

# Caravan park emergency management plan

## Guidance manual

**This guidance manual contains information to assist caravan park owners/managers to write their caravan park emergency management plan including suggested actions for specific hazards, how to do a risk assessment and where to get more information.**



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Please note: there is no legislative requirement to use this, or any other 'template', however the legislation requires that all caravan park owners complete an emergency management plan in consultation with emergency services. This template has been produced by emergency services with this requirement in mind.

## Why develop an emergency plan?

Emergencies can and do occur in Victoria. People who plan for emergencies respond and recover better than those who do not. There are several reasons why you should put together an emergency plan for your caravan park, including:

- Planning for emergencies saves lives and prevents injuries to you, your staff and your residents.
- Planning for emergencies can reduce damage to your business operations and will speed up the recovery process.
- To comply with Occupational Health & Safety Guidelines.
- To meet the requirements of the Residential Tenancies (*Caravan Parks and Movable Dwellings Registration and Standards*) Regulations 2010. These regulations require that all caravan park owners have an emergency plan (Regulation 22).





# The Regulations

The *Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010* state that a number of measures that must be undertaken by caravan park owners in relation to emergency management planning.

The full version of the legislation can be found at

[http://www.austlii.edu.au/cgi-bin/sinodisp/au/legis/vic/reprint\\_act/rta1997207/](http://www.austlii.edu.au/cgi-bin/sinodisp/au/legis/vic/reprint_act/rta1997207/)

Regulations 12 and 13 are specific to park registration and renewal. These regulations outline what documentation (including emergency management), is required for registration. Regulations 12 and 13 are provided below for your information.

Regulations 22-25 are specific to emergency management planning and are also included below.

## 12 Application for renewal of registration

- (1) An application for renewal of registration of a caravan park must be lodged with the council on or before 1 October in the year in which the current registration expires.
- (2) The application for renewal of registration of a caravan park must—
  - (a) be in the form of Form 1 in Schedule 1; and
  - (b) include a plan of the caravan park clearly indicating the location and number of all buildings and facilities and all long term sites, short term sites and camp sites; and
  - (c) include the most recent report given to the applicant by the relevant fire authority; and
  - (d) include the schedule of works for the caravan park, if any, and evidence of the status of compliance with the schedule of works; and
  - (e) include the emergency management plan for the caravan park; and
  - (f) be accompanied by the renewal application fee determined in accordance with regulation 17.

## 13 Grant or renewal of registration

- (1) On receiving an application for registration under regulation 11 the council must grant the registration if satisfied that—
  - (a) the caravan park complies with these Regulations; and
  - (b) the applicant is able to comply with these Regulations during the period of registration.
- (2) On receiving an application for renewal of registration under regulation 12 the council must renew the registration if satisfied that—
  - (a) the caravan park complies with these Regulations; and
  - (b) the applicant is able to comply with these Regulations during the period of registration.
- (3) In determining an application for registration or an application for renewal of registration the council must have regard to—
  - (a) whether or not the caravan park complies with the most recent report of the relevant fire authority; and
  - (b) the status of compliance with the schedule of works for the caravan park, if any; and
  - (c) whether or not the emergency management plan complies with regulation 22; and
  - (d) whether or not the caravan park owner is complying with the emergency management plan; and
  - (e) whether or not the caravan park complies with Part 3; and
  - (f) the applicant's record of compliance with these Regulations and any orders issued under the Act.

- (4) On granting registration the council must issue a certificate of registration in the form of Form 2 in Schedule 1.
- (5) On renewing registration the council must issue a certificate of renewal of registration

Regulations 22 – 25 are specific to emergency management. These regulations are presented below for your information. Further information on the residential tenancies regulations can be found at the Victorian Department of Planning and Community Development. <http://www.dpcd.vic.gov.au/>

## Division 1—Fire and emergency management

### 22 Emergency management plan—preparation

- (1) A caravan park owner must not operate a caravan park unless the caravan park owner has prepared an emergency management plan in accordance with this regulation.

Penalty: 10 penalty units.

- (2) An emergency management plan must be prepared in consultation with the relevant emergency services agencies.
- (3) The preparation of the emergency management plan, including any consultation undertaken under subregulation (2), must include the conduct of a risk assessment in relation to the caravan park that includes the identification, analysis and evaluation of emergency risks associated with the caravan park.
- (4) An emergency management plan must describe—
  - (a) the emergency risks assessed by the caravan park owner; and
  - (b) the measures, including those specified in subregulation (5), to be taken to reduce emergency risks so far as is reasonably practicable.
- (5) For the purposes of subregulation (4)(b), measures to be taken to reduce emergency risks must include—
  - (a) preventative measures to reduce—
    - (i) the likelihood of an emergency affecting the caravan park; and
    - (ii) the degree of harm that would result if the caravan park is affected by an emergency; and
  - (b) emergency procedures to be followed by the caravan park owner on receiving a public emergency warning or in the event of an emergency, including—

(i) communication measures; and

(ii) response measures; and

(iii) evacuation procedures; and

(c) emergency procedures to be followed by residents, short term occupiers and all other persons at the caravan park in the event of an emergency, including—

(i) communication measures; and

(ii) response measures; and

(iii) evacuation procedures.

(6) The council must notify the caravan park owner of the emergency services agencies with responsibility for the area in which the caravan park is located.

(7) In considering whether or not a caravan park owner has complied with this regulation the council must consult with the relevant emergency services agencies.

(8) For the purposes of this regulation, the caravan park owner must have regard to the following matters in determining what is reasonably practicable in relation to reducing emergency risks—

(a) the likelihood of an emergency risk eventuating; and

(b) the degree of harm that would result if the emergency risk eventuated; and

(c) what the caravan park owner knows, or ought reasonably to know, about the emergency risk and any ways of reducing the risk; and

(d) the availability and suitability of ways to reduce the emergency risk; and

(e) the cost of reducing the emergency risk.

### **23 Caravan Park owner to implement preventative measures**

(1) A caravan park owner must implement the preventative measures described in the emergency management plan for the caravan park.

Penalty: 10 penalty units.

(2) A caravan park owner must display a copy of the emergency procedures referred to in regulation 22(5)(c) in a prominent position in -

(a) the caravan park office; and

(b) every building in the caravan park that contains communal facilities; and

(c) any other place determined by the council.

Penalty: 10 penalty units.

### **24 Caravan park owner to implement emergency procedures**

(1) A caravan park owner must display a copy of any public emergency warning on days the warning is current in a prominent position in—

(a) the caravan park office; and

(b) every building in the caravan park that contains communal facilities; and

(c) any other place determined by the council. Penalty: 10 penalty units.

(2) On receiving a public emergency warning a caravan park owner must implement the relevant emergency procedures under the emergency management plan for the caravan park.

Penalty: 10 penalty units.

(3) In the event of an emergency a caravan park owner must implement the emergency procedures under the emergency management plan for the caravan park.

Penalty: 10 penalty units.

### **25 Flood areas—notification of residents**

(1) If a caravan park is in an area liable to flooding, the caravan park owner must give written notice of that fact to the owner of an unregistrable movable dwelling or a registrable movable dwelling with an attached rigid annexe before the dwelling or annexe is installed on a site in the caravan park.

Penalty: 10 penalty units.

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

Penalty: 10 penalty units.

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

# How an emergency could affect your business

In an emergency, lives may be at risk. Additionally, emergencies can have a drastic impact on businesses, especially if stock or equipment is lost or the business has to cease operating for a period of time. Emergencies can have a flow on effect of a loss of revenue if it is forced to close down.

Developing an emergency management plan can:

- Save lives and prevent injury.
- Comply with Occupational Health and Safety (OH&S) regulations.
- Reduce damage to stock, plant, equipment and fittings.
- Reduce the amount of time that you can't trade.
- Ensure customers will return when trading commences.
- Minimise the loss of profits.
- Protect employment.
- Protect your business reputation and image.

