



Emergency Management Plan

Guest Copy

To best prepare for an emergency, Silverband Lodge staff and Group Leaders (guests) should familiarize themselves with this plan.

In the event of any emergency, Silverband Lodge staff should be informed.

To prevent confusion – and to make best use of available resources, any situation requiring an emergency response should be handled by the Silverband Lodge Management or nominated After Hours Manager. This will enable immediate assistance to be provided and an appropriate response planned.

All contact with emergency services should be made by Silverband Lodge Management where time/availability permits.



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INTRODUCTION

Silverband Lodge is privately owned and operated by your hosts, Tim and Angela Chandler

Silverband Lodge is staffed with on-site management staff, together with other permanent and casual staff.

Address: 204 - 232 Grampians Rd, Halls Gap Victoria 3381

Nearest Cross Road - **Grampians Rd & Silver Springs Rd**

GPS Coordinates – 37°08'55" S 142°31'27" E

COMMUNICATION

Telephone 53565251 located in reception and Wonderland Lodge. Silverband Lodge staff and Group Leaders can use this to make outgoing calls in an emergency. Complimentary WIFI is also available.

Mobile coverage is generally reliable.

All groups are required to bring at least one mobile for the duration of their stay.

EMMERGENCY MANAGEMENT PRINCIPLES

The smooth running of your stay and the appropriate handling of any emergency depends on adherence to the following principles:

KEY PRINCIPLES

- 📁 1. Group Arrival Forms
- 📝 2. List of Guests
- 💻 3. On site staff
- 📖 4. Briefing



1. GROUP LEADER INFORMATION

Groups must have completed a booking form/hire agreement prior to arrival. In addition, on arrival a “Group Leader” is nominated on behalf of the group, and acknowledges receipt of a camp-coordinator briefing. This person will be the first point of contact for Silverband Lodge staff. If the Group Leader leaves the site, he/she must delegate this role and inform Silverband Lodge Staff.

2. LIST OF GUESTS

Groups must provide a list of all guests. Silverband Lodge requires a copy of this list on arrival and must be notified of any changes during the stay. A copy of this list is kept with arrival documentation in reception for the duration of the group’s stay.

3. ON SITE MANAGEMENT

Silverband Lodge provides on call when a group is onsite. The Group Leader will be informed who is on duty and how to contact management. In many emergency situations Silverband Lodge staff will control the incident.

4. BRIEFING

In addition to the emergency briefing of all guests it is expected that the Group Leader will be available for 15 minutes shortly after arrival to be briefed by Silverband Lodge staff regarding emergency procedures.



EMERGENCY NUMBERS & CONTACTS

Address: 204 - 232 Grampians Rd, Halls Gap Victoria 3381

Nearest Cross Road - Grampians Rd & Silver Springs Rd

GPS Coordinates – 37°08'55" S 142°31'27" E

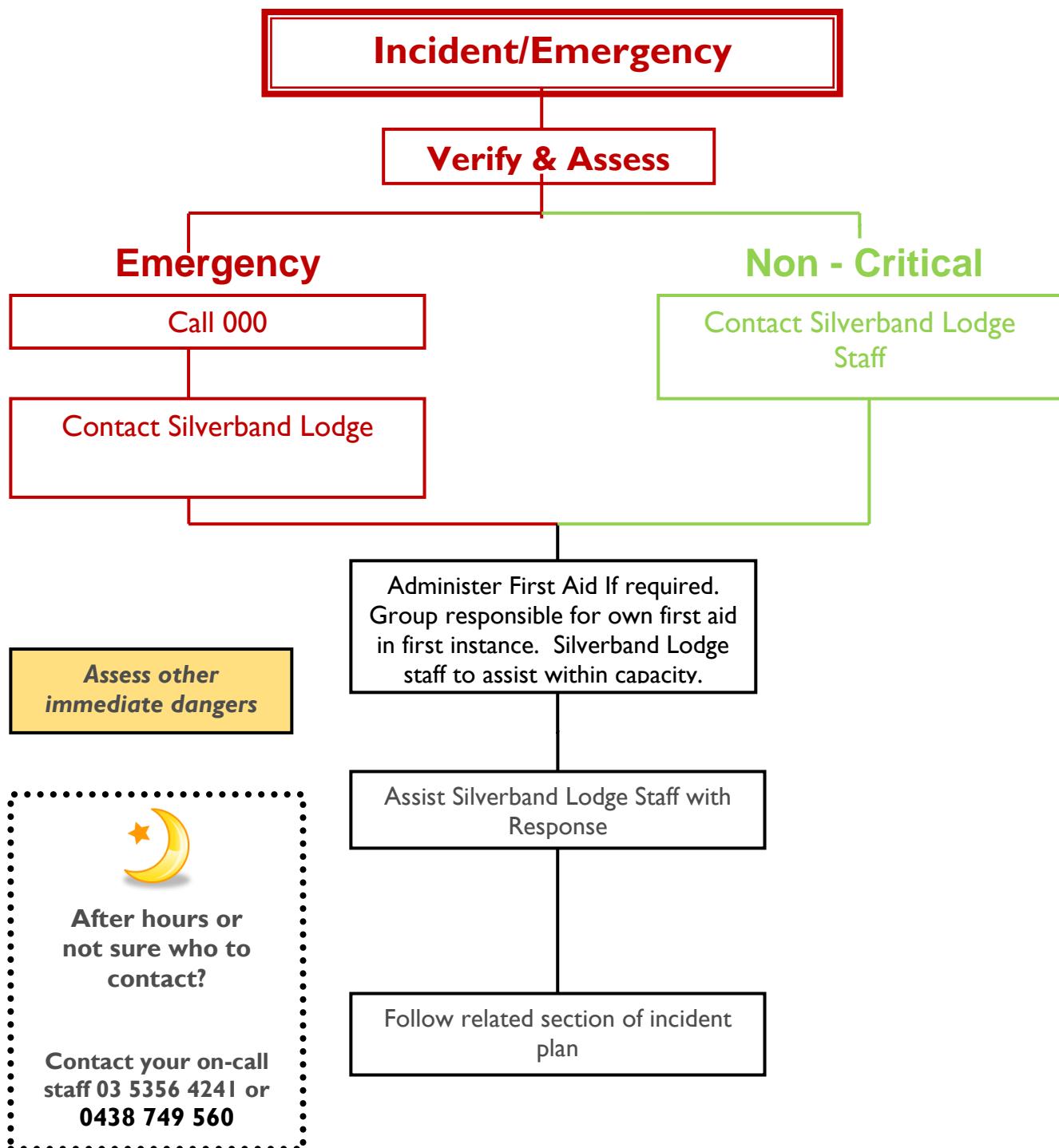
Group	Phone Number
Police	000
	5356 4411 (Halls Gap) 5358 8222 Stawell
Fire "CFA"	000
Ambulance	000
State Emergency Service	132 500
Stawell Medical Centre 22 Wimmera St Stawell	5358 1410 8am – 6pm week days
Budja Budja Medical Clinic 20-22 Grampians Rd Halls Gap	5356 4751 9.00 – 5.00 Monday - Friday
Halls Gap Fair Price Chemist Stoney Creek Stores	53564510 Closed Sunday/Monday
Nurse on call	1300 60 60 24 (non-emergency health advice only)
Hospital (Stawell Regional Hosp) 27 – 29 Sloane St, Stawell	5358 8500
Parks Victoria	8427 2058 or 13 1963



