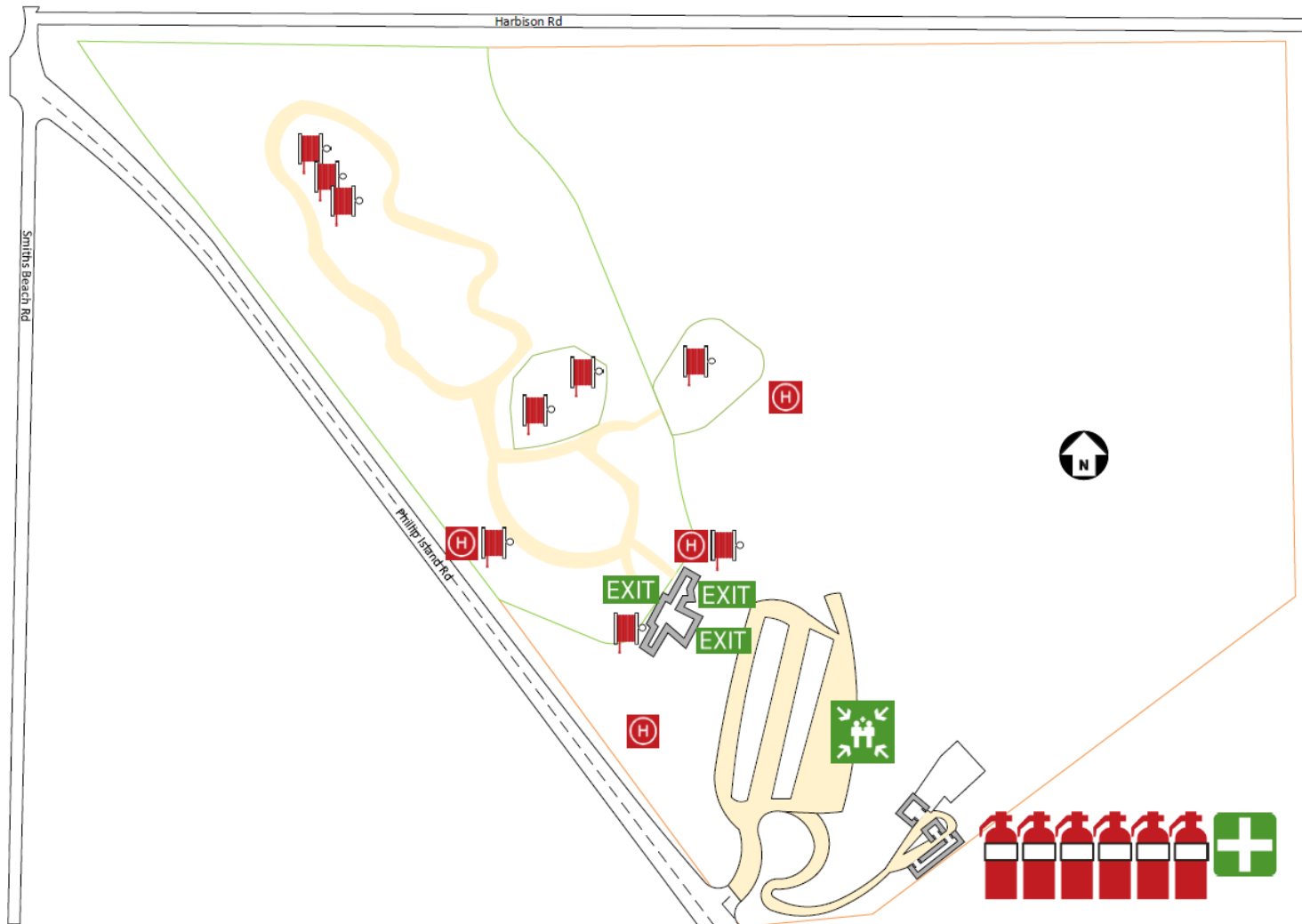Document Number: ORG-OPS-004a