**The SES, CFA and Tourism Victoria have developed templates for business continuity planning.**

Use the following table to assess how an emergency could affect your business:

<b>1. What is the replacement cost (\$) of plant and equipment?</b>	
PLANT	\$
EQUIPMENT	\$
<b>TOTAL</b>	<b>\$</b>
<b>2. If closed for one week to clean up, what would be the value of fixed costs such as wages, rent and loan repayments that require payment regardless of whether or not your business is operating?</b>	
RENT/LOAN	\$
WAGES	\$
<b>TOTAL</b>	<b>\$</b>
<b>3. What would be the profit (\$) loss if your business was closed for a week?</b>	
WEEKLY PROFIT	\$
<b>TOTAL LOSS (add all three categories):</b>	<b>\$</b>

For more information and planning tools for business continuity planning contact Tourism Victoria, the CFA and the SES.

# Who does what in an Emergency?

Who	What they do
<b>Ambulance Victoria</b>	Respond to medical emergencies.
<b>Bureau of Meteorology (BoM)</b>	BoM provides regular forecasts, warnings, monitoring and advice for weather related events such as drought, floods, fires, storms and tsunami.
<b>Caravan park owners and operators</b>	<p>Victorian caravan park owners and operators have the responsibility to ensure that the requirements of the <i>Residential Tenancies (Caravan Parks and Moveable Dwellings Registrations and Standards) Regulations 2010</i> are met. These Regulations require that a caravan park owner must prepare an emergency management plan, including an evacuation plan to be followed by residents and occupants in an emergency.</p> <p>The owner/ operator is also responsible for communicating an emergency to all residents and occupants in the park at the time of the emergency. This involves giving all residents and occupants a copy of the evacuation procedures before they take up residence or occupy a site at the caravan park. The owner/ operator must also display a copy of the procedures, including emergency contact numbers - in a prominent position in the caravan park office and in every building in the park that contains communal facilities such as the amenities block.</p>
<b>Caravan park residents</b>	Caravan park residents are responsible for their own safety during emergencies. Residents need to be advised of an emergency and have access to evacuation plans for the caravan park. Residents must heed all warnings provided to them.
<b>Catchment Management Authorities (CMAs)</b>	CMAs including Melbourne Water can provide flood information and advice regarding your local area.
<b>Department of Health</b>	The Department of Health is responsible for human disease, epidemics, food/ drinking water contamination and incidents involving radiological substances and intentional biological releases.
<b>Department of Human Services (DHS)</b>	DHS is responsible for state and regional coordination of emergency relief and recovery, often with the aid of the Red Cross.
<b>Local councils</b>	Local councils are responsible for registering caravan parks within their municipalities according to the regulations. Local councils are also responsible for supporting, developing and providing resources for municipal emergency management plans.
<b>Victorian Fire Services CFA, MFB and DEPI</b>	<p><b>The Country Fire Authority (CFA)</b> is responsible for fire on private land within country area Victoria. CFA is also responsible for gas leakage, hazardous materials incidents and rescue involving building structures, lifts, cranes or scaffolding and amusement structures, rail, aircraft and industrial road, trench and tunnels.</p> <p><b>The Metropolitan Fire Brigade (MFB)</b> is responsible for fire in metropolitan regions of Melbourne as well as accidents involving gas leakage, hazardous materials, lifts, cranes or scaffolding and amusement structures.</p> <p><b>Department of Environment and Primary Industries (DEPI)</b>, together with Parks Victoria is responsible for managing fire in Victorian state forests, national parks and protected public land.</p>

Who	What they do
<b>Victoria Police</b>	Victoria police are responsible for search and rescue on land and Victorian waters, road and other accidents (unless otherwise designated) and threats to life and property (unless otherwise designated). They are also responsible for the effective coordination of resources or services in response to emergencies, evacuation in consultation with the control agency and other experts and registration of evacuees in conjunction with the Australian Red Cross.
<b>VicRoads</b>	VicRoads is the official source of road information for all emergencies that affect roads. This includes responding to incidents and events that may affect traffic safety or flow. and notifying the public of road closures and detours.
<b>Victoria State Emergency Service (SES)</b>	SES is the control agency for floods, storms, earthquakes and tsunamis. SES also assists local councils and other agencies with the provision of advice, information, education and training in relation to emergency management.



# Risk assessment

*A risk is a situation that involves exposure to danger.*

*A risk assessment allows you to identify and assess the risks that your caravan park may face. By identifying and assessing these risks you will then be able to develop actions to reduce the impact or even eliminate the risk.*

**A risk assessment is a four stage process:**

## **STEP 1**                      **What hazards could happen in my park?**

*A hazard is a situation that poses a threat to life, health, property or the environment.*

Hazards may include:

- Natural hazards such as flood, storm, bushfire, earthquake and tsunami.
- Hazards associated with the built environment such as safety of occupants, structural fires and dam failure.
- Public health hazards from park kitchens/equipment or contagious disease.
- Public safety hazards such as vehicle accidents, animal attacks and public disturbances.

You can consult with the relevant emergency services (SES/CFA/MFB) and your local council to help you identify hazards that could affect your caravan park.

The following is an list of potential hazards that can affect caravan parks in Victoria. This list is to assist you with completing the hazard identification portion of you emergency management plan. Please also consider hazards not listed here, applicable to your caravan park.

<b>Natural Hazards</b>	<b>Public Health Hazards</b>	<b>Public Safety Hazards</b>
Bushfire	Hazardous material spill and/or leak	Vehicle accident
Dam Failure	Medical emergency	Electrical failure/ blackout
Earthquake	Food contamination	Civil disturbance (breaking and entering, drugs and alcohol)
Fire-Structural	Drinking water contamination	Gas leak or explosion
Flood	Swimming pool contamination	Attack from wildlife or pets
Heatwave	Wastewater system overflow or failure	
Landslide		
Storm		
Tsunami		

## STEP 2 Determine Likelihood

When deciding on the likelihood of an event occurring, consider if the hazard has occurred before. If you are new to the area ask the local council or long term community members if there is a history of the hazard occurring. Also think about the location of your caravan park. Are you located close to the ocean or rivers? Are you in an urban area or bushland? All these factors contribute to the likelihood of certain hazards occurring at your caravan park.

For each hazard, give it a likelihood rating based on the descriptions below:

Likelihood Rating	Description
Almost certain	A hazard event is expected in most circumstances
Likely	A hazard event will probably occur in most circumstances
Possible	A hazard event could take place at some time
Unlikely	A hazard event unlikely to take place
Rare	A hazard event may take place only in exceptional circumstances

## STEP 3 Determine Consequence

Decide what the consequence will be if a hazard event occurs at your caravan park. When considering consequences you need to think of a number of different types of consequences including injuries and fatalities, environmental, financial, and damages to the park. Consider access to your property; is there a possibility that you could become isolated? Also consider the demographic of you occupants and what they could be doing when a hazard event occurs.

For each hazard, give it a consequence rating based on the descriptions below:

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

## STEP 4

## Risk analysis

Use the likelihood rating from step 2, and the consequence rating from step 3 to work out the risk of each hazard. Fill in the risk rating in the final column of the table on page 12-13 of the EMP template.

Risk ratings are divided into 4 categories:

**(E) Extreme - unacceptable risk to the park, treatments required**

**(H) High - unacceptable risk to the park, treatments required**

**(M) Moderate - acceptable, treatments to lower risk**

**(L) Low – acceptable**

Consequence → Likelihood ↓	Insignificant	Minor	Moderate	Major	Catastrophic
Almost certain	High	High	Extreme	Extreme	Extreme
Likely	Moderate	High	High	Extreme	Extreme
Possible	Low	Moderate	High	Extreme	Extreme
Unlikely	Low	Low	Moderate	High	Extreme
Rare	Low	Low	Moderate	High	High

### Example

A caravan park is located next to a river and on a known floodplain. From this, we know that the probability of a flood occurring in this park is **Likely**. The consequence of a flood on this park and its occupants is **Major**.

Using the matrix we can see that this gives us a risk rating of **Extreme**.

