**EMERGENCY MANAGEMENT PLAN**

**<EVENT NAME>**

<EVENT DATE>

**<EVENT VENUE>**

# Document History

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| Version | Date | Notes | Created by |
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##### DISCLAIMER

Whilst all care has been taken in the preparation and revision of this document, (and all supplementary documentation), no responsibility can be accepted by the author for any errors, omissions or inaccuracies.

This plan has been produced to provide general safety advice only: it is not intended to be relied upon or be a substitute for legal or other professional advice and does not remove the responsibility of the event organisers to ensure all obligations under legislation are adhered to. No responsibility can be accepted for any known or unknown consequences that may result from reliance on information provided in this plan.

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# INTRODUCTION

The purpose of this plan is to provide a practical system to guide the safe delivery of

<enter EVENT NAME here>

This document outlines policies, procedures and processes which minimise and/or eliminate the risks identified in the events risk management plan.

These are guidelines only and are subject to change to suit the location of the emergency, type of emergency, crowd density, weather conditions, etc. This document should never be considered a *final document*, as the management procedures may change according to circumstance.

Emergency Ssrvice providers, including Police, Ambulance, SES and Fire authorities out rank all event personnel andshould they give anyone a direct order; the order should be carried out. Confirmation is not required.

Incident reporting procedure

* An incident does not have to hurt someone but may have the potential to hurt someone
* All incidents must be recorded on the daily incident log
* If no incidents are recorded the log must reflect that fact
* The log is to be returned to the Event Organiser at the completion of the event.

Every incident that involves injury or property damage:

* Must be recorded
* Must have an incident investigation form completed
* Must have statements completed as soon as possible by all staff present
* Witnesses’ names and contact details must be obtained
* Try to obtain the information as unobtrusively as possible.

# 1 EVENT OVERVIEW

## 1.1 EVENT

Provide a description of your event and what it will entail

|  |
| --- |
|  |

## 1.2 LOCATION

List all event locations including street address

|  |
| --- |
|  |

Attach a copy of your site map (if available) to the end of this document

## 1.3 KEY STAKEHOLDERS

The primary stakeholders (organisations and persons with a vested interest in the project) are:

|  |  |  |
| --- | --- | --- |
| Your organisation name |  | |
| City of Whittlesea |  |  |
| Others |  |  |

## 1.4 SCHEDULED ACTIVITY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| DATE | TIME/S |  |  | ACTIVITY |
| Eg. Thursday 12th January, 2024 | 08:00 | – | 18:00 | Commence Bump-in |
| Eg. Friday 13th January, 2024 | 08:00 | – | 18:00 | Present Event |
|  |  | | |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## 1.5 KEY CONTACTS

### Event Team

Please provide details of your event organising team. These may include the event coordinator, program manager, stage manager, volunteer coordinator, etc.

|  |  |  |  |
| --- | --- | --- | --- |
| Name | C | | |
| Role |  | |  |
| Organisation |  | | |
| Mobile |  | Email |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | | |
| Role |  | |  |
| Organisation |  | | |
| Mobile |  | Email |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | | |
| Role |  | |  |
| Organisation |  | | |
| Mobile |  | Email |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | | |
| Role |  | |  |
| Organisation |  | | |
| Mobile |  | Email |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | | |
| Role |  | |  |
| Organisation |  | | |
| Mobile |  | Email |  |

### Suppliers

Please provide details of suppliers who are providing services for your event. These may include equipment and marquees, first aid, audio, waste management, toilets, etc.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name |  | | | |
| providing |  | |  | |
| Organisation |  | | | |
| Mobile |  | Email | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name |  | | | |
| providing |  | |  | |
| Organisation |  | | | |
| Mobile |  | Email | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name |  | | | |
| providing |  | |  | |
| Organisation |  | | | |
| Mobile |  | Email | |  |

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| --- | --- | --- | --- | --- |
| Name |  | | | |
| providing |  | |  | |
| Organisation |  | | | |
| Mobile |  | Email | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name |  | | | |
| providing |  | |  | |
| Organisation |  | | | |
| Mobile |  | Email | |  |

### Services

|  |  |  |
| --- | --- | --- |
| **Service** | **Contact Name** | **Phone** |
| Victoria Police |  | (list local branch number) |
| State Emergency Service |  | (list local branch number) |
| MFB / CFA |  | (list local branch number) |
| Ambulance Service |  | (list local branch number) |
| Yarra Valley Water |  | (list local branch number) |
| Gas Supplier |  | (list local branch number) |
| Power Supplier |  | (list local branch number) |
| WorkSafe 24 Hour Emergency |  | (list local branch number) |