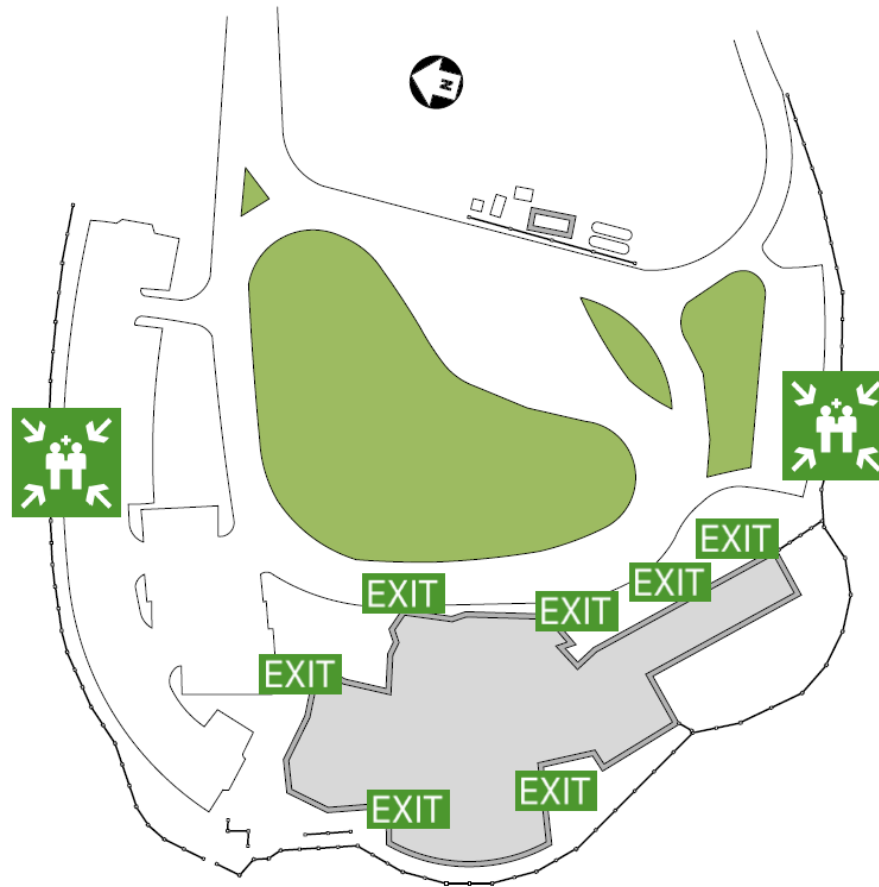Next Review Date: 2 June 2022