Consequence → Likelihood ↓	Insignificant	Minor	Moderate	Major	Catastrophic
Almost certain	High	High	Extreme	Extreme	Extreme
Likely	Moderate	High	High	Extreme	Extreme
Possible	Low	Moderate	High	Extreme	Extreme
Unlikely	Low	Low	Moderate	High	Extreme
Rare	Low	Low	Moderate	High	High

You then fill in the table in the template for each hazard, listing the hazard type, the likelihood, the consequence and the risk rating.

Hazard	Likelihood	Consequence	Risk rating
<i>e.g. Flooding</i>	<i>Likely</i>	<i>Major</i>	<i>Extreme</i>

## Emergency precautions for owners (risk reduction action plan)

There are a few general precautions or “actions” that you can take to reduce the chance of damage or injury from any hazard at your caravan park. For the risk reduction actions below, specify if they are applicable to your site. If they are applicable, you should also indicate:

**When will the action be done:** either put a date when completed, a time frame or if it is an ongoing action, specify how often you need to do it e.g daily/weekly/monthly/during summer months.

**Who will do it:** the person responsible for carrying out the action e.g. “Jack Smith” (manager) or “all staff”.

**Notes:** any special requirements needed to carry out the task e.g. location of keys, special training or two people required.

Risk Reduction Action	Applicable to my site (Y/N)	When will it be done	Who will do it	Notes
Regularly check long range weather forecasts.	Yes	Daily	Manager on site	visit <a href="http://www.bom.gov.au">www.bom.gov.au</a> for weather forecasts.

The template advises you to consider the following risk reduction actions for your caravan park. Many of these actions are applicable to all hazards, or at least more than one, and can reduce the amount of damage in the event of many emergencies:

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

You may also add in additional actions relevant to your park such as:

- Engage arborist to check trees.
- Check pool chemical levels.
- Place speed limit in park.

# Suggested actions for hazards

The following sections of this document include actions that you may undertake before, during and after for the specific hazards that you have identified.

There are suggested actions for:

- Bushfire
- Dam failure
- Earthquake
- Structural fire (building fire)
- Flood
- Heatwave
- Landslide
- Storm
- Tsunami
- Public health
- Public safety

Note these are suggested actions only. Not all actions will be applicable to all parks and careful consideration should be given to each action before placing it into your emergency management plan.



# BUSHFIRE



## Bushfire warnings

During the fire season, a fire danger rating of low-moderate, high, very high, severe, extreme or code red will feature in weather forecasts, be broadcast on radio and TV, and appear in some newspapers. When there is a fire threat, there are three bushfire alert levels:

- **Advice** – General information and developments.
- **Watch and Act** – a fire is approaching you. Conditions are changing and you need to start taking action now to protect your life and your family.
- **Emergency Warning** – You are in immediate danger and need to take action immediately. You will be impacted by the fire.

You may also receive an emergency alert as a text message to your mobile or a voice message to your landline. If you receive an emergency alert you should pay attention and act as advised.

If you are concerned about your fire risk you can also:

- Ring the Victorian Bushfire Information Line (VBIL) on 1800 240 667. Callers who are deaf, hard of hearing, or have a speech/communication impairment can contact VBIL via the National Relay Service on 1800 555 677.
- Visit the Country Fire Authority (CFA), Metropolitan Fire Brigade (MFB) Department of Environment and Primary Industries (DEPI) or the Bureau of Meteorology (BoM) websites.
- Subscribe to *CFA\_Updates* on Twitter.
- Download the CFA FireReady app for your smart phone and monitor conditions and warnings.
- Check your Community Information Guide available from the CFA website at [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au).

**Do not wait for an official warning to act. Bushfires can start quickly and threaten properties and lives within minutes.**

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
Country Fire Authority (CFA)	(03) 9262 8444
Victorian Bushfire Information Line	1800 240 667
Metropolitan Fire Brigade (MFB)	(03) 9662 2311
Department of Environment and Primary Industries (DEPI) general enquiries	136 186
Bureau of Meteorology Victoria office	(03) 9669 4000

# Action plan for bushfire

Please note: these actions are general suggestions only, you will need to think of details and triggers that are specific to your park.

## Suggested actions to take before a bushfire

There are a number of actions you can take to help you prepare for a bushfire. Many of these will also be relevant for other hazards:

- Follow standards and regulations as listed in the Fire Prevention and Safety section of the *Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010*.
- Schedule and practise evacuation procedures.
- Install and regularly check fire alarms in all park owned dwellings and public areas.
- Maintain fire vehicle access.
- Maintain fire safety equipment.
- Monitor and maintain gas storage and other flammable chemicals.
- Prepare an emergency kit which includes a battery powered radio, spare batteries, a torch, first aid kit and a copy of your emergency management plan.
- Check currency and relevance of insurance.
- Ensure permanent outdoor furniture is secured or can be easily secured in the event of a storm.
- Regularly clean gutters, downpipes and drains for blockages.
- Keep an up to date residents and guest list to be used in the case of evacuations.
- Ensure movable vans are maintained in a movable state.
- Develop arrangements for emergency warnings to be communicated to occupants (PA system/ door knocking/ public notices etc).

## Suggested actions to take during a bushfire

- Implement bush fire survival plan:
  - Commence property protection when it is safe to do so.
  - Under extreme bushfire behaviour conditions, take refuge in emergency assembly area until fire front passes.
  - Recommence property protection if it is safe to do so.
- Notify park residents
- Call 000 (Triple Zero) and notify the caravan park manager if not present.
- If time permits, brief residents more thoroughly about the situation.
- Control and maintain the movement of occupants to the emergency assembly area.
- If advised to evacuate, leave immediately. Ensure all park occupants have also evacuated. If you evacuate, take your emergency kit with you and turn off gas, water and electricity at the mains. Lock your office and ensure vans and cabins are locked.
- Open caravan park boom gates and emergency access gates.
- If time permits, remove annexes and tents to prevent fire spread.

## Suggested actions to take after a bushfire

- Ensure that nobody re-enters the caravan park until emergency services inform you it is safe to do so.
- Patrol for spot fires and extinguish if safe to do so, if you have not evacuated.



## Important information about bushfires

Be aware of embers, burning twigs or leaves that can land on top of debris in gutters or around your buildings. This is the most common way buildings can catch during a bushfire. Radiant heat is the biggest killer during bushfires. The best protection from radiant heat is distance.

In Victoria, Community Information Guides are available for communities deemed at risk of bushfire or grassfire. These are available on the CFA website at [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au).

Victorian Fire Services (CFA and MFB) have produced Fire Safety Guidelines for caravan parks which are available on the CFA website at <http://www.cfa.vic.gov.au/plan-prepare/caravan-park-fire-safety>.

The Australian Red Cross website has information about returning home after a bushfire.

Department of Environment and Primary Industries (DEPI) has information about Victorian bushfire history.

The CFA and MFB undertake fire inspections to advise caravan parks on how they can increase their fire safety. If you believe you are at risk of bushfire, book an appointment for advice and guidance on preparing your park.



# DAM FAILURE



## Dam failure warnings

Many dams in Australia have early warning systems for communities downstream of the dam and/or close to the dam. These warnings will either be issued by SES or, in time sensitive situations, by the operators of the dam. You may receive an emergency alert as a text message to your mobile or a voice message to your landline notifying you of an impending dam failure. If you receive an emergency alert, pay attention and act as advised.

You may not receive any warning. It is important in this situation that you act quickly. You may need to shelter in place in the highest point of the park and call for emergency assistance.

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
State Emergency Service (SES)	132 500
Department of Environment and Primary Industries (DEPI) Emergency Coordination Centre	1300 134 444

## Important information about dam failure

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

For information and a register of all large dams in Australia visit the Australian National Committee on Large Dams incorporated website at [www.ancold.org.au](http://www.ancold.org.au).

# Action plan for dam failure

Please note: these actions are general suggestions only, you will need to think of details and triggers that are specific to your park.