Incident occurs		CALL 000
	CONTACT	Silverband Lodge
	WHO	The number and name/s of persons involved. Your name
Advise	WHAT	Brief description of the incident (e.g. if you are requesting an ambulance, you will need to describe the symptoms of the person who is ill/injured)
	WHEN	The time you became aware of the emergency/critical incident.
	WHERE	Exact location (emergency plus app is great)



INCIDENT CONTROL SYSTEM





INCIDENT CONTROL PROTOCOLS

In the event of an Incident/Emergency at a Silverband Lodge, responsibility for “Incident Control” will vary depending on:

- Are there guests on site?
- Availability of emergency services
- Skills and experience of group staff
- Immediate risks to people and infrastructure

At the point of notification of an incident, the most senior Silverband Lodge staff member present will liaise with relevant contact/s available to advise who will take charge of the situation until authorities arrive.

Silverband Lodge management and staff will take responsibility for the facility and grounds of the property.

Silverband Lodge management will offer advice and support to the user group to the best of their knowledge and expertise. They will seek advice from relevant authorities as required and in accordance with the following Emergency Management Plan.

If the User Group decides to overlook the advice of Silverband Lodge management or authorities, it will be at their own risk and Silverband Lodge will take no responsibility for the events directly related to that decision.

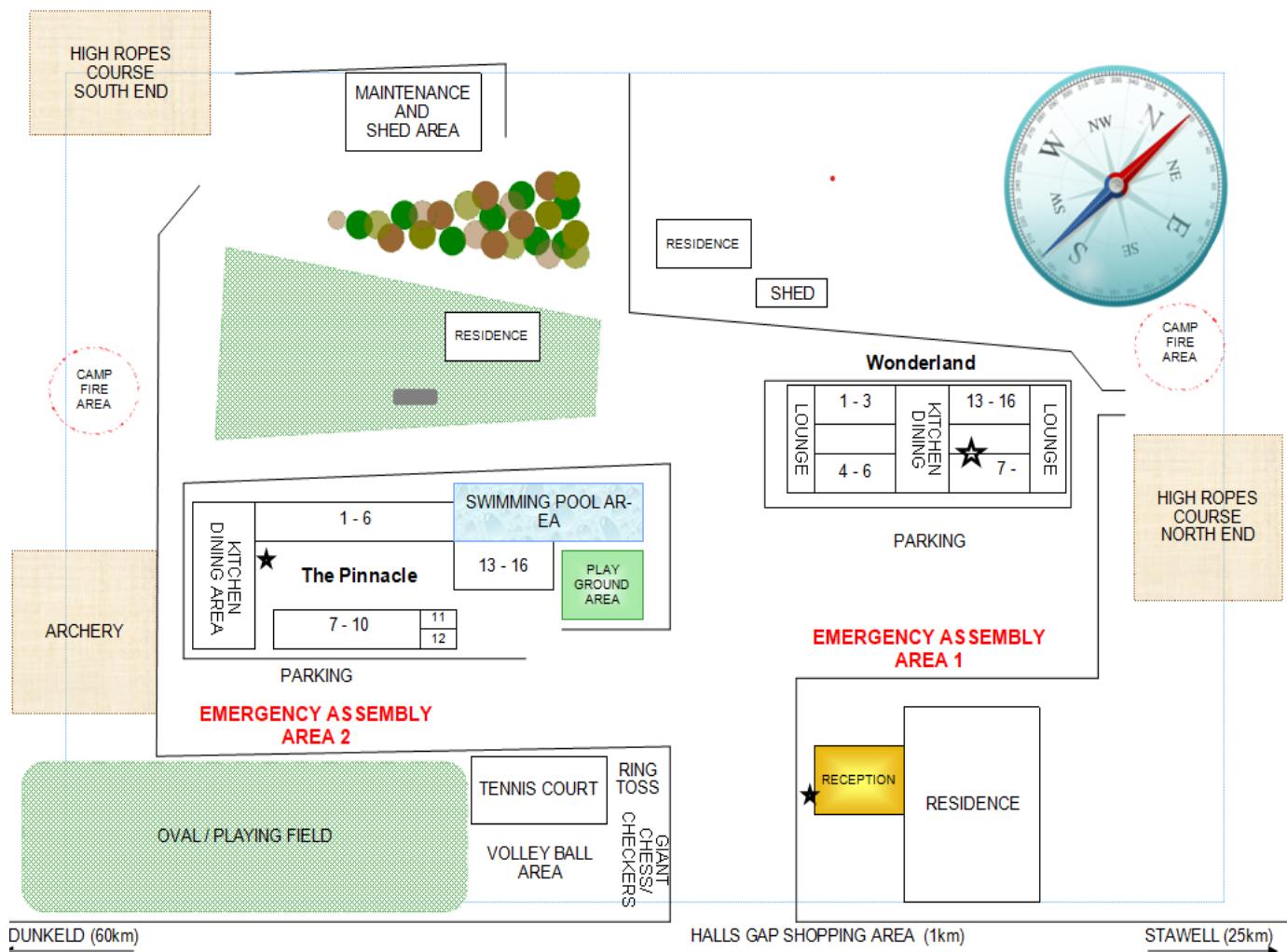


EMERGENCY MAP – SILVERBAND LODGE

Emergency Assembly Areas – Assembly Area 1 & 2

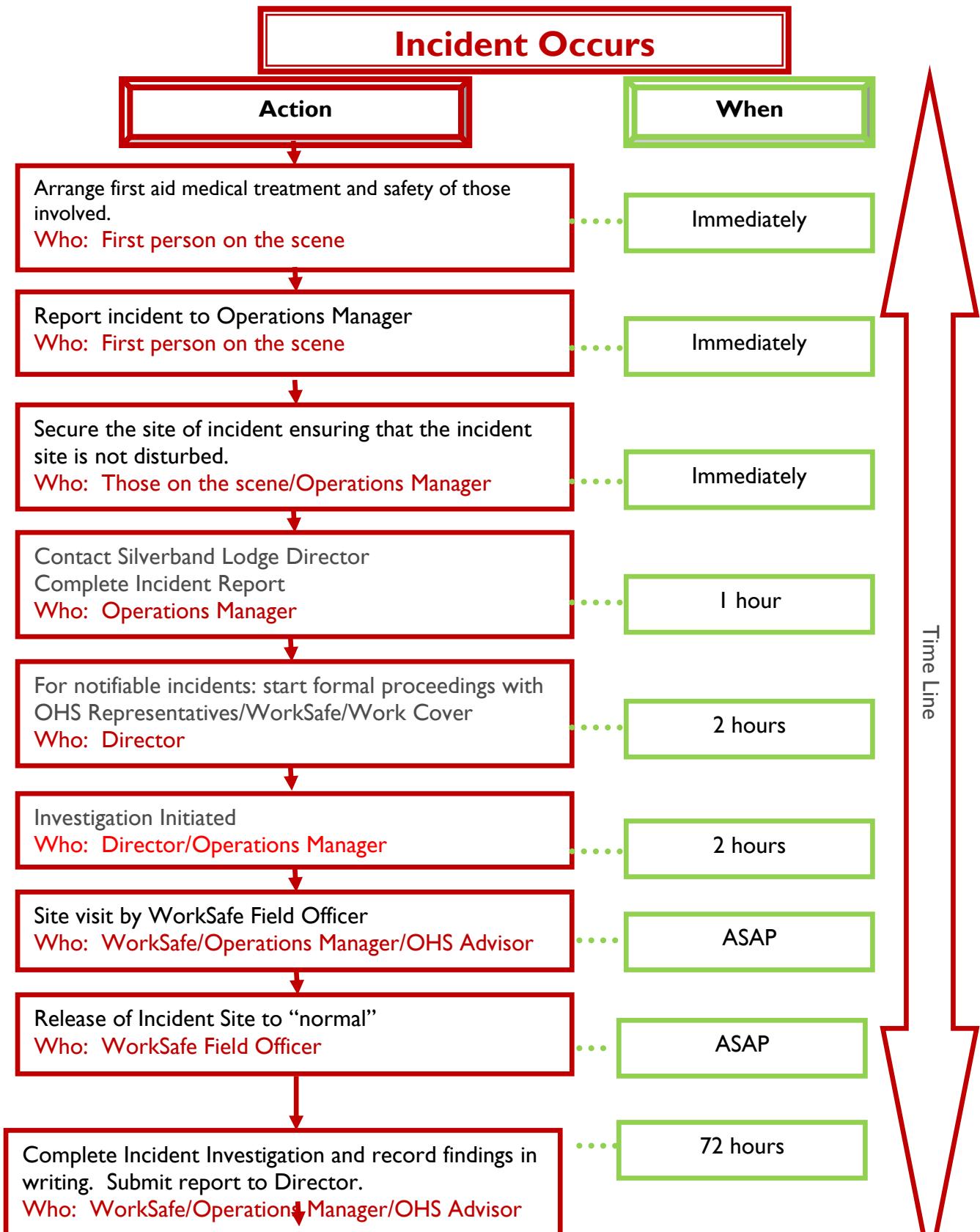
Emergency box location 

Defibrillator (Reception) 





INCIDENT REPORTING FLOW CHART





RISK ASSESSMENT

The following table explores the likelihood and business impact at Silverband Lodge of various emergency scenarios and is taken into account in the development of emergency responses:

Type of Emergency	Probability High 5 / Low 1	Human Impact High 5 / Low 1	Property Impact High 5 / Low 1	Business Impact High 5 / Low 1	Internal Resources Strong 1 / Weak 5	External Resources Strong 1 / Weak 5	Total (Higher Score = Greater Impact)
Bush Fire	3	3	5	5	1	3	20
Building Fire	1	3	4	4	1	3	16
Medical incident	3	4	1	3	1	3	15
LPG Leak or Gas Fire	1	3	3	3	2	3	15
Anaphylaxis Reaction	2	5	1	2	1	3	14
Drowning	1	5	1	3	1	3	14
Injury sustained during outdoor activity	3	4	1	1	1	3	13
Loss of Electricity	3	1	1	1	3	3	12
Restricted access due to flooding / storm damage / landslide	2	1	2	3	1	3	12
Guest Abduction or Assault	1	5	1	1	1	3	12
Loss of Water	2	2	1	2	2	2	11
Lost or missing guest	2	3	1	1	2	2	11
COVID	2	2	0	1	1	0	6



MEDICAL EMERGENCY

IN AN EMERGENCY CALL TRIPLE ZERO (000) FOR AN AMBULANCE

D

DANGERS?

Ensure the area is safe for yourself, others and the patient

R

RESPONSE?

Check for a response: ask name, squeeze shoulders

No response? Send for help

Response? Make comfortable and monitor

SEND for HELP

S

Call 000 (or ask another person to make the call)

Silverband Lodge is located at 204 - 232 Grampians Rd, Halls Gap Victoria 3381

OPEN AIRWAY

Open the mouth and check the airway for foreign material.

A

Foreign material? Place in recovery position and clear the airway

No foreign material? Leave in position. Open the airway by tilting the head back with a chin lift

NORMAL BREATHING?

B

Check for breathing: Look, listen and feel for 10 seconds

Not Normal Breathing? Call an ambulance; Start CPR

Normal Breathing? Place in recovery position and monitor

START CPR

C

30 Compressions : 2 breaths

Continue CPR until help arrives or patient starts breathing

ATTACH DEFIBRILLATOR (AED)

D

Attach defibrillator and follow the voice prompts

Defibrillator located in Reception



1. BUILDING FIRE RESPONSE

CALL 000

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Notify Silverband Lodge staff<input type="checkbox"/> Assemble guests in assembly area<input type="checkbox"/> Collect guest records and medications if required<input type="checkbox"/> Call roll<input type="checkbox"/> Inform Silverband Lodge staff of any injuries or missing people within the group<input type="checkbox"/> Maintain calm within the group<input type="checkbox"/> Await further instruction from Silverband Lodge staff /management, police or CFA	<ul style="list-style-type: none"><input type="checkbox"/> Sound bell/fire alarms<input type="checkbox"/> Evacuate buildings through designated exits<input type="checkbox"/> Isolate services (gas) (see Emergency Services Layout and Wonderland and Pinnacle Staff manuals)<input type="checkbox"/> Ensure all Silverband Lodge staff as rostered, and staff living onsite are accounted for and evacuated as required.<input type="checkbox"/> Assist group with gaining medical assistance if required<input type="checkbox"/> Communicate with Emergency Services<input type="checkbox"/> Escort group to a more comfortable area if appropriate.<input type="checkbox"/> Activate fire hoses (see Emergency Services Layout and Wonderland and Pinnacle Staff Manuals)<input type="checkbox"/> Communicate situation and hand over to authorities



2. BUSHFIRE – INITIAL RESPONSE

CALL 000

N.B. Specific response for Bushfire is detailed in the Bushfire Plan

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Notify Silverband Lodge staff<input type="checkbox"/> Assemble guests in dining room<input type="checkbox"/> Collect guests records and medications if required.<input type="checkbox"/> Call roll<input type="checkbox"/> Inform Silverband Lodge staff of any injuries or missing students within group<input type="checkbox"/> Guests are requested to dress appropriately (sturdy footwear, long pants, jumpers)<input type="checkbox"/> Maintain calm within the group<input type="checkbox"/> Await further instruction from site management, police or CFA<input type="checkbox"/> No guests to leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, site management.	<ul style="list-style-type: none"><input type="checkbox"/> Sound bell/fire alarms<input type="checkbox"/> Notify Owners<input type="checkbox"/> Assemble in dining room<input type="checkbox"/> Isolate services (see Emergency Services Layout and Wonderland and Pinnacle Staff Manuals)<input type="checkbox"/> Assist group with gaining medical assistance if required<input type="checkbox"/> Activate Bushfire Plan<input type="checkbox"/> Ensure all Silverband Lodge staff as rostered, and staff living onsite are accounted for and informed as required.<input type="checkbox"/> Communicate situation and hand over to authorities<input type="checkbox"/> Await further instruction from authorities



EXTREME WEATHER POLICY

The possibility of extreme weather including storms, flooding, bushfire etc should not deter guests from visiting Silverband Lodge. Being in the outdoors can still be an extremely enjoyable experience at all times of year given appropriate planning.

Extreme weather planning

Silverband Lodge will be closed on declared Catastrophic Fire Danger days as per the Australian Fire Danger Rating System.

On these days guest safety is our priority. It would be no fun being on camp in those conditions. We want our guests to have a fun experience, and go home with fond memories, not having been uncomfortable, anxious and dissatisfied due to extreme weather.

We will consider modifying camp programs and alternative arrangements on days of Extreme and High fire danger rating and Total Fire Ban days on a case-by-case basis, in conjunction with group leaders.