Koala Conservation Centre

Koala Conservation Centre Site Plan

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The Nobbies Centre Site Plan

The Nobbies Centre Site Plan

Penguin Parade Visitor Centre

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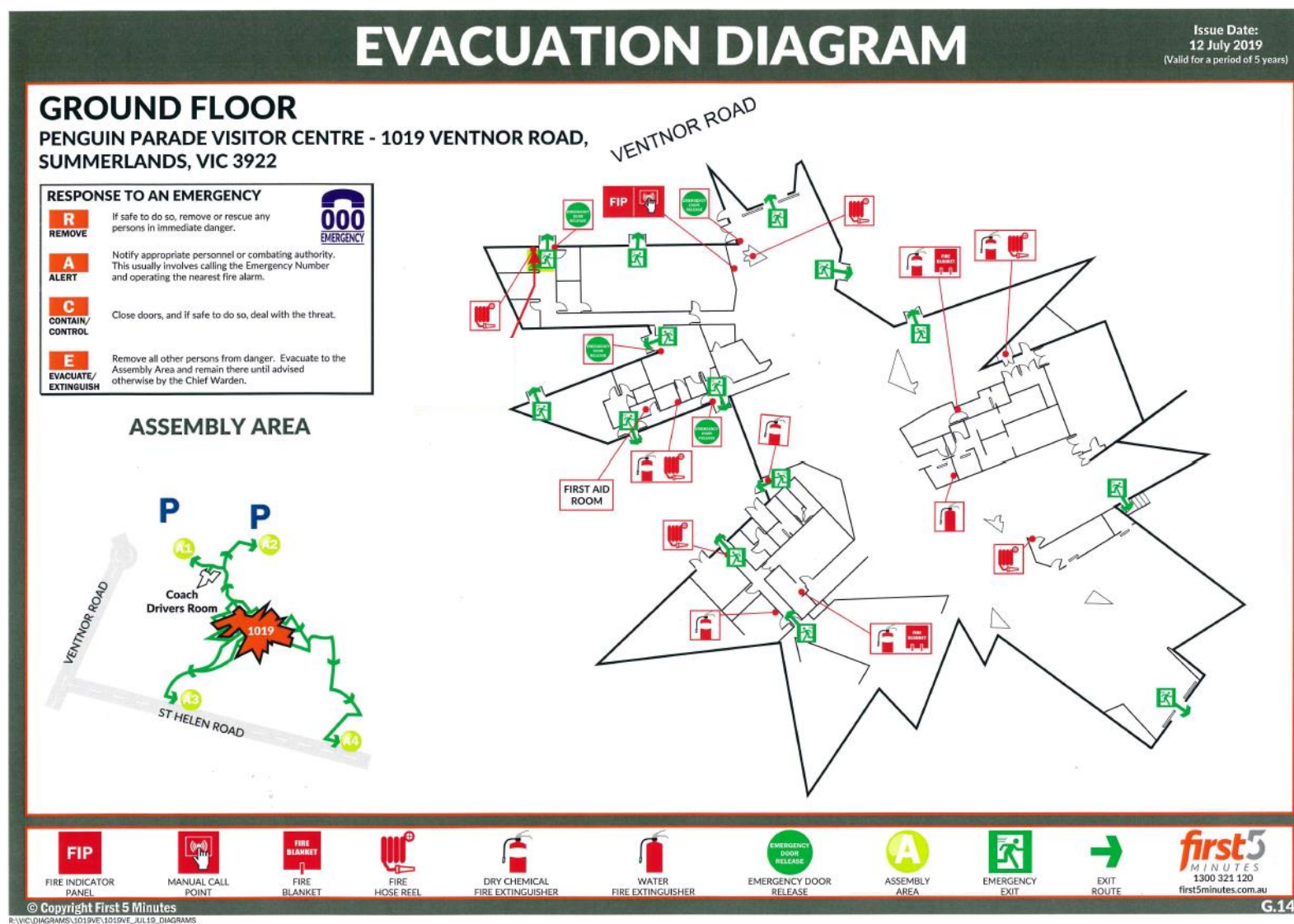
Cowes Office

Warehouse

Office

Evac Point

Thompson Ave

Settlement Rd

2nd Evac Point

Google

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21 Appendix F - Emergency Markers