## Suggested actions to take before a dam failure

Dams can and do fail. When a dam fails, it can inundate the surrounding areas like a flood. General preparations for all hazards will be valuable for preparing for a dam failure as you may not receive any warning. These include:

- Monitor and maintain gas storage and other flammable chemicals.
- Prepare an emergency kit which includes a battery powered radio, spare batteries, a torch, first aid kit and a copy of your emergency management plan.
- Check currency and relevance of insurance.
- Ensure permanent outdoor furniture is secured or can be easily secured in the event of a storm/flood.
- Regularly clean gutters, downpipes and drains for blockages.
- Develop arrangements for emergency warnings to be communicated to occupants (PA system/door knocking/public notices etc.).
- Keep an up to date residents and guest list to be used in the case of evacuations.
- Ensure movable vans are maintained in a movable state.

## Suggested actions to take after you have been given notice of an impending dam failure

- Notify all residents of impending dam breach.
- Keep all residents and staff on high alert.
- Check communication channels are active and working.
- Evacuate moveable vans to higher ground/away from the expected impact area if there is time.
- Consider evacuating residents.
- Secure loose objects such as outdoor furniture.

## Suggested actions to take once notified that a dam has failed

- Listen to your emergency broadcaster for advice and updates.
- If safe to do so, stay inside your building with staff and any occupants. Shelter in the highest part of the building.
- Alert park occupants of the situation, continue to keep them informed.
- If advised to evacuate, leave immediately. Ensure all park occupants have also evacuated. If you evacuate, take your emergency kit with you and turn off gas, water and electricity at the mains, lock your office and ensure occupants lock vans and cabins.
- Alert any staff not on the premises to stay away until floodwater has receded and it is safe to return.
- Follow advice of emergency services.

## Suggested actions to take after a dam failure

- Listen to your emergency broadcaster for information and advice.
- If evacuated, only allow occupants back into the park if you have been advised that it is safe to do so.
- Have all utilities professionally checked.
- Remove debris, clean, repair and disinfect buildings.
- Salvage, clean and dry as much as possible.
- Restock your emergency kit.
- Restore critical records, cash, computer equipment and files.





# EARTHQUAKE



## Earthquake warnings

There is no accepted method to predict earthquakes.

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
State Emergency Service (SES)	132 500
Earthquake Information Line	1800 655 739

## Important information about earthquakes

Once an earthquake starts, there is little you can do to alert park occupants. Ensure that you keep yourself safe and are aware of where your emergency kit is located.

Be aware that an earthquake may be a trigger for other hazards such as gas leaks, landslides, power failure, tsunami or water contamination. Aftershocks can also occur and cause further damage. If your caravan park is located near a coastline, locate your tsunami action plan as earthquakes can trigger tsunamis. In this case, move occupants to higher ground as soon as possible.

If you would like to know more information about earthquakes or if you need to report an earthquake, visit the Geoscience Australia earthquake page at [www.ga.gov.au/earthquake](http://www.ga.gov.au/earthquake).

# Action plan for earthquakes

There is currently no accepted method to predict earthquakes. Keep in mind that large earthquakes may have aftershocks.

In the event of an earthquake, it is vital that you undertake preparedness actions such as:

- Prepare an emergency kit which includes a battery powered radio, spare batteries, a torch, first aid kit and a copy of your emergency management plan.
- Check currency and relevance of insurance.
- Ensure permanent outdoor furniture is secured or can be easily secured.
- Monitor trees for dangerous branches and remove when necessary.

These actions may be vital in the event of an earthquake. To find out how to stay safe during an earthquake, visit [www.ses.vic.gov.au/quakesafe](http://www.ses.vic.gov.au/quakesafe).

If you believe your park has a high risk of earthquakes, you may want to advise your park occupants of how to stay safe in the event of an earthquake by having brochures available. The SES has brochures and flyers available for public use about how to stay safe in an earthquake available on the website at [www.ses.vic.gov.au/quakesafe](http://www.ses.vic.gov.au/quakesafe) or by contacting your regional SES office.

## Suggested actions to take after an earthquake

- Check for injuries among your staff and occupants. Get help if required.
- If there is a life-threatening emergency, call 000 (Triple Zero).
- Prepare for aftershocks.
- Ensure people leave damaged buildings if it is safe to do so.
- Tune into your emergency broadcasters - ABC Local Radio, commercial radio and designated community radio stations, or SKY NEWS Television.
- Locate the tsunami advice pages of your emergency management plan and stay tuned to tsunami warnings from media outlets and the SES (If you are located close to the coastline or on the beach).
- Turn off electricity, gas and water.

# FIRE - STRUCTURAL



## Structural fire warnings

There are no warnings for structural fires within a building. Structural fires can be caused a number of ways, including faulty wiring or electrical appliances, human error or arson.

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
Country Fire Authority (CFA) - country areas	(03) 9262 8444
Metropolitan Fire Brigade (MFB) - metro areas	(03) 9662 2311

## Important information about building and house fires

All caravan parks are at risk of structural fires. If threat to life exists, evacuate immediately, closing all doors. Be aware that structural fires can trigger bushfires.

There are a number of actions you can take to avoid a structural fire. Victorian Fire Services (CFA and MFB) have produced Fire Safety Guidelines for caravan parks which are available on the CFA website at <http://www.cfa.vic.gov.au/plan-prepare/caravan-park-fire-safety>.

# Action plan for structural fires

Please note: these actions are general suggestions only, you will need to think of details and triggers that are specific to your park.

## Suggested actions to take before a structural fire

In the event of a building/structural fire, general preparations applicable to other hazards will be necessary to help you manage the fire. These include:

- Follow standards and regulations as listed in the Fire Prevention and Safety section of the *Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010*.
- Schedule and practise evacuation procedures.
- Install and regularly check fire alarms in all park owned dwellings and public areas.
- Maintain fire vehicle access.
- Maintain fire safety equipment.
- Monitor and maintain gas storage and other flammable chemicals.
- Prepare an emergency kit which includes a battery powered radio, spare batteries, a torch, first aid kit and a copy of your emergency management plan.
- Check currency and relevance of insurance.
- Regularly clean gutters, downpipes and drains for blockages.
- Keep an up to date residents and guest list to be used in the case of evacuations.
- Ensure movable vans are maintained in a movable state.
- Develop arrangements for emergency warnings to be communicated to occupants (PA system/ door knocking/ public notices etc).

## Suggested actions to take during a structural fire

- Call the Fire Brigade on 000 (Triple Zero) and notify the caravan park manager if not present.
- If a threat to life exists, evacuate immediately, closing all doors.
- Alert all persons nearby and request assistance.
- Assist any person in immediate danger (only if safe to do so).
- Open caravan park boom gates and any other emergency access gates.
- Close the door on the fire to contain the spread (only if safe to do so).
- Turn off all electricity (only if safe to do so).
- Shut off gas cylinders (only if safe to do so).
- Extinguish the fire (only if safe to do so).
- Check that all areas have been cleared.
- Control and maintain the movement of occupants to the emergency assembly area or evacuation point.

## Suggested actions to take after a structural fire

- Do not enter or allow others to enter any buildings that have been damaged by fire.
- Check your guest register and ensure all residents are accounted for.

# FLOOD



## Flood warnings

Flood warnings are issues by the Bureau of Meteorology (BoM). The warnings can range from:

- A Flood Watch notifying that there may be a flood in 1-2 days.
- A generalised Flood Warning for an area, river or catchment where there is no specific flood warning system.
- Warnings of 'minor', 'moderate' or 'major' flooding where available.
- River height predictions based on a flood gauge.
- A Severe Weather Warning or Severe Storm Warning predicting heavy rainfall which could result in flash flooding.

Warnings are also available on the State Emergency Service (SES) website at [www.ses.vic.gov.au/warnings](http://www.ses.vic.gov.au/warnings).

**Do not wait for an official warning to act. If you feel as though your caravan park is in danger of flooding activate your flood action plan immediately.**

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
State Emergency Service (SES)	132 500
SES information line (operates during major events)	1300 842 737

## Important information about floods

Many Victorian caravan parks are built on flood planes or near water however your caravan park does not need to be located near a river or stream to flood. Flash flooding can occur after heavy rainfall associated with severe weather or severe storms. Be aware that floods can damage and block roads.

Never attempt to drive through floodwater. Floodwater can contain raw sewage and poisonous chemicals. Be aware of potential health risks associated with flood water and ensure nobody walks, rides or drives through floodwater.