# 2. EVENT & EMERGENCY MANAGEMENT

## 2.1 EMERGENCY CONTROL ORGANISATION (ECO)

Event organisers, staff and participants recognise that they jointly have a role to play in prevention and mitigation activities to reduce the risk of emergencies that may occur. The Event is managed by the following key staff, whom together forms the **Emergency Control Organisation** (ECO). This group is responsible for the planning and administration of the Emergency Management Plan:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name |  | | providing | |  |
| Organisation |  | | | | |
| Mobile |  | Email | |  | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name |  | | providing | |  |
| Organisation |  | | | | |
| Mobile |  | Email | |  | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name |  | | providing | |  |
| Organisation |  | | | | |
| Mobile |  | Email | |  | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name |  | | providing | |  |
| Organisation |  | | | | |
| Mobile |  | Email | |  | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name |  | | providing | |  |
| Organisation |  | | | | |
| Mobile |  | Email | |  | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name |  | | providing | |  |
| Organisation |  | | | | |
| Mobile |  | Email | |  | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name |  | | providing | |  |
| Organisation |  | | | | |
| Mobile |  | Email | |  | |

## 2.2 EMERGENCY MANAGEMENT

There are two bodies involved in the maintenance of the Emergency Management Plan, in administering controls in non-emergency situations and in coordinating the incident response during an emergency situation. These are the Emergency Control Organisation (as listed above) and the event Site Office, which is where the event’s headquarters and operations are based during the delivery of the event.

The Site Office for the event should be equipped with:

* Maps, plans and relevant documentation
* Mobile phone and two-way radio
* Communications Officer

The main use for the Site Office in regard to incident response at the event would be in case of lost children and medical emergency.

The **Emergency Control Organisation** is activated when a response to an incident is required. The Warden system typically initiates this response.

### The non-emergency roles of the Wardens are as follows:

The **Chief Warden** is responsible for administering the warden system in accordance with the Event’s Emergency Management Plan and to ensure the Chief Warden and the Deputy Warden are not simultaneously absent from the site.

The Deputy Warden is responsible for assisting the Chief Warden in the general administration of the Emergency Control Organisation and must assume all relevant responsibilities whenever the Chief Warden is absent.

The **Area Warden/s** is/are responsible for the event environs and the general locations used by patrons, staff and volunteers, including contractors and for the following:

* Being familiar with the location of all first aid facilities and other emergency equipment;
* Inducting new staff, volunteers and contractors into Event Operational and Evacuation procedures;
* Overseeing staff, volunteers and contractors within their area of responsibility;
* Ensuring equipment and structures do not impede access;
* Ensuring all entrances and exits provide access of at least 3m for Emergency Service vehicles;
* Pathways are free of obstruction;
* Fire extinguishers, safety signs and safety equipment are serviceable and accessible at all times;
* Hydrants and hose reels are accessible;
* Access to and egress from emergency equipment is not obstructed;
* Any irregularities are reported to the Deputy Chief Warden;
* All incidents are reported on the form provided; and
* Inspection checklists are completed.

The **Warden/s** is/are responsible for overseeing their immediate areas of responsibility and ensuring that the Area Warden duties listed above are undertaken for their area if the Area Warden is otherwise engaged.

### The emergency roles of the Wardens are as follows:

The **Chief Warden** will take control of the situation at the appropriate control point, if safe to do so; ensure Emergency Services are notified; ensure all patrons and employees are removed from the hazard area; hand over control to the Emergency Services on arrival; assist the Emergency Services as required; ensure management is notified and maintain a log of the incident.

If the Chief Warden is not at the event, the nominated Deputy Warden will assume all responsibilities, duties and control. If both the Chief and Deputy Wardens are not available the Area Warden will assume all responsibilities, duties and control.

All emergency responses should be undertaken by the Chief or Deputy Warden, along with the Area Wardens to whom they delegate responsibility. It is not the responsibility of Area Wardens or Wardens to lead an emergency response.

## 2.3 RISK MANAGEMENT PLAN

Safety at an event is vital as peoople attending events expect the event to be run safely and securely. No matter what size the event is, a risk assessment should be undertaken. A risk assessment analyses what can go wrong, how likely it is to happen and what the potential consequences are.

Please comple a risk assessment of your event and attach a copy of the plan .

## 2.4 TRAFFIC MANAGEMENT PLAN

(If your event requires any changes to traffic conditions or you require a road closure you will need a traffic management plan developed by qualified personnel. Please provide details of your traffic mangement plan.

Example below:

|  |  |  |
| --- | --- | --- |
| Barry Road | Partial closure – Local traffic only | 08:00 – 18:00 |
| Edgars Road | Closure between Queenscliff Road & Barry Road | 10:00 – 12:00 |

|  |  |  |
| --- | --- | --- |
| ROAD | Description | Times |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Attach a copy of Traffic Management Plan (TMP) as an appendix to this plan.

## 2.5 STAKEHOLDER COMMUNICATIONS

All stakeholders should be informed of the event, its key dates and times and likely activity. These stakeholders include residents within a 200m radius of the event site and Emergency Service providers.