Responses may include:

- Modifying camp programs and confining campers to the campsite
- Making alternative arrangements for campers i.e. take them off site to a safer location until the danger period passes, or recommend the group returns home.

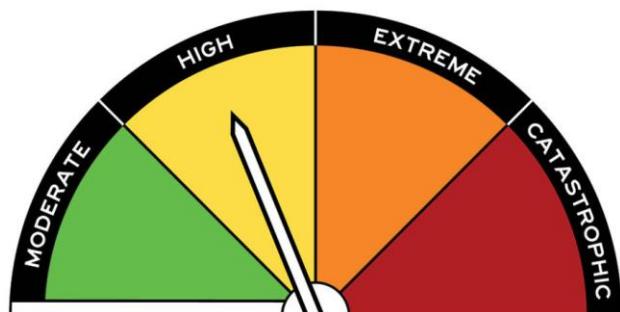
Silverband Lodge is located in the Wimmera district for Total Fire Bans and Fire Danger Ratings (as declared by the Country Fire Authority and available at www.cfa.vic.gov.au).

Know The Fire Danger Ratings

From 1 September 2022, Australia has a simplified, action-oriented fire danger rating system.



The Australian Fire Danger Ratings (AFDRS) levels are:



MODERATE

Plan and prepare

HIGH

Be ready to act

EXTREME

Take action now to protect life and property

CATASTROPHIC

For your survival, leave bushfire risk areas

The move to a simpler system is informed by extensive community consultation and backed by improvements in science, which will mean we can better predict areas of greater risk on days of fire danger.

The Australian Fire Danger Rating System uses four easy to recognise rating levels, each with a message to encourage you to take action to protect yourself and others in the face of bushfire risk.

The fire danger rating levels are:

- **Moderate:** Plan and prepare
- **High:** Prepare to act
- **Extreme:** Take action now to protect your life and property.
- **Catastrophic:** For your survival, leave bush fire risk areas.

The white bar under Moderate indicates No Rating for days where no proactive action is required by a community. This does not mean that fires cannot happen, but that any fires that start are not likely to move or act in a way that threatens the safety of the community.



BUSHFIRE POLICY

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Fire Danger Rating Protocols



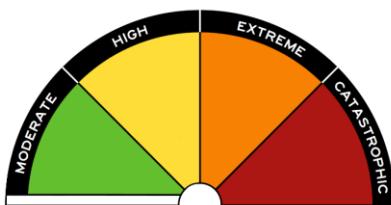
FIRE Danger	Fire Behaviour	Site Management Services	Silverband Lodge Staff & Volunteers	Protocols for Guests
Catastrophic	<p>For your survival, leave bushfire risk areas.</p> <p>What does it mean?</p> <p>If a fire starts and takes hold, lives are likely to be lost.</p> <ul style="list-style-type: none"> These are the most dangerous conditions for a fire 	<ul style="list-style-type: none"> Silverband Lodge services will not be available from 9.00 a.m. or earlier if necessary, on catastrophic days and will not re-open until the next day or until safe to do so. Management will post a notice indicating the office will be closed and the on-call telephone contact details. Onsite staff will enact their personal fire plan. A designated staff member will be available for on-call The Operations Manager will regularly communicate with the Silverband Lodge Director. 	<ul style="list-style-type: none"> Staff and volunteers will not attend the workplace. Staff will remain at home to enact their personal fire plans and care for family members. Staff and volunteers who reside onsite will be asked to make alternate arrangements. Staff or volunteers are not to bring family members or pets to the workplace as part of their personal fire plan. 	<ul style="list-style-type: none"> The site will be vacated on days designated as 'Catastrophic'. A meeting of all guests will be called for the evening prior, or as soon as practical to a catastrophic announcement, to re-assure guests and clarify arrangements for the coming day. Management will make direct contact with guests with special needs to assist them in their planning. Silverband lodge may arrange group transport (coach) to evacuate guests (private vehicles may be left at the site)
Extreme	<p>Take action now to protect your life and property.</p> <p>What does it mean?</p> <p>Fires will spread quickly and be extremely dangerous.</p> <ul style="list-style-type: none"> These are dangerous fire conditions. Expect hot, dry and windy conditions. 	<ul style="list-style-type: none"> Operations will continue as usual pending monitoring and observation. A designated staff member will remain available for on-call. Site Management will monitor the weather and fire situation in any way they can: through the VIC EMERGENCY app, ABC or local radio, TV and newspapers. Site Management will endeavour to keep guests informed. The Operations Manager will regularly communicate with the Silverband Lodge Director. 	<ul style="list-style-type: none"> Staff will be expected to work as rostered on this day. Onsite staff will enact their personal fire plan. Staff and volunteers are not to bring family members or pets to the work place as part of their personal fire plan. 	<ul style="list-style-type: none"> A meeting of all guests will be called for the evening prior, or as soon as practical to an extreme announcement, to reassure guests and clarify arrangements for the coming day. Site Management will make direct contact with guests with special needs to assist them in their planning. Programs and other operations may change to accommodate deteriorating conditions and to manage risk. Site management, CFA, VICPOL or EMV may recommend guests leave the site or confirm program to site. Silverband lodge may arrange group transport (coach) to evacuate guests or transport guests to an alternate activity location (private vehicles may be left at the site).