Responding to a flash flood is different to responding to flooding from a slower riverine flood. In a flash flood situation, there is often no warning as flooding happens so quickly. In the event of a flash flood, shelter in place in the highest part of the park and call for emergency assistance if required.

SES has developed Local Flood Guides which can help you prepare for flooding and help you work out what type of flooding you could be impacted by. These are available on the SES website at [www.ses.vic.gov.au/prepare/your-local-flood-information](http://www.ses.vic.gov.au/prepare/your-local-flood-information).



# Action plan for floods

Please note: these actions are general suggestions only, you will need to think of details and triggers that are specific to your park.

## Suggested actions to take before a flood

There are a number of actions you can take to help prepare for flooding, which may also be relevant for other hazards, including:

- Prepare an emergency kit which includes a battery powered radio, spare batteries, a torch, first aid kit and a copy of your emergency management plan.
- Check currency and relevance of insurance.
- Ensure permanent outdoor furniture is secured or can be easily secured, as these can become floating objects in a flood.
- Keep an up to date residents and guest list to be used in the case of evacuations.
- Ensure movable vans are maintained in a movable state. In a flood, vans can be moved to higher ground to avoid damage.
- Develop arrangements for emergency warnings to be communicated to occupants (PA system/ door knocking/ public notices etc.)
- Provide information for caravan park occupiers and visitors on safety procedures and considerations as well as warning systems at your caravan park.
- You may choose to provide your park occupants with information on actions they can take in a flood to protect their lives and property. The SES has a brochure available online at [www.ses.vic.gov.au/prepare/caravan-parks-and-campgrounds](http://www.ses.vic.gov.au/prepare/caravan-parks-and-campgrounds).

## Suggested actions to take when a Flood Watch is issued

- Keep an eye on the weather, stay alert.
- Check your emergency kit is stocked and batteries are charged.
- Ensure all park occupants are aware that a Flood Watch has been issued.
- Monitor conditions and watch for triggers.
- If you are in a flash flooding area, consider moving vans as a precaution. You may have no time if flash flooding occurs.

## Suggested actions to take when a Flood Warning is issued

- Complete required actions for a Flood Watch if not already done so.
- Notifying all park occupants of the Flood Warning.
- Secure any items such as outdoor furniture that could float away.
- Relocate any movable sites, vans, vehicles and boats to higher ground.

## Suggested actions to take when a Severe Weather Warning for flash flooding is issued

- Notify all park occupants of the flash flooding warning.
- Tune into your emergency broadcasters - ABC Local Radio, commercial radio and designated community radio stations, or SKY NEWS Television.
- Prepare your emergency kit and ensure it is well stocked and batteries are fully charged.
- Consider moving vans as a precaution. You may not have time if flash flooding occurs.
- Raise chemicals and waste containers to above the predicted flood level.
- Elevate furniture and electrical items as high as possible and inform occupants to do the same.
- Evacuate if necessary. Take your emergency kit with you.

## Suggested actions to take during a flood

- Listen to your emergency broadcaster for advice and updates.
- Alert park occupants of the situation, continue to keep them informed.
- Call VicRoads (131170) to check for road closures.
- If advised to evacuate, leave immediately. Follow your evacuation plan.
- Alert any staff not on the premises to stay away until floodwater has receded and it is safe to return.

## If evacuating

- Take your emergency kit with you.
- Turn off gas, water and electricity at the mains.
- Lock your office and check occupants lock vans and cabins.
- Store computers, cash and critical records in a flood-free location, or as high as possible.
- Follow advice of emergency services.
- Ensure all park occupants have also evacuated.

## Suggested actions to take after a flood

- Listen to your emergency broadcaster for information and advice.
- Check with SES before allowing occupants back into the park.
- If you didn't evacuate, only leave the premises once floodwater has completely receded.
- Call VicRoads (13 11 70) to check for road closures.
- Have all utilities and electronics professionally checked before use.
- Remove debris and clean, repair and disinfect buildings (make sure to wear protective clothing including enclosed, waterproof, puncture proof gloves and sturdy shoes as well as long pants)
- Salvage, clean and dry as much as possible.
- Restock your emergency kit.
- Restore critical records, cash, computer equipment and files.



# HEATWAVE



## Heatwave Warnings

Local radio stations and weather reports will indicate when a long stretch of hot weather is expected.

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
Department of Human Services	1300 650 172
Local medical centre or doctor	local contact
Country Fire Authority (CFA)	contact local office

## Important information about heatwaves

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

# Action plan for heatwaves

Please note: these actions are general suggestions only, you will need to think of details and triggers that are specific to your park.

## Suggested actions to take before a heatwave

- Check air conditioning is in good working order.
- Stock up on water.

## Suggested actions to take during a heatwave

- If necessary, recommend occupants move to a cooler location with air conditioning e.g. local shops, mall or theatre.
- If there is a life-threatening emergency call 000 (Triple Zero) for the ambulance service.
- Keep a supply of cool water readily available.
- Check on occupants to ensure their health and safety. This is particularly important with older guests or residents.
- Postpone or cancel outdoor activities.
- Install temporary reflectors in windows to reflect heat back outside.
- Conserve any electricity not required for cooling e.g. computers.

### Encourage occupants to:

- Drink water, even if they do not feel thirsty.
- Stay out of the sunshine.
- Take particular care of their children and older relatives.

## Suggested actions to take after a heatwave

- Check on occupants to ensure their health and safety.
- Have an electrician check the air conditioning equipment for faults or problems in case it needs to be used again soon.



# LANDSLIDE



## Landslide warnings

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

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
State Emergency Service (SES)	132 500

## Important information about landslides

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

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



# Action plan for landslides

Please note: these actions are general suggestions only, you will need to think of details and triggers that are specific to your park.

## Suggested actions to prevent landslide damage

- Contact your local council to ask for information on the history of landslides in your area. Landslides often occur where they have in the past.
- If you are at risk of landslides, seek advice from a geotechnical expert for evaluating landslide hazards or designing corrective techniques to reduce landslide risk. A professional will be able to advise you of the best ways to prevent or reduce landslide risk.

General preparedness actions can also help you manage in a landslide, including:

- Check currency and details of your insurance.
- Prepare an emergency kit which includes a battery powered radio, spare batteries, a torch, first aid kit and a copy of your emergency management plan.

## Suggested actions during a landslide

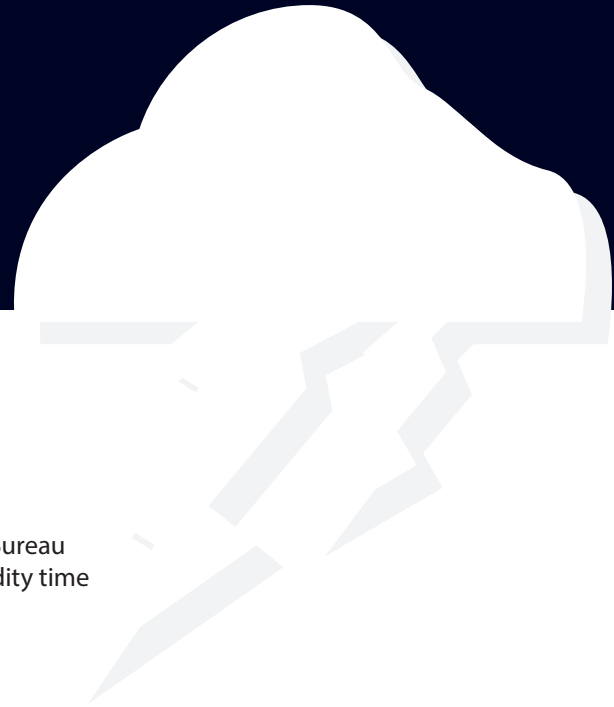
- Consider leaving if it is safe to do so.
- Move to a second story or higher ground if possible.
- Stay alert and if possible stay out of the path of a landslide or debris flow.
- Call for emergency assistance if needed.