# 3. EVACUATION PROCEDURES

## 3.1 EMERGENCY EVACUATION

In the event of an emergency which requires the evacuation of the event site, all staff, performers and audiences should be directed to one of the following evacuation points:

|  |  |
| --- | --- |
| **PRIMARY ASSEMBLY AREA** | List exact site, including any landmarks or nearby roads |
| **SECONDARY ASSEMBLY AREA** | List exact site, including any landmarks or nearby roads |

# 4. FIRE

## 4.1 FIRE RESPONSE

Should you become aware of a fire, quickly assess the situation and and call **000**. You can attempt to put the fire out with a fire extinguisher/blanket. If required assist any persons nearby to the nearest Emergency Assembly Area.

Follow the steps above to respond to the presence of smoke or fire.

|  |  |  |  |
| --- | --- | --- | --- |
| Colour of extinguisher | Type | Effective against | Do Not use on |
| Red | Water | Paper, wood, fabric | **DO NOT USE ON ELECTRICAL FIRES**, Oil, Other flammable liquids or Gases |
| Red with black band | CO2 | Electrical fires | Can be used on most types of fires, however not as effective on non-electrical in outdoor areas |
| Red with white band | Dry Chemical Powder | All types of fires |  |
| Red with blue band | Foam | Paper, wood, fabric, flammable liquids or gases | Limited effectiveness against oil  **DO NOT USE ON ELECTRICAL FIRES** |

## 4.2 Using a fire extinguisher

While extinguishers come in a number of sizes and colour codes, they all operate in a similar manner. Here is an easy acronym for fire extinguisher use:

|  |  |
| --- | --- |
| **P** | PULL THE PIN – Break seal and test extinguisher |
| **A** | AIM AT THE BASE OF THE FIRE – Ensure you have means of escape |
| **S** | SQUEEZE THE OPERATING HANDLE – To operate extinguisher and discharge the agent |
| **S** | SWEEP FROM SIDE TO SIDE – Completely extinguish the fire |

# 5. SAFETY PLANNING

## 5.1 ALCOHOL MANAGEMENT

|  |  |  |
| --- | --- | --- |
| There  will /  will not be alcohol sold or permitted at |  | (Event Name) |

If you wish to consume or serve alcohol, you must apply for and receive a liquor licence.

Security and event staff will monitor crowd behaviour and refer any suspected alcohol-related incidents to the Area Warden or Victoria Police.

If a person appears excessively intoxicated or is behaving in an unsavoury/risky fashion, advise the Chief Warden who in turn, will notify Security or the Police.

## 5.2 AMPLIFICATION

No amplified music shall exceed the mandated level of 65dB at the perimetre of the event site. Sound Operators will have a Decibel (dB) reader, enabling them to record levels for all performances and sound checks to ensure that levels do not exceed those deemed acceptable.

## 5.3 COMMUNICATIONS PLAN

(DELETE IF TWO WAY RADIOS WONT BE PROVIDED)

Designated members of the event should be equipped with two way radios and mobile phones.

Channel 1: EMERGENCY / SECURITY / PARKING

Channel 2: EVENT STAFF (OPERATIONS)

Channel 3: STAGES

Radio Allocations: (examples shown – type over to replace)

|  |  |  |
| --- | --- | --- |
| RADIO # | RADIO Allocation | Channel |
| **1** | Communications Officer |  |
| **2** | Communications Officer | 02 |
| **3** | Communications Officer | 03 |
| **4** | Chief Warden | 02 |
| **5** | Deputy Warden | 02 |
| **6** | Safety Officer | 02 |
| **7** | Area Warden – Zone 1 | 02 |
| **8** | Area Warden – Zone 2 | 02 |
| **9** | Info Tent | 02 |
| **10** | Stage Manager | 03 |
| **11** | Assistant Stage Manager (ASM) | 03 |
| **12** | Security | 01 |
| **13** | First Aid | 01 |
| **14** | Traffic Management | 01 |

|  |
| --- |
| Please note, the Communications Officer should be allocated one radio per channel in use to enable them to hear communications across all areas of the event and record key actions and incidents in the Communications Log. |

## 5.4 DEBRIEFING ARRANGEMENTS

A debrief should 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. Where possible, Area Wardens are encouraged to debrief the personnel they are responsible for, and to provide feedback for and from the Emergency Control Organisation debriefing sessions.

## 5.5 EXTREME WEATHER

If extreme weather conditions are predicted, the event organiser should consider whether or not the event should go ahead. Extreme weather conditions could include a heat wave, high winds, total fire ban, heavy rain, electrical storms or a Code Red bushfire threat.

When extreme weather conditions are forecast, weather warnings are announced on the Bureau of Meteorology ([BOM) website](http://www.bom.gov.au/), TV and radio news and on social media.. During these periods, the event organising committee should refer to the BOM for weather predictions, including information on wind, temperature, rain, flood and fire danger.