BUSHFIRE POLICY

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Fire Danger Rating Protocols



MODERATE

Plan and prepare

HIGH

Be ready to act

EXTREME

Take action now to protect life and property

CATASTROPHIC

For your survival, leave bushfire risk areas

FIRE Danger	Fire Behaviour	Site Management Services	Site Staff & Volunteers	Camp Protocols for Guests
High	<p>Be ready to act.</p> <p>What does it mean?</p> <p>Fires can be dangerous</p>	<ul style="list-style-type: none"> All services will operate as usual in accordance with Silverband lodge policies and procedures. Site Management will monitor the weather and fire situation in any way they can: through VIC EMERGENCY/app, ABC or local radio, TV and newspapers. Site Management will endeavour to keep guests informed. The Operations Manager will regularly communicate with the Silverband Lodge Director. 	<ul style="list-style-type: none"> Staff will be expected to work on this day. 	<ul style="list-style-type: none"> Normal planning processes will apply. Group will be advised to be ready to act if conditions deteriorate or risk increases. Programs and other operations may change to accommodate deteriorating conditions and to manage risk.
Moderate	<p>Plan and prepare.</p> <p>What does it mean?</p> <p>Most fires can be controlled.</p>	<ul style="list-style-type: none"> As above. 	<ul style="list-style-type: none"> Staff will be expected to work on this day 	<ul style="list-style-type: none"> Normal planning processes will apply.



3. EMERGENCY TRANSPORT OF CLIENTS

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Assemble group<input type="checkbox"/> Call roll<input type="checkbox"/> Maintain calm within the remaining group<input type="checkbox"/> Await further instruction from Silverband Lodge Staff or authorities<input type="checkbox"/> No guests to leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, site management.	<ul style="list-style-type: none"><input type="checkbox"/> Ring bus hire companies to arrange transport<input type="checkbox"/> Sandlant Bus Lines 24 hour numbers 0408 508 371 0408 503 149



4. ANAPHYLAXIS

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Find appointed First Aid Officer<input type="checkbox"/> Locate Epi-pen. If Group does not have access to an Epi-pen see Emergency Box Location on Map<input type="checkbox"/> Check date of Epi-Pen<input type="checkbox"/> Follow appropriate Action Plan [Current first aid protocols]<input type="checkbox"/> Monitor Casualty and call 000	<ul style="list-style-type: none"><input type="checkbox"/> Locate Epi-pen.<input type="checkbox"/> Emergency box location as per Map.<input type="checkbox"/> Check date of Epi-Pen<input type="checkbox"/> Follow appropriate Action Plan [Current first aid protocols]<input type="checkbox"/> Monitor Casualty and call 000

ascia
australian society of clinical immunology and allergy
www.allergy.org.au

FIRST AID PLAN FOR Anaphylaxis

Anaphylaxis is the most severe type of allergic reaction and should always be treated as a medical emergency. Anaphylaxis requires immediate treatment with adrenaline (epinephrine), which is injected into the outer mid-thigh muscle. If treatment with adrenaline is delayed, this can result in fatal anaphylaxis.

How to give EpiPen® adrenaline (epinephrine) injector

1
Form fist around EpiPen® and PULL OFF BLUE SAFETY RELEASE

2
Hold leg still and PLACE ORANGE END against outer mid-thigh (with or without clothing)

3
PUSH DOWN HARD until a click is heard or felt and hold in place for 3 seconds. REMOVE EpiPen®

Instructions are also on device labels. For video instructions scan this QR code:

MILD TO MODERATE ALLERGIC REACTIONS

SIGNS

- Swelling of lips, face, eyes
- Hives or welts
- Tingling mouth
- Abdominal pain, vomiting - these are signs of anaphylaxis for insect allergy

ACTIONS

- Stay with person, call for help
- Locate adrenaline injector
- Phone family/emergency contact
- Insect allergy - flick out sting if visible
- Tick allergy - seek medical help or freeze tick and let it drop off

Mild to moderate allergic reactions may not always occur before anaphylaxis

SIGNS OF ANAPHYLAXIS (SEVERE ALLERGIC REACTIONS)

Watch for ANY ONE of the following signs:

- Difficult or noisy breathing
- Swelling of tongue
- Swelling or tightness in throat
- Wheeze or persistent cough
- Difficulty talking or hoarse voice
- Persistent dizziness or collapse
- Pale and floppy (young children)

ACTIONS FOR ANAPHYLAXIS

1 LAY PERSON FLAT - do NOT allow them to stand or walk

- If unconscious or pregnant, place in recovery position - on left side if pregnant
- If breathing is difficult allow them to sit with legs outstretched
- Hold young children flat, not upright

2 GIVE ADRENALINE INJECTOR

3 Phone ambulance - 000 (AU) or 111 (NZ)

4 Phone family/emergency contact

5 Further adrenaline may be given if no response after 5 minutes

6 Transfer person to hospital for at least 4 hours of observation

IF IN DOUBT GIVE ADRENALINE INJECTOR

Commence CPR at any time if person is unresponsive and not breathing normally

ALWAYS give adrenaline injector FIRST if someone has SEVERE AND SUDDEN BREATHING DIFFICULTY (including wheeze, persistent cough or hoarse voice), even if there are no skin symptoms. THEN SEEK MEDICAL HELP.

If adrenaline is accidentally injected, phone your local poisons information centre. Continue to follow this action plan for the person with the allergic reaction.

© ASCIA 2023 This document has been developed for use as a poster, or to be stored with general use adrenaline injectors.