## Suggested actions after a landslide

- Ensure everybody stays away from the affected area. There may be danger of additional landslides.
- Tune into your emergency broadcasters - ABC Local Radio, commercial radio and designated community radio stations, or SKY NEWS Television.
- Check for injured and trapped people near the slide, without entering the direct slide area. Direct rescuers to their locations.
- Look for and report broken utility lines and damaged roadways and railways to appropriate authorities. Reporting potential hazards will get the utilities turned off as quickly as possible, preventing further hazard and injury.
- Check any building foundations, chimneys, and surrounding areas for damage, this may help you assess the safety of the area.
- Replant damaged ground as soon as possible since erosion caused by loss of ground cover can lead to flash flooding and additional landslides in the near future.



# STORMS



## Storm warnings

Severe thunderstorm warnings are issued as an alert to the public from the Bureau of Meteorology (BoM). Warnings generally cover a large area and have a validity time up to three hours. You can check up to date warnings on:

- The Bureau of Meteorology website at [www.bom.gov.au](http://www.bom.gov.au).
- For pre-recorded warnings call 1900 926 113. Charges apply.
- The State Emergency Service (SES) website at [www.ses.vic.gov.au/warnings](http://www.ses.vic.gov.au/warnings).

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
State Emergency Service (SES)	132 500
SES Emergency assistance during storms	1300 842 737 (1300 VIC SES)

## Important information about storms

Storm warnings will often describe the type of events that could accompany a storm such as lightning, large hail, strong winds, tornadoes or flash flooding. Make sure you also have your flooding and bushfire action plans ready as these events can often follow on from heavy rain and lightning events.

To learn how you and your residents can stay safe in a storm visit the SES StormSafe pages at [www.ses.vic.gov.au](http://www.ses.vic.gov.au) for advice.

# Action plan for storms

Please note: these actions are general suggestions only, you will need to think of details and triggers that are specific to your park.

Storms and severe weather can impact your caravan park in a number of different ways which may need to be managed differently.



## Suggested actions before a storm

A number of actions can be undertaken that can help you in the event of a storm, which are also useful for other hazards. You do not need to repeat these if you already have these in the 'before actions' section of your plan.

- Prepare an emergency kit which includes a battery powered radio, spare batteries, a torch, first aid kit and a copy of your emergency management plan.
- Check currency and relevance of insurance.
- Ensure permanent outdoor furniture is secured or can be easily secured in the event of a storm.
- Monitor trees for dangerous branches and remove when necessary.
- Regularly clean gutters, downpipes and drains for blockages.

## Suggested actions once a storm warning is issued

- Notify all park occupants of the warning.
- Check that loose items such as outdoor settings, umbrellas and trampolines are safely secured.
- Ensure caravans are tied down correctly, especially if strong winds are predicted.
- Ensure sites are not located directly under trees or power lines.
- Move cars undercover where possible to avoid hail damage.
- Ensure your emergency kit is ready as storms can often lead to power outages.

## Suggested actions to take during the storm

- Ensure all park occupants are inside with their pets and children.
- Ensure everyone stays away from drains, gutters, creeks and waterways.
- If heavy rainfall and flash flooding is predicted prepare your action plan flooding. Remember that flash flooding often arrives without warning.

## Suggested actions after a storm

- Check the park for damage.
- Check for hazards such as floodwater, debris and damaged roads or bridges (keep clear of damaged buildings, power lines and trees).
- Call VicRoads (13 11 70) to check road closures.
- Ensure that nobody drives walks or plays in floodwater.
- Close off areas in the park that are damaged by the storm and may pose a risk to occupants.

# TSUNAMI

## Tsunami warnings

Tsunami warnings are issued by the Bureau of Meteorology (BoM) and distributed to media outlets and emergency management agencies such as the State Emergency Service (SES). The SES website will also distribute warnings on its website at [www.ses.vic.gov.au/warnings](http://www.ses.vic.gov.au/warnings). Tsunami warnings have two categories based on the threat:

- Marine Environment – the tsunami will mainly affect the marine environment for specific coastal areas.
- Land Inundation Threat – the tsunami may cause land flooding, dangerous waves and strong ocean currents for low-lying areas.

If the threat is cancelled, a national no threat bulletin will be issued.

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
State Emergency Service (SES)	132 500
Joint Australian Tsunami Warning Centre	1300 878 6264 (1300 Tsunami)

## Important information about tsunami

Tsunami risk is low but still possible in Victoria. Even a small tsunami that may not affect coastal communities could be dangerous for swimmers and mariners.

Tsunami are usually generated by large undersea earthquakes. In the event of a large undersea earthquake, data is analysed to determine whether the earthquake may generate a tsunami that will affect the Australian coastline.

For more information about tsunami visit the Joint Australian Tsunami Warning Centre website.

# Action plan for a tsunami

Please note: these actions are general suggestions only, you will need to think of details and triggers that are specific to your park.

## Suggested actions to take once a tsunami warning is issued or after a large undersea earthquake occurs

- Alert all park occupants of the situation.
- Ensure that all park occupants are out of the water and away from the beach (including boats).
- Return all boats to shore and ensure they are secured (Vessels already at sea should stay offshore in deep water until further advised).
- Follow the advice of emergency authorities.

## Suggested actions to take during a tsunami

- Move to higher ground immediately. Try to get to at least ten metres above sea level.
- If you cannot reach high ground, shelter in the upper floor of the closest sturdy building.
- Locate your emergency kit and take it with you.
- Tune into your emergency broadcasters - ABC Local Radio, commercial radio and designated community radio stations, or SKY NEWS Television.

## Suggested actions to take after a tsunami

- Ensure occupant do not return to the beach or harbour until officials advice it is safe to do so.

# PUBLIC HEALTH



## Public health warnings

Health Alerts are issued by the Department of Health and advise the Victorian community of an issue that poses an immediate threat to public health and requires an immediate response. These can be found on the website [www.health.vic.gov.au/](http://www.health.vic.gov.au/)

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
Department of Human Services (DHS)	1300 650 172
Department of Health	1300 253 942
Nurse on call	1300 60 60 24
Victorian Poisons Information Centre	13 11 26

## Important information about public health

Public health hazards are events that could put caravan park residents at risk of illness, injury or disability. A public health hazard may include:

- Hazardous material spill and/or leak
- Medical emergency
- Food contamination
- Drinking water contamination
- Swimming pool contamination
- Wastewater system overflow or failure

# Action plan for a public health incident

Please note: these actions are general suggestions only, you will need to think of details and triggers that are specific to your park.

## Actions to take in the event of a hazardous material spill

### If the material is suspected to release toxic fumes:

- Evacuate the immediate area.
- Call the Fire Brigade on 000 (Triple Zero) and notify the caravan park manager if not present.
- Open caravan park boom gates and any emergency access gate.
- Provide as much information about the hazardous material as possible.
- If indoors ventilate to the open air if possible.
- Notify all persons in the area to evacuate to the emergency assembly area or evacuation point (only if it is upwind).

### If the spill is a suspected flammable material:

- Remove any ignition sources.
- Evacuate all persons in immediate danger (ensure emergency assembly area or evacuation point is 200 metres clear of spill and is upwind).
- Do not attempt to re-enter the affected area.
- Control the movement of occupants to the emergency assembly area (if required).
- Remain at the emergency assembly area or evacuation point until advised by emergency services.

## Actions to take in the event of a medical emergency

- Check for any threatening situation and remove or control it (if safe to do so).
- Remain with the casualty and provide appropriate support.
- Provide first aid if qualified personnel available.
- Notify the caravan park manager if not present.
- Notify the Ambulance service by dialling 000 (Triple Zero).
- Open caravan park boom gates and any emergency access gate.
- Designate someone to meet the ambulance at caravan park entrance and direct it to the location of the casualty.

## Actions to take in the event of food contamination

- Dispose of the contaminated food.
- Remain with the casualty and provide appropriate support.
- Clean the kitchen thoroughly.
- Provide first aid if qualified personnel available.
- Notify the caravan park manager if not present.
- Notify the Ambulance service by dialling 000 (Triple Zero).
- Open caravan park boom gates and any emergency access gate.