If extreme weather conditions are forecast, the organising committee should consider modifying, postponing or cancelling the event. This will depend on:

* the severity of the conditions
* recommendations from Emergency Services
* the activities planned at the event
* inherent risks on the site.

## 5.6 FIRST AID

Should there be a medical incident, the first aid provider should render assistance. In the event of a serious medical emergency, contact the ambulance service on 000.. Ensure a staff member meets the ambulance upon entry to the event site and directs them to the person requiring first aid.

|  |  |
| --- | --- |
| (FIRST AID PROVIDER) | will be onsite to provide First Aid. |

## 5.7 GAS SAFETY

Under the Occupational Health and Safety Act 2004, event organisers and vendors participating at an event have obligations to ensure the safe use of gas cylinders and gas appliances. The gas safety check list found in Appendix 4 is provided as a minimum recommendation to event organisers for food vendors and other gas users to complete basic gas safety checks prior to commencement of the event.

**In case of a suspected gas leak:**

* Turn off the cylinder
* Turn off the appliance
* Do not use any ignition source
* Move people away from suspected leak
* Notify the Chief Warden

### To ensure public safety, the following guidelines should be adhered to:

**All gas cylinders are:**

* to be in test date
* in good condition
* secured to prevent falling
* located away from flammable material
* not blocking path or exit

**All appliances will:**

* Have a compliance approval badge recognised by Energy Safe Victoria
* Be in good working order
* Be in a well-ventilated location

**All hoses and regulators will:**

* Be in good condition
* Of approved material
* Protected from accidental damage
* Hoses will be less than 3m in length

## 5.8 MEDIA MANAGEMENT PLAN

In the event that members of the media wish to obtain information about an incident or element of the Event, enquiries should be met with a polite ***“I apologise but I’m not able to comment on that, let me direct you to the Media Liasion.”***

Media queries are to be forwarded to the Media Liason. They should not be answered by event staff or participants. Collect the name and mobile number of the journalist making the enquiry and ask when their deadline is. This information should be passed on to the Media Liaison to manage the query.

Media Liasion for the event is:

|  |  |  |
| --- | --- | --- |
| Name | Mobile | Email |
|  |  |  |

# 6. RESPONSE PROTOCOLS & PROCEDURES

## 6.1 EMERGENCY RESPONSE

Below is some information and checklists for you to use should an incident occur.

## 6.2 EMERGENCY VEHICLE ACCESS/EGRESS

It is important to understand how an emergency vehicle can access your event if required.

|  |  |
| --- | --- |
| Emergency Service providers can access | (Event Site) |
| Via | (Emergency Access Point/s) as per item 3.1 in this plan. |

Emergency Service access routes must be preserved and a 3m clearance maintained at all times.

## 6.3 MEDICAL EMERGENCY RESPONSE GUIDE

#### First on the scene

* Quickly assess the situation
* Alert Area Warden
* Render assistance to patient if able until First Aiders arrive then assist if required
* First Aider to call ambulance if necessary PHONE 000

#### Area Warden

* Determine situation
* Ensure alarm has been raised
* Alert Chief Warden
* Keep uninvolved patrons away
* Start planning ambulance route if applicable
* Arrange someone to meet and guide ambulance to patient

## 6.4 VEHICLE ACCIDENT (ON SITE) RESPONSE GUIDE

#### First on the scene

* Quickly assess the situation
* Turn off vehicle engine, check for fuel leaks, ensure vehicle brake applied (if safe to do so)
* Raise the alarm immediately by contacting an Area Warden
* Keep uninvolved patrons away

#### Area Warden

* Quickly assess the situation and ensure the alarm has been raised
* Remove any persons in danger (if safe to do so)
* Keep uninvolved patrons away
* Be aware of fire outbreak and have extinguishers brought to scene

#### Chief Warden

* Determine situation
* Confirm Emergency Services contact and advise type of accident
* Arrange for someone to meet and assist Emergency Services on arrival

## 6.5 LOST/FOUND PERSON RESPONSE GUIDE

All reports of lost people should be reported to the Chief Warden. If event staff find a person who is lost, remain in the area where the person has been found for several minutes. If a parent, guardian or carer isn’t found in that time, the person should be escorted to the Site Office. Parents, guardians, carers or informants of a lost person should also be directed to the Site Office, where Event Staff will complete appropriate reports and/or refer the situation to the Police if necessary.

### LOST PERSON (reported by a parent, guardian, carer or informant)

#### IMPORTANT: If a lost person has not been located within 15 minutes of being reported missing contact Police immediately. If there is no Police presence on site call 000.