5. ASTHMA

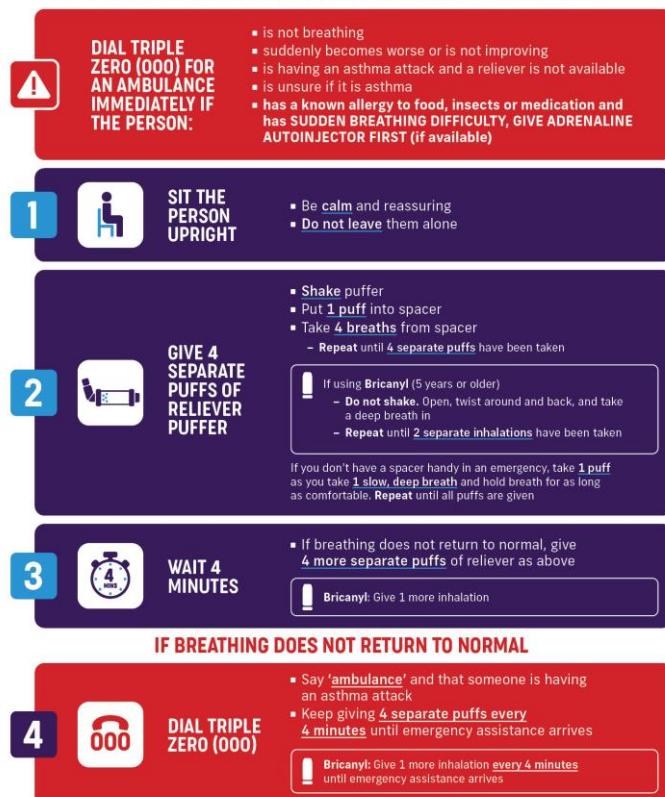
Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"> <li data-bbox="360 491 636 512"><input type="checkbox"/> Find appointed First Aid Officer <li data-bbox="360 541 636 619"><input type="checkbox"/> Locate blue reliever puffer medication. If Group does not have access to medication see Emergency Box Location on Map <li data-bbox="360 680 636 700"><input type="checkbox"/> Follow appropriate Action Plan [[Current first aid protocols]] <li data-bbox="360 761 636 781"><input type="checkbox"/> Monitor Casualty and call 000 if appropriate 	<ul style="list-style-type: none"> <li data-bbox="894 491 1308 541"><input type="checkbox"/> Locate blue reliever puffer medication <li data-bbox="894 568 1308 619"><input type="checkbox"/> Emergency box location as per Map. <li data-bbox="894 658 1308 700"><input type="checkbox"/> Follow appropriate Action Plan [Current first aid protocols] <li data-bbox="894 727 1308 781"><input type="checkbox"/> Monitor Casualty and call 000 if appropriate

ASTHMA FIRST AID

Blue/Grey Reliever

Airomir, Asmol, Ventolin or Zempreon and Bricanyl

Blue/grey reliever medication is unlikely to harm, even if the person does not have asthma.



ASTHMA
AUSTRALIA

1800 ASTHMA
(1800 278 462)
asthma.org.au

1800 ASTHMA
(1800 278 462)
asthma.org.au

1800 ASTHMA
(1800 278 462)
asthma.org.au

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131 450

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6. DEFIBRILLATOR

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Find appointed First Aid Officer<input type="checkbox"/> Locate Defibrillator (Outside entrance to Reception) and get somebody to retrieve it<input type="checkbox"/> Follow appropriate Action Plan [Current first aid protocols]<input type="checkbox"/> Monitor Casualty and call 000	<ul style="list-style-type: none"><input type="checkbox"/> Send somebody to get defibrillator (Outside entrance to Reception), if not already done<input type="checkbox"/> Follow appropriate Action Plan [Current first aid protocols]<input type="checkbox"/> Monitor Casualty and call 000



7. MISSING PERSON ON SITE

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Notify Silverband Lodge Staff<input type="checkbox"/> Assemble guests in designated assembly area<input type="checkbox"/> Collect guests records and medications if required.<input type="checkbox"/> Roll call – establish all missing persons<input type="checkbox"/> Document events and procedures that are taken including time each event occurs<input type="checkbox"/> Provide medical details of missing persons to Silverband Lodge Staff<input type="checkbox"/> Maintain calm within the remaining group<input type="checkbox"/> In the event that police/authorities are notified; group coordinator must contact relevant people i.e. School Principal<input type="checkbox"/> Await further instruction from Silverband Lodge staff or authorities<input type="checkbox"/> No guests to leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, site management.	<ul style="list-style-type: none"><input type="checkbox"/> Collect missing persons' medical form from Group Leader and a full description of the missing person.<input type="checkbox"/> Establish where missing person/s was last sighted to determine where person/s may be lost.<input type="checkbox"/> Carry out initial search 10-15 minutes. Do not involve children in the search.<input type="checkbox"/> Ensure appropriate rations of staff to students are maintained.<input type="checkbox"/> If initial search is unsuccessful immediately notify Halls Gap Police<input type="checkbox"/> Remain on site and available to communicate with authorities



8. MISSING PERSON OFF SITE

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Assemble group<input type="checkbox"/> Roll call – establish all missing persons<input type="checkbox"/> Remain in current location<input type="checkbox"/> Document events and procedures that are taken including time each event occurs<input type="checkbox"/> Allocate appropriate number of staff to supervise remainder of group. Remaining staff to conduct initial search<input type="checkbox"/> Nominate at least 2 staff members to conduct initial search for 10 minutes of immediate area. Do not involve other children in the search<input type="checkbox"/> Ensure appropriate ratios of staff to students are maintained.<input type="checkbox"/> If initial search is unsuccessful notify Silverband Lodge staff immediately<input type="checkbox"/> Maintain calm within the remaining group<input type="checkbox"/> In the event that police/authorities are notified; user group coordinator must contact relevant people i.e. School Principal<input type="checkbox"/> Await further instruction from Silverband Lodge staff or authorities	<ul style="list-style-type: none"><input type="checkbox"/> Establish where missing person was last sighted to determine where person/s may be lost<input type="checkbox"/> Collect missing persons' medical form from Group Leader and a full description of the missing person.<input type="checkbox"/> Carry out initial search 10-15 minutes Do not involve other children in the search<input type="checkbox"/> If initial search is unsuccessful immediately notify Halls Gap Police<input type="checkbox"/> Remain on site and available to communicate with authorities<input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, site management.