## Actions to take in the event of swimming pool contamination

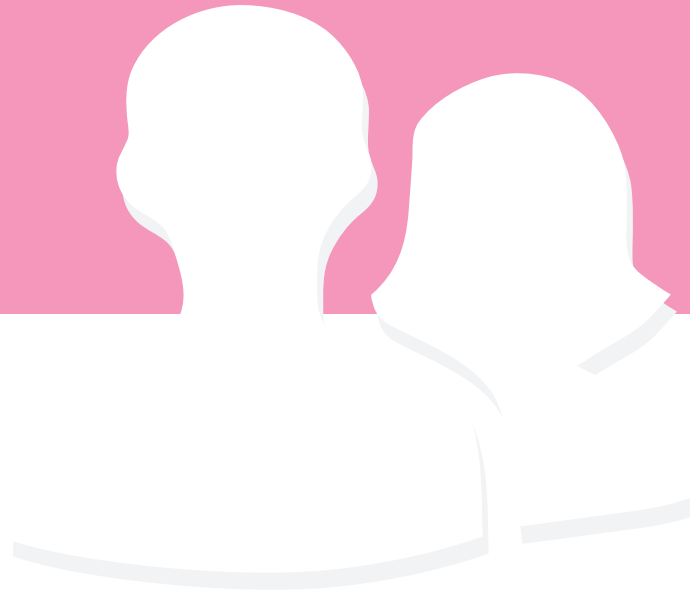
- Evacuate patrons from the swimming pool.
- Close pool and put up warning signs to prevent further usage.
- Ensure pool treatment system is working effectively.
- Adjust pH level at 7.5 or below.
- Return chlorine level in pool to a safe level.
- Consult pool maintenance specialist for advice if necessary.

## Actions to take in the event of a wastewater system overflow or failure

- Depending upon the extent of the wastewater overflow, organise a professional cleaning contractor to undertake cleaning procedures.
- Ensure any cuts or scratches are properly covered before attempting any cleaning activities.
- Immediately wash and disinfect wounds that come in contact with wastewater.
- Clean-up procedures should involve:
  - pumping out wastewater (as appropriate).
  - cleaning the area thoroughly.
  - applying a chemical disinfectant over the affected area.
- Use natural ventilation and fans to assist in drying the area to prevent mould growth.
- Dispose of all items that are unable to be hygienically cleaned.



# PUBLIC SAFETY



## Public safety warnings

There are no warnings for public safety hazards.

## Emergency contacts

Contact	Number
Life-threatening emergency (police, fire, ambulance)	000 (Triple Zero)
Metropolitan Fire Brigade (MFB) for gas leaks/explosion	(03) 9662 2311
Country Fire Authority (CFA) for gas leaks/explosion	(03) 9262 8444

## Important information about public safety

A public safety issue may include:

- Vehicle accident e.g. car crash
- Electrical failure/ blackout
- Civil disturbance (breaking and entering, drugs and alcohol)
- Gas leak or explosion
- Attack from wildlife or pets

# Action plan for a public safety incident

Please note: these actions are general suggestions only, you will need to think of details and triggers that are specific to your park.

## Actions to take in the event of an vehicle accident

- Ensure the caravan park manager is notified immediately, if not present.
- Notify the Police or Ambulance by dialling 000 (Triple Zero).
- Open caravan park boom gates and emergency access gate.
- Begin first aid if possible.
- Keep occupants away from the crash/injury site.

## Actions to take in the event of an electrical failure/ blackout

- Check to see if other lights and electrical equipment are working.
- Look outside for damage such as wires down or trees lying across power lines. Stay away from any fallen power lines and/ or trees lying across power lines.
- Locate your emergency kit and torch.
- If possible, visit sites with a torch to advise resident of the situation.
- Avoid opening refrigerator or freezer and dispose of spoiled food

## Actions to take in the event of a civil disturbance

- Ensure the caravan park manager is notified immediately, if not present.
- Notify the Police by dialling 000 (Triple Zero).
- Open caravan park boom gates and emergency access gate.
- Do not do or say anything that may encourage irrational behaviour.
- Alert any other persons in your vicinity.
- Initiate action to:
  - restrict entry to the building or area if possible
  - confine or isolate the presence from other occupants
  - Monitor the status of any other occupant's safety

## Actions to take in the event of a gas leak or explosion

- Evacuate the immediate area.
- Isolate the gas supply at the source (if safe to do so).
- Remove any ignition sources (if safe to do so).
- Turn off the electrical supply.
- Notify the Fire Brigade by dialling 000 (Triple Zero) and caravan park manager, if not present
- If indoors, ventilate to the open air if possible.
- Open caravan park boom gates and emergency access gate.
- Report to the Fire Brigade on arrival regarding any actions taken.
- Control the movement of occupants to a emergency assembly area or evacuation point (if required).
- Remain at the emergency assembly area or evacuation point until advised by emergency services.

## Actions to take in the event of an animal attack

- Check for any threatening situation and remove or control it (if safe to do so).
- Remain with the casualty and provide appropriate support.
- Provide first aid if qualified personnel available.
- Notify the caravan park manager if not present.
- Notify the Ambulance service by dialling 000 (Triple Zero).
- Open caravan park boom gates and any emergency access gate.
- Designate someone to meet the ambulance at caravan park entrance and direct it to the location of the casualty.



# Evacuation Planning

*An evacuation plan shows how your caravan park will respond to an emergency in the event that evacuation is required.*

*The Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010 state that an evacuation plan must be displayed in:*

- The caravan park main office.
- Every building in the park that contains communal facilities eg. amenities.
- Any other place determined by the local council.

*When developing your evacuation plan there are a number of things you should consider including:*

- What will your triggers for evacuation be?
- Who needs to evacuate?
- How much time will it take to evacuate?
- How you will communicate to park residents during an evacuation?
- Where will residents be told to go? This area may be change for different emergencies.
- What equipment you will need during an evacuation? Transportation and equipment to move vans if necessary.
- Where will the vans be moved to if required?
- What evacuation route you will use for different evacuation events?
- Will you require assistance? How will this be arranged? Note that emergency services may be busy with other tasks at the time of an emergency.

*In the event of an evacuation, remember that you may not receive a warning at all. If you decide to evacuate your park you should:*

- Advise all occupants about the evacuation and where they need to go.
- Ensure all occupants report to the local relief centre if there is one, so relatives and friends can ensure they are safe.

## ***Emergency assembly area***

Your emergency assembly area needs to be a safe location for all emergencies. You may find that you need a different location for different emergencies. For example, your fire evacuation area may not be suitable for a flood if it is in a low-lying area.

Your emergency assembly areas should:

- Be signposted and accessible
- Ensure that access is maintained for emergency service vehicles
- Not be located in the car park.

## ***Displaying the procedures***

You may combine your site plan with your emergency evacuation procedures, like the example provided on the next page. This can also be handed out to visitors as a map of the park and facilities.

## Welcome to our Caravan Park

Office Hours: 8:00am – 6:00pm  
Daylight Savings: 8:00am – 8:00pm

### Useful numbers

San Remo & District Taxi (03) 5952 2200  
Phillip Island Bus Lines (03) 5952 2500

### EMERGENCY CONTACT PHONE NUMBERS

Fire Police Ambulance	000
State Emergency Service (Storms Etc.)	5126 1500
Electricity-TXU (24 Hours)	13 17 99
Gas leaks (24 Hours)	13 27 71
Water Authorities - Westport	1800 249 090
Poisons information Centre	13 11 26
<b>MEDICAL</b>	
Phillip Island Medical Group	03 5951 1800

It is imperative that in the case of an emergency that all guests remain calm and follow the Emergency Evacuation Procedure.

## EMERGENCY EVACUATION PROCEDURE

When officially advised that an EMERGENCY exists you should:

1. Gather your Family;
2. Turn off gas and power to your site;
3. Secure your valuables;
4. Move to your nearest Emergency Assembly Point. Assembly Points are located at the front and rear of property.
5. Wait for instructions from Emergency Services.