#### First staff contact

* Lost person reported – inform Site Office and Area Warden of situation
* Look for person in immediate vicinity
* Make note of the time

#### Area Warden

* Advise and update Chief Warden of the situation
* Take informant to the Site Office
* Ensure a *Lost Person Checklist* is completed by either an Area Warden or the first staff contact
* Provide key identifying details of person to other event staff or contractors (*person’s first name, hair colour, age, height, what they were wearing, where they were last seen)*

#### Chief Warden

* Contact Police if necessary
* Remain with informant until situation is resolved or Police arrive
* Assist Police where appropriate

### FOUND PERSON

#### First staff contact

* Look for the parent, guardian or carer in the immediate vicinity
* Make note of the time
* Inform Site Office and Wardens of situation

#### Area Warden

* Advise and update Chief Warden of the situation
* Take the person to the Site Office
* Ensure a Lost Person Checklist is completed by either an Area Warden or the person who initially found the person
* Provide key identifying details of person to other event staff or contractors (person’s first name, hair colour, age, height, what they were wearing, where they were last seen)

#### Chief Warden

* Remain with person until situation resolved or Police arrive.

REFER TO APPENDIX 3: LOST / FOUND PERSON CHECKLIST

## 6.6 LOST PROPERTY PROCEDURE

### LOST ITEMS

#### First staff contact

* Report lost item to the Site Office

#### Communications Officer / Area Warden

* Record a description of the item in the Communications Log
* Record contact details of the owner
* If necessary, provide event staff contact details for follow up

### FOUND ITEMS

#### First Staff contact

* Take the item to the Site Office to be stored in a designated Lost Property area / box

#### Communications Officer / Area Warden

* Record the details of where the item was found
* Check item (preferably with someone else present) for owners details
* If possible, attempt to contact the owner
* If necessary, make an announcement over the PA system that the item has been handed in

## 6.7 COMPLAINTS RESPONSE GUIDE

Staff who are approached by someone wanting to make a complaint should consider the following:

* Be non-judgmental and recognise that complaints are an opportunity to improve services
* Respect the complainants’ opinions, privacy and human rights
* Do not consider complaints to be a personal attack
* Treat the complaint seriously
* Try and focus on the issue at hand rather than just the emotions or behaviour of the person making the complaint
* Communicate clearly
* Do not make empty promises
* Use a neutral tone and remain calm
* Know your limits in what you can and can’t do
* If necessary, be willing to get help from someone else or pass the problem on to someone with more knowledge, time or authority
* Always be conscious of your own emotional and physical safety.

#### First staff contact / Area Warden

* Refer individual making the complaint to the Site Office

#### Site Office / Communications Officer

* Listen to the complainant and establish the seriousness of the complaint and whether it is something easily fixed e.g.: there is no toilet paper in the toilets.
* Note the time and actions taken e.g. 5.10pm – replaced toilet paper in accessible toilet.
* If the problem is not easily fixed or cannot be dealt with immediately, discuss with the complainant the possible solutions to the problem and complainant’s expectations.
* If the complainant would like to make a formal complaint at the event, record:
* complainant’s details
* nature of complaint
* expectation of the complainant

## 6.8 FIRE RESPONSE GUIDE

IMPORTANT: 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.

#### First on the scene

* Quickly assess the situation and raise the alarm by contacting the Area Warden
* Remove any persons in danger if safe to do so
* Phone 000
* Attack fire with appropriate fire fighting equipment if trained and safe to do so
* Withdraw when instructed

#### Area Warden

* Quickly assess the situation
* Remove any persons in danger if safe to do so
* Consider evacuation
* Ensure Chief Warden and Fire authorities are notified and provide them with information

#### Chief Warden

* Determine situation
* Confirm fire authorities have been contacted
* Provide fire authorities with update
* Establish Control Point, if safe to do so
* Determine appropriate evacuation route (note wind direction)
* Identify injured persons
* Arrange for staff to meet and assist Emergency Services on arrival

## 6.9 STRUCTURE DAMAGE RESPONSE GUIDE

Earthquake, storm damage, lightening or other type of emergency could cause this.

**IMPORTANT**: 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.

#### Area Warden

* Raise the alarm by contacting the Chief Warden
* Proceed to evacuate immediately if safe to do so
* Note degree and nature of damage
* Direct all patrons and employees to an appropriate area away from the hazard area
* Await instructions
* Assist Emergency Services as required

#### Chief Warden

* Contact and confirm controlling Emergency Services have been contacted
* Ensure Emergency Services are advised as to ideal access considering conditions
* Establish control point, if safe to do so
* If not safe to stay, proceed to evacuate immediately
* Note degree and nature of damage
* Identify injured persons
* Assist Emergency Services on arrival

## 6.10 CIVIL DISTURBANCE RESPONSE GUIDE

#### IMPORTANT: do not provoke any protestors

#### Any staff directly involved or aware

* Contact Area Warden
* Advise Area Warden all information relevant to the situation e.g. how many, position, actions
* Remain calm, avoid handling demonstrators in anyway

#### Area Warden

* Notify Site Office
* Advise Chief Warden on purpose, strength and mood of group
* Do not allow staff or vendors to confront protestors
* Ensure cash handling areas are secure