Emergency Beach Numbers - Phillip Island

Number	Name	Location
A1	Magiclands	Access along beach 300m southeast from Woolamai Surf Beach car park.
A2	Woolamai Surf Beach	Access from sealed car park at eastern end of Woolamai Beach Road - Surf Life Saving Club.
A3	Anzacs Beach	Access from sealed car park off Woolamai Beach Road. Timber steps.
A4	The Colonnades	Access at the end of Lantana Road. Timber steps.
A5	Forrest Caves	Access from car park off Phillip Island Road. 200m to beach. Timber steps.
A5a	Surf Beach - Pine Avenue	Access from track of The Esplanade adjacent to Pine Avenue. Gravel steps
A5b	Surf Beach - Dunvegan Crescent	Access off The Esplanade adjacent to Dunvegan Crescent. Timber steps.
A6	Surfies Point	Access from car park on The Esplanade at the end of Batman Avenue. Timber steps.
A6a	Sunderland Bay	Access from bottom car park off The Esplanade adjacent to Ozone Court.
A7	Smiths Beach	Two accesses from car park at end of Smiths Beach Road. 100m access beach. Timber steps.
A8	YCW	Access from car park at end of Beachcomber Avenue. 100m access to beach. Timber steps and gravel ramp.
A9	Pyramid Rock	Car park at end of Pyramid Road. Steep rocky cliffs.
A10	Berrys Beach	Access from car park at end of Berrys Beach Road. 200m track to beach. Gravel steps.
A11	Kitty Miller Beach	Access from car park at end of Kitty Miller Road. 30m access to beach. Gravel steps.
A12	Summerland Beach	Access through Penguin Parade complex off Ventnor Road.
A13	The Nobbies	Car park west end of Ventnor Road. Steep rocky cliffs.
A14	Cowrie Beach	Car park off Ventnor Road. 250m cliff access to beach.
A15	Shelly Beach, Cat Bay	Car park off Ventnor Road. 100m steep cliff access to beach. Gravel steps.
A16	Right Point, Cat Bay	Car park off Ventnor Road. 100m steep cliff access to beach. Gravel steps.
A17	Flynn Reef	Car park off Ventnor Road. 300m access to beach. Gravel path.
A18	Ventnor Beach –Ventnor Beach Road /Jaycee Park	Access at end of Ventnor Beach Road. Gravel ramp.Emergency vehicle beach access.
A19	Anchorage Road Beach	Access from car park end of Anchorage Road. Gravel track.
A20	Red Rocks Beach	Two accesses from car park at end of Red Rocks Road. Gravel track and timber steps.
A21	Anderson Road Beach –boat ramp beach	Access from boat ramp at end of Anderson Road. Emergency vehicle beach access.
A22	Bass Coast Shire Council - Phillip Island Caravan Park	Wide access through caravan park, Church Street, Cowes.
A23	Cowes Yacht Club	Access from car park off The Esplanade end of Osbourne Road.
A24	Cowes Main Beach	Access from The Esplanade and jetty car park, east side of jetty with wide access.
A25	Cowes Main Beach	Access from The Esplanade and jetty car park, west side of jetty with wide access.
A26	Lovers Walk	Access from the east end of The Esplanade. 50m steep access to beach. Concrete ramp.

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Emergency Markers ESTA – Cape Woolamai