# Site & Evacuation Plan

## PHILLIP ISLAND

Caravan park

24 Old Bridge Drive, Newhaven Vic 3925

P: 03 5956 7227 F: 03 5956 6499



# Maintaining records of compliance with your emergency management plan

It is a good idea to maintain records of what you have done to comply with your emergency management plan. Records you might keep include:

- Programmed maintenance schedule – document routine maintenance such as clearing gutters, fire hydrant maintenance, water testing etc.
- Scheduled works – document non-routine works such as the installation of new fire hydrants, roof repairs etc.
- Smoke alarm check records
- Caravan Park Inspection Record – a checklist of things to inspect around your park on a periodic basis.

Things you might check include:

- First aid kits available and up to date
- Fire blanket in kitchen
- Fire extinguishers mounted appropriately and in correct locations
- Electrical equipment tested and tagged
- Camp kitchen protected by a safety switch
- All relevant signs displayed near equipment
- Fuels are stored correctly
- Material Safety Data Sheets (MSDS) provided and available to all staff
- The kitchen and laundry are clean and hygienic
- All paths are free of trip hazards

Please note the above list is an example only, and is not comprehensive – there are many other aspects of your park that should be inspected regularly.

The checklist you develop could use the following format:

Item to check	Y	N	Comment/Action
First aid kits available and up to date			
Fire blanket in kitchen			
Fire extinguishers mounted appropriately and in correct locations			
Electrical equipment tested and tagged			

# Communications procedure guidance

You need to develop a method of communicating with the occupants of your park during a hazard. In order to do this you will need to consider the following things:

## ***Do you have the equipment available to distribute information to your occupants?***

How you distribute information to your occupants will differ depending on the size of your caravan park and the equipment you have available. It is also good practise to periodically test your communication system to ensure it is functioning correctly.

Suggested communication equipment includes:

- Loud speaker or PA system
- Warning siren
- Message board for warnings
- Flyer templates for warning messages
- Transportation to different sites

## ***What information do you need to communicate?***

People affected or concerned by an emergency have basic informational needs to assist in their recovery, they can include:

- What is happening? What is about to happen? What just happened?
- What, if any, physical dangers still exist?
- What can they do to help?

To ensure your occupants remain calm and in control, try to have clear and concise answers ready for these questions. Also when developing messages to your occupants consider:

- Is it relevant? Keep the information simple by only giving out relevant information at the relevant time.
- Is it clear? Use simple, concise language and make sure the key message is logical and easy to follow.

## ***Are occupants aware of your communication procedure?***

Display your communication procedure in the caravan park main office and every building in the park that contains communal facilities along with your evacuation plan.

## Suggested emergency equipment

- High-vis vests
- Light wands
- P.A. System/loudspeaker
- Rope
- Emergency kit – including a first aid kit. As a minimum, emergency kits should contain bottled water, radio, torch, spare batteries, a copy of your emergency management plan, important documents and any specific needs you may have (medicine etc).
- Strong boots or shoes



## Further information

There are a number of other resources available to help you plan and prepare for emergencies.

### *Useful websites and resources*

Organisation	Resource	Website
Australian Emergency Alert	Information about the emergency alert warning system	<a href="http://www.emergencyalert.gov.au">www.emergencyalert.gov.au</a>
Australian National Committee on Large Dams Incorporated	Dam information	<a href="http://www.ancold.org.au/">www.ancold.org.au/</a>
Bureau of Meteorology (BoM)	National weather warnings	<a href="http://www.bom.gov.au/australia/warnings">www.bom.gov.au/australia/warnings</a>
Country Fire Authority (CFA)	Fire Safety Guidelines for caravan parks	<a href="http://www.cfa.vic.gov.au/plan-prepare/caravan-park-fire-safety">www.cfa.vic.gov.au/plan-prepare/caravan-park-fire-safety</a>
	Community information guides	<a href="http://www.cfa.vic.gov.au/plan-prepare/community-information-guides">www.cfa.vic.gov.au/plan-prepare/community-information-guides</a>
	Fire ready kit	<a href="http://www.cfa.vic.gov.au/plan-prepare/fire-ready-kit">www.cfa.vic.gov.au/plan-prepare/fire-ready-kit</a>
	CFA business plan for fires	<a href="http://www.cfa.vic.gov.au/plan-prepare/business/">http://www.cfa.vic.gov.au/plan-prepare/business/</a>
Department of Environment and Primary Industries (DEPI)	Victoria Bushfire History	<a href="http://www.dse.vic.gov.au/fire-and-other-emergencies/major-bushfires-in-victoria">www.dse.vic.gov.au/fire-and-other-emergencies/major-bushfires-in-victoria</a>
	Energy in Victoria	<a href="http://www.dpi.vic.gov.au/energy">www.dpi.vic.gov.au/energy</a>
Department of Health	Making sure your private water supply is safe	<a href="http://www.health.vic.gov.au/foodsafety/downloads/3_groundwater.pdf">www.health.vic.gov.au/foodsafety/downloads/3_groundwater.pdf</a>
Department of Justice	Community crime prevention website	<a href="http://www.crimeprevention.vic.gov.au">www.crimeprevention.vic.gov.au</a>
Emergency Management Australia (EMA)	Protecting caravans and light structures from high winds	<a href="http://www.em.gov.au">www.em.gov.au</a>
Energy Safe Victoria	Information on gas leaks and explosions	<a href="http://www.esv.vic.gov.au/">www.esv.vic.gov.au/</a>
Geoscience Australia	Landslide information	<a href="http://www.ga.gov.au/hazards/landslide.html">www.ga.gov.au/hazards/landslide.html</a>
	Earthquake information	<a href="http://www.ga.gov.au/earthquakes">www.ga.gov.au/earthquakes</a>

Organisation	Resource	Website
Joint Australian Tsunami Warning Centre	Tsunami information	<a href="http://www.bom.gov.au/tsunami">www.bom.gov.au/tsunami</a>
Metropolitan Fire Brigade	Fire Information	<a href="http://www.mfb.vic.gov.au">www.mfb.vic.gov.au</a>
Red Cross Australia	Returning home after a bushfire	<a href="http://www.redcross.org.au/returning-home-after-a-bushfire.aspx">www.redcross.org.au/returning-home-after-a-bushfire.aspx</a>
	Cleaning up after an emergency (wind and water damage)	<a href="http://www.redcross.org.au/files/emergency_services_cleaning_up_after_an_emergency_wind_and_water_damage_booklet_20110609.pdf">www.redcross.org.au/files/emergency_services_cleaning_up_after_an_emergency_wind_and_water_damage_booklet_20110609.pdf</a>
	Coping with hot weather	<a href="http://www.redcross.org.au/files/RED_Fact_Sheet_Heat_Waves_v3.pdf">www.redcross.org.au/files/RED_Fact_Sheet_Heat_Waves_v3.pdf</a>
VicRoads	Road closures and traffic alerts	<a href="http://alerts.vicroads.vic.gov.au">alerts.vicroads.vic.gov.au</a>
Victoria Police	Community safety	<a href="http://www.police.vic.gov.au/content.asp?Document_ID=9539">www.police.vic.gov.au/content.asp?Document_ID=9539</a>
Victoria State Emergency Service (SES)	FloodSafe program	<a href="http://www.ses.vic.gov.au/prepare/floodsafe">www.ses.vic.gov.au/prepare/floodsafe</a>
	SES Business FloodSafe program	<a href="http://www.ses.vic.gov.au/prepare/floodsafe/business-floodsafe">www.ses.vic.gov.au/prepare/floodsafe/business-floodsafe</a>
	Local flood information	<a href="http://www.ses.vic.gov.au/prepare/floodsafe/local-floodsafe-information">www.ses.vic.gov.au/prepare/floodsafe/local-floodsafe-information</a>
	Flood, storm, tsunami warnings	<a href="http://www.ses.vic.gov.au/warnings">www.ses.vic.gov.au/warnings</a>





**The caravan park emergency management plan guidance manual version 1.0 was produced in August 2013. To download a copy of this manual or to check for updated versions please visit the SES website [www.ses.vic.gov.au/prepare](http://www.ses.vic.gov.au/prepare)**