#### Chief Warden

* As the situation dictates, notify – VICTORIA POLICE, PHONE 000
* Seek cooperation of protest leaders
* Negotiate to contain the situation
* Arrange for staff to meet Police and provide details on arrival

## 6.11 ELECTRICAL FAILURE RESPONSE GUIDE

#### Area Warden

* Notify Chief Warden by any means possible
* Contact Event Electrician/Venue Electrician
* If blackout or extremely low level of lighting, marshal patrons and employees
* Prepare to evacuate
* Follow instructions of Chief Warden

#### Chief Warden

* Determine situation
* Contact power company/generator contractor, confirm failure and indicate priority
* Arrange alternative power if able
* Marshal patrons and employees away from hazard area, if appropriate
* Check for trapped persons in structures and on amusement rides etc.
* Be prepared as power may be reinstated at any moment without warning

## 6.12 HAZARDOUS MATERIALS INCIDENT RESPONSE GUIDE

**IMPORTANT**: If irritating or noxious vapours are present, withdraw immediately and stop all personnel from entering the area. In some instances rescue patrons and employees must wear specialised protective clothing (seek advice from attending Emergency Services). Rescue may have to be performed by Emergency Services.

#### First staff on scene

* Keep patrons and employees away
* Do not attempt any rescue without appropriate protection
* Contain the spill, if safe to do so using available products (i.e. soil, sand, blankets, etc.)
* Withdraw to safe position
* Raise the alarm by immediately contacting Area Warden

#### Area Warden

* Quickly assess the situation and ensure the alarm has been raised with ECO
* Remove any persons in danger if safe to do so
* Consider evacuation

#### Chief Warden

* Determine situation
* Contact Emergency Services - PHONE 000 (advise on type of spill and quantity)
* Establish control point, if safe to do so
* Determine appropriate evacuation routes (note wind direction)
* Identify injured persons
* Arrange for staff to meet and assist Emergency Services

## 6.13 EXPLOSION RESPONSE GUIDE

#### IMPORTANT: 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.

#### First staff on scene

* Turn off gas and electricity, if practicable, and remove any person in danger, if safe to do so
* Quickly assess the situation and raise the alarm by contacting the Area Warden
* Vacate the area immediately
* Keep patrons and employees away

#### Area Warden

* Quickly assess the situation and ensure the alarm has been raised and Chief Warden notified
* Remove any persons in danger if safe to do so
* Consider evacuation

#### Chief Warden

* Determine situation
* Contact Emergency Services - PHONE 000
* Confirm Victoria Police attendance
* Establish Control Point, if safe to do so
* Determine appropriate evacuation routes (note wind direction)
* Identify injured persons
* Arrange staff to meet and assist emergency services on arrival

REFER TO APPENDIX 4: *GAS SAFETY CHECKLIST*

## 6.14 ARMED OR DANGEROUS INTRUDER RESPONSE GUIDE

**IMPORTANT**: Do not provoke or confront an intruder.

#### Any staff directly involved

* Be reasonably slow (consider your safety) in handing over keys, money or information
* If possible move the situation to a less populated location
* Observe the offender (height, weight, age, clothing, speech disabilities, accent etc.)
* Immediately notify an Area Warden
* Warn others unobtrusively
* Restrict access to patrons and employees
* Do not approach intruder
* Evacuate quietly

#### Area Warden

* Assist first person if possible and safe to do so
* Ensure Chief Warden has been notified

#### Chief Warden

* Seek information on whereabouts and details of intruder
* Immediately contact Emergency Services – PHONE 000
* Determine safest evacuation route
* Marshal patrons and employees as best as possible
* Have staff meet and provide details to Police on arrival

# APPENDIX 1: INCIDENT REPORT FORM

Issue*: (please tick)*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Hazard** |  | **Accident** |  | **Public safety issue** |  | **Contractor safety issue** |  | **Illness** |

Person reporting the incident: *(please tick)*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Staff member** |  | **Volunteer** |  | **Contractor** |  | **Member of the Public** |  | **Other** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name:** |  | | **Telephone:** |  |
| **Address:** |  | | | |
| **When did the incident occur?** | | Date: | | Time: |
| **When was the incident reported?** | | Date: | | Time: |
| **Name of any witnesses:** | |  | | |

Details of the hazard / incident:

|  |
| --- |
|  |

Where within the event site did the incident / hazard occur?

|  |
| --- |
|  |

What task was being undertaken at the time?

|  |
| --- |
|  |

Was any equipment damaged as a result of the incident? (provide details)

|  |
| --- |
|  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Who was injured (please tick if applicable)**   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Staff member |  | Contractor |  | Volunteer |  | Member of the public |  |  | | | | | | | | | |
| What level of medical treatment is likely to be needed? | | | | | | | |
|  | No treatment |  | First Aid |  | Doctor |  | Hospital |

What is the nature of the injury?