Environment_name	Marker ID	Street 1	Street1 type	Street 2	Street2 type	Suburb	Latitude	Longitude	Text
PHILLIP ISLAND NATURE PARK	PIN001	WOOLAMAI BEACH	RD	THE CRANNY	-	WOOLAMAI	-38.541032	145.343811	EMERG MRKR PIN001: NEAREST I/S WOOLAMAI BEACH RD & THE CRANNY -
									=> TRAVEL SOUTH 1345M ON WOOLAMAI BEACH RD TO CAR PARK
									=> THEN EAST 330M ON SANDY FOOT TRACK 50 M FROM TOP OF CARPARK TO CLEELAND BIGHT NO VEHICLE ACCESS. NO BEACH ACCESS AT HIGH TIDE. CAN BE ACCESSIBLE BY BOAT FROM SAN REMO
									=> LOCKED CHAIN
	PIN002	WOOLAMAI BEACH	RD	THE CRANNY	-	WOOLAMAI	-38.550497	145.356931	EMERG MRKR PIN002: NEAREST I/S WOOLAMAI BEACH RD & THE CRANNY -
									=> TRAVEL SOUTH 1345M ON WOOLAMAI BEACH RD TO CAR PARK
									=> THEN SOUTH-EAST 1325M ON MNGT VEHICLE TRK. 4WD ONLY. VERY SOFT SAND. AERIAL EXTRACTION SHOULD BE CONSIDERED IF NON AMBULATORY. ROUGH VEHICLE TRACK
									=> THEN SOUTH-EAST 775M ON WOODLAND TRACK TO JUNCTION WITH QUARRY TRK 4WD ONLY
									=> THEN NORTH-EAST 730M ON OLD GRANITE QUARRY TRK. STEEP STEPS TO BEACH NO BEACH ACCESS AT HIGH TIDE.
									=> 4WD ONLY
	PIN003	WOOLAMAI BEACH	RD	THE CRANNY	-	WOOLAMAI	-38.561677	145.357406	EMERG MRKR PIN003: NEAREST I/S WOOLAMAI BEACH RD & THE CRANNY -
									=> TRAVEL SOUTH 1345M ON WOOLAMAI BEACH RD TO CAR PARK
									=> THEN SOUTH-EAST 775M ON WOODLAND TRACK TO JUNCTION WITH QUARRY TRK 4WD ONLY
									=> THEN SOUTH-EAST 710M UPHILL TO LOOK OUT. AERIAL EVACUATION SHOULD BE CONSIDERED. LANDING SITE SUITABLE.
									=> 4WD ONLY
	PIN004	WOOLAMAI BEACH	RD	THE CRANNY	-	WOOLAMAI	-38.564889	145.357036	EMERG MRKR PIN004: NEAREST I/S WOOLAMAI BEACH RD & THE CRANNY -
									=> TRAVEL SOUTH 1345M ON WOOLAMAI BEACH RD TO CAR PARK
									=> THEN SOUTH-EAST 1325M ON MNGT VEHICLE TRK. 4WD ONLY. VERY SOFT SAND. AERIAL EXTRACTION SHOULD BE CONSIDERED IF NON AMBULATORY. ROUGH VEHICLE TRACK
									=> THEN SOUTH-EAST 775M ON WOODLAND TRACK TO JUNCTION WITH QUARRY TRK 4WD ONLY
									=> THEN SOUTH-EAST 1070M UPHILL ON 4WD TRK TO CAPE WOLLAMAI HILL LOOKOUT
									=> 4WD ONLY
	PIN005	WOOLAMAI BEACH	RD	THE CRANNY	-	WOOL WOOL	-38.563886	145.353114	EMERG MRKR PIN005: NEAREST I/S WOOLAMAI BEACH RD & THE CRANNY -
									=> TRAVEL SOUTH 1345M ON WOOLAMAI BEACH RD TO CAR PARK
									=> THEN SOUTH-EAST 1325M ON MNGT VEHICLE TRK. 4WD ONLY. VERY SOFT SAND. AERIAL EXTRACTION SHOULD BE CONSIDERED IF NON AMBULATORY. ROUGH VEHICLE TRACK
									=> THEN SOUTH-EAST 2250M ON CLIFF TRACK PAST PINNACLES & UPHILL TO LOOKOUT.
	PIN006	WOOLAMAI BEACH	RD	THE CRANNY	-	WOOLAMAI	-38.562562	145.347937	EMERG MRKR PIN006: NEAREST I/S WOOLAMAI BEACH RD & THE CRANNY -
									=> TRAVEL SOUTH 1345M ON WOOLAMAI BEACH RD TO CAR PARK
									=> THEN SOUTH-EAST 1325M ON MNGT VEHICLE TRK. 4WD ONLY. VERY SOFT SAND. AERIAL EXTRACTION SHOULD BE CONSIDERED IF NON AMBULATORY. ROUGH VEHICLE TRACK
									=> THEN SOUTH-EAST 1575M ON CLIFF TRK PAST PINNACLES & UPHILL TO LOOKOUT. ROUGH 4 WD TRK, AERIAL EVACUATION SHOULD BE CONSIDERED. LANDING SUITABLE.
	PIN007	WOOLAMAI BEACH	RD	THE CRANNY	-	WOOLAMAI	-38.558959	145.343517	EMERG MRKR PIN007: NEAREST I/S WOOLAMAI BEACH RD & THE CRANNY -
									=> TRAVEL SOUTH 1345M ON WOOLAMAI BEACH RD TO CAR PARK
									=> THEN SOUTH-EAST 1325M ON MNGT VEHICLE TRK. 4WD ONLY. VERY SOFT SAND. AERIAL EXTRACTION SHOULD BE CONSIDERED IF NON AMBULATORY. ROUGH VEHICLE TRACK
									=> THEN SOUTH-EAST 895M ON CLIFF TRACK TO THE PINNACLES LOOKOUT SEAT. ROUGH 4WD TRK. AERIAL EVACUATION SHOULD BE CONSIDERED. LANDING SUITABLE.

Phillip Island - Cape Woolamai
Access & Emergency Plan 2017

Legend
- Cape Woolamai summit 112m
- road
- 4x4 sand management track
- 4x4 man track (E Cape Tk)
- shared 4x4 management / walk track
- walking track only
- old quarry stairs
- ESTA Emergency Markers
- Emergency Beach Numbers

Warning – Uncontrolled when printed! A current electronic version is located on the Intranet under OHS, Emergency Management

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