|  |
| --- |
|  |

**Details of the injured individual:** (if same as the person reporting the incident, state ‘as above’)

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Telephone: |  |
| Address: |  | | |

Follow up actions:

|  |
| --- |
|  |

# APPENDIX 2: INSPECTION CHECKLIST

| DESCRIPTION | YES | NO | N/A | DETAILS |
| --- | --- | --- | --- | --- |
| Barriers in place |  |  |  |  |
| Emergency vehicle access available |  |  |  |  |
| Emergency exits unlocked and clear |  |  |  |  |
| Emergency lighting working |  |  |  |  |
| Extension leads and plugs tagged |  |  |  |  |
| Fire authorities briefed about event |  |  |  |  |
| Fire extinguishers in position |  |  |  |  |
| Fire hydrants and hoses clear |  |  |  |  |
| First Aid on site and briefed |  |  |  |  |
| Flammable storage acceptable |  |  |  |  |
| Gas cylinders secured |  |  |  |  |
| Hot surfaces out of public reach |  |  |  |  |
| Incident response kits |  |  |  |  |
| Licensed areas secured |  |  |  |  |
| PA system or megaphones |  |  |  |  |
| Participants briefed |  |  |  |  |
| Pedestrian access |  |  |  |  |
| Performers trained and briefed |  |  |  |  |
| Police briefed about event |  |  |  |  |
| Radio function |  |  |  |  |
| Roads and walkways are clear |  |  |  |  |
| Safety fences in place |  |  |  |  |
| Sharp or protruding objects |  |  |  |  |
| Stage edges and steps marked |  |  |  |  |
| Steps and handrails are in good condition |  |  |  |  |
| Tents/marquees secured |  |  |  |  |
| Toilets functioning |  |  |  |  |
| Trees and branches cleared |  |  |  |  |
| Tripping hazards/pegs ropes etc. |  |  |  |  |
| Umbrellas secured |  |  |  |  |
| Warning signage |  |  |  |  |
| Weather and wind conditions are suitable to continue |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Event Organiser |  | | | (print) |
| Area/Venue |  | | | (print) |
| Signature |  | | | (sign) |
| Date |  | Time |  |  |

# APPENDIX 3: LOST / FOUND PERSON CHECKLIST

|  |  |  |
| --- | --- | --- |
| LOST PERSON  Questions to ask the Parent / Guardian / Carer /Informant reporting the missing person. | | Time: |
| 1. Where did you last see the person? |  | |
| 2. What time did you last see the person? |  | |
| 3. What is your name? |  | |
| 4. What is the person’s name? |  | |
| 5. What is the person’s age? |  | |
| 6. What is the person’s hair colouring? |  | |
| 7. What clothes are they wearing? |  | |
| 8. What height is the person? |  | |
| 9. Does the person have a mobile phone?  Y  N | If YES, what is the number? | |
| 10. Where do you think the person will go? |  | |
| Other information |  | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Reported by: |  | | Signature: |  | Date: |  |
| RESOLUTION / OUTCOME: | | | | | | |
| Person found at: | |  | | (time) and relocated with parent / guardian. | | |
| Signed: | |  | | Chief Warden  Deputy Warden  Area Warden | | |

|  |  |  |
| --- | --- | --- |
| FOUND PERSON  Questions to ask the person. | | Time: |
| 1. Who brought you to the festival/event? |  | |
| 2. Where did you last see this person? |  | |
| 3. How long ago did you last see this person? |  | |
| 4. Did they tell you what to do if you got lost?  Y  N | If YES, explain: | |
| 5. What is your name? |  | |
| 6. What is the guardian’s name? |  | |
| 7. What is the guardian’s hair colouring? |  | |
| 8. What clothes are they wearing? |  | |
| 9. Do they have a mobile phone?  Y  N | If YES, what is the number? | |
| 10. Do you know someone else’s number who came with you today?  Y  N | If YES, what is the number? | |
| Other information: |  | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Reported by: |  | | Signature: |  | Date: |  |
| RESOLUTION / OUTCOME: | | | | | | |
| Person found at: | | (time) | | and relocated with parent / guardian. | | |
| Signed: | |  | | Chief Warden  Deputy Warden  Area Warden | | |

# APPENDIX 4: GAS SAFETY CHECKLIST

Completing the check list

All checklist questions should be answered as accurately as possible. The key considerations of this gas safety checklist are public safety andthe safety of operators and their staff.

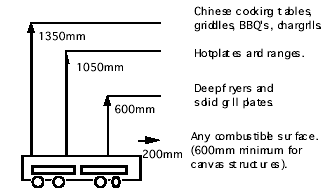
Start at the cylinders and proceed towards the gas appliances.

|  |  |  |  |
| --- | --- | --- | --- |
| Event |  | | |
| Location |  | | |
| Event organiser |  | Phone |  |
| Outlet |  | | |
| Person completing checklist |  | Phone |  |
| Type of structure |  | | |
| On Site electrician |  | Phone |  |
| On site gasfitter |  | Phone |  |

The shaded box indicates a safe installation

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Gas cylinders Checklist | Yes | No | Not Sure |  | Gas appliances Checklist | Yes | | No | | Not Sure |
| Are gas cylinders damaged, rusty or over 10 years old? |  |  |  |  | Are appliances away from the public? |  | |  | |  |
| For older cylinders is the last test date within 10 years? |  |  |  |  | Have appliances been checked recently by competent person? |  | |  | |  |
| Are in-use cylinders outside the caravan or structure? |  |  |  |  | Have safety devices been tampered with? |  | |  | |  |
| Are spare cylinders, full or empty, stored externally? |  |  |  |  | Do thermostats work? |  | |  | |  |
| Are cylinders blocking an exit |  |  |  |  | Do ignition devices work? |  | |  | |  |
| Are cylinders on a level, or non-combustible surface? |  |  |  |  | Are supply pipes or hoses in good condition? |  | |  | |  |
| Are all cylinders upright and secure? |  |  |  |  | Have joints been tested for gas leakage with soapy water? |  | |  | |  |
| Are cylinders in a well-ventilated location? |  |  |  |  | Are combustible materials clear of appliances? |  | |  | |  |
| Is cylinder safety outlet facing away from the structure? |  |  |  |  | Is a combustible surface above or to the side of the appliance? |  | |  | |  |
| Is the area shown below clear of ignition sources? |  |  |  |  |  | |  |  |  | | |

**See required clearances below.**



|  |  |  |  |
| --- | --- | --- | --- |
| **Safety procedures checklist** | **Yes** | **No** | **Unsure** |
| Do staff know what to do in an emergency? |  |  |  |
| Is there a suitable fire extinguisher and fire blanket handy? |  |  |  |
| Have you addressed electrical issues? |  |  |  |
| Has someone been trained to exchange gas cylinders? |  |  |  |

# APPENDIX 5: BOMB THREAT CHECKLIST

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Time: |  | | | Date: |  |
| Estimated Age of Caller: | |  | | Sex of Caller: |  |
| Intoxicated?  YES  NO | | | | | |
| Wording of the threat (try to record the exact words) | | | | | |
| **QUESTIONS TO ASK** | | | | | |
| **KEEP THE CALLER TALKING** -Try to obtain as much information as possible | | | | | |
| When is the bomb going to explode? | | |  | | |
| Where is it right now? | | |  | | |
| What does it look like? | | |  | | |
| What kind of bomb is it? | | |  | | |
| What will cause it to explode? | | |  | | |
| Who placed the bomb? | | |  | | |
| Why? | | |  | | |
| Where are you? | | |  | | |
| What is your name? | | |  | | |
| What is your address? | | |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Callers Voice (please tick) | | | |
|  | Slow |  | Deep |
|  | Rapid |  | Cracking Voice |
|  | Laughter |  | Deep Breathing |
|  | Ragged |  | Raspy |
|  | Excited |  | Clearing Throat |
|  | Lisp |  | Loud |
|  | Angry |  | Accent |
|  | Familiar (if familiar, who does it remind you of?) |  | Calm |
|  | Crying |  | Soft |
|  | Nasal |  | Stutter |
|  | Normal |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Background Noise (please tick) | |  |  |
|  | Aircraft |  | Long Distance |
|  | Animal Noises |  | Motor |
|  | Booth |  | Music |
|  | Children |  | Office Machinery |
|  | Clear |  | Other |
|  | Crockery |  | PA System |
|  | Factory Machinery |  | Static |
|  | House Noises |  | Street Noises |
|  | Local |  | Voices |

|  |  |  |  |
| --- | --- | --- | --- |
| Threat Language (please tick) | | | |
|  | Foul |  | Irrational |
|  | Incoherent |  | Well Spoken (educated) |
|  | Message Read by threat maker |  | Taped |

|  |  |
| --- | --- |
| Number at which call is received? |  |
| Duration of call |  |
| Report call to |  |
| Phone Number |  |
| Name |  |
| Call received by |  |
| Signature |  |

# APPENDIX 6: ARMED OR DANGEROUS INTRUDER RESPONSE CHECKLIST

|  |  |
| --- | --- |
| Time reported |  |
| Date |  |
| Reported by |  |
| Exact location of hostage incident |  |
| Number of hostages |  |
| Names of hostages |  |
| If name(s) are unknown |  |
| Height |  |
| Gender |  |
| Age |  |
| Complexion |  |
| Number of assailants |  |
| Notable characteristics of assailant(s) |  |
| Identifying features (tattoos, scars) |  |
| Number of weapons |  |
| Description of weapons |  |
| Mood of assailant(s) (i.e. nervous, calm, angry, excited, crying, irrational, other) |  |
| Other information |  |