9. OFFSITE ACTIVITY CRITICAL INCIDENTS

CALL 000

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Assess situation, immediate dangers to self and group<input type="checkbox"/> Assemble group<input type="checkbox"/> Roll call<input type="checkbox"/> Administer first aid as required<input type="checkbox"/> If not with Silverband Lodge staff - notify as soon as possible<input type="checkbox"/> If unable to contact via phone – send two adults to get help (if numbers permit, allowing appropriate number of staff to supervise remainder of group). Ensure appropriate ratios of staff to students are maintained.<input type="checkbox"/> Take appropriate actions relevant to situation with advice from Silverband Lodge staff or authorities<input type="checkbox"/> Maintain calm within the remaining group<input type="checkbox"/> In the event that police/authorities are notified; user group coordinator must contact relevant people i.e. school Principal<input type="checkbox"/> Await further instruction from Silverband Lodge staff or authorities	<ul style="list-style-type: none"><input type="checkbox"/> Notify authorities as required<input type="checkbox"/> Assess situation, immediate dangers to self and group<input type="checkbox"/> Provide first aid assistance to user group as required<input type="checkbox"/> Provide user group with advice regarding evacuation and appropriate action to take<input type="checkbox"/> Remain available to communicate with user group and authorities
<ul style="list-style-type: none">• In the event that Silverband Lodge Staff are or are not present at the incident they will offer advice to their best knowledge of appropriate action. It is up to the discretion of the user group to make a final decision on actions to be taken.• Silverband Lodge will take no responsibility in the case that the user group does not heed their advice and wishes to take their own course of action.	



10. STRANGERS/INTRUDERS

If there is a person on a Silverband Lodge property who looks suspicious or you do not recognise, report this to Silverband Lodge Staff immediately.

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Report strangers/intruders to Silverband Lodge Staff, or Reception.<input type="checkbox"/> If it is determined that the person is an intruder follow the steps below.<input type="checkbox"/> Assemble group<input type="checkbox"/> Collect guests records and medications if required.<input type="checkbox"/> Roll call<input type="checkbox"/> Maintain calm within group<input type="checkbox"/> Await further instruction from Silverband Lodge staff or authorities	<ul style="list-style-type: none"><input type="checkbox"/> Assess situation and establish if the person is an intruder<input type="checkbox"/> In the event that the person is an intruder site management will establish the danger of the intruder and escort them off the property. Ensure that at least 2 staff are present to escort an intruder from the property.<input type="checkbox"/> Notify authorities as required<input type="checkbox"/> If the person cannot be escorted off the property, then police will be called<input type="checkbox"/> Hand over to police on arrival <p>In the instance that a LOCKDOWN is required:</p> <ul style="list-style-type: none"><input type="checkbox"/> Sound bell<input type="checkbox"/> Assemble in passage<input type="checkbox"/> Lock all outside doors and windows<input type="checkbox"/> Contact relevant authorities for assistance<input type="checkbox"/> Check roll call for user group and Silverband Lodge staff and residents.

000 – POLICE



11. SEVERE STORM AND FLOOD

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Assemble guests in designated area<input type="checkbox"/> Collect guest records and medications if required<input type="checkbox"/> Call roll<input type="checkbox"/> Inform Silverband Lodge staff of any injuries or missing guests within the group<input type="checkbox"/> Maintain calm within the group<input type="checkbox"/> Await further instruction from site management or authorities<input type="checkbox"/> No guests to leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, site management.	<ul style="list-style-type: none"><input type="checkbox"/> Sound bell<input type="checkbox"/> Assemble in designated area<input type="checkbox"/> Close windows and secure loose objects i.e. garbage bins<input type="checkbox"/> Isolate any services that may cause additional hazards, e.g. electricity, gas (see Appendix 1)<input type="checkbox"/> Facilitate evacuation as per advice from authorities<input type="checkbox"/> Assist group with gaining medical assistance if required and/or Group First Aid Officer unable to provide.<input type="checkbox"/> Contact relevant authorities for assistance if required.

12. LANDSLIDE/DEBRIS FLOW

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Assemble guests in designated area<input type="checkbox"/> Collect guest records and medications<input type="checkbox"/> Call roll<input type="checkbox"/> Inform Silverband Lodge staff of any injuries or missing guests within the group<input type="checkbox"/> Maintain calm within the group<input type="checkbox"/> Await further instruction from site management or authorities<input type="checkbox"/> No guests to leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, site management	<ul style="list-style-type: none"><input type="checkbox"/> Sound bell<input type="checkbox"/> Assemble in designated area<input type="checkbox"/> If deemed necessary, facilitate evacuation in conjunction with advice from authorities<input type="checkbox"/> Assist group with gaining medical assistance if required and/or Group First Aid Officer unable to provide.<input type="checkbox"/> Contact relevant authorities for assistance if required



13. POWER FAILURE

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none">Inform Silverband Lodge staff and await further instruction re any actions to be taken.	<ul style="list-style-type: none"><input type="checkbox"/> Remain on site and available to communicate with power authority<input type="checkbox"/> Inform guests / staff of expected time of power recovery<input type="checkbox"/> Distribute torches and set up temporary lighting available if required.

14. GAS LEAK

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Assemble guests in designated area<input type="checkbox"/> Collect guest records and medications<input type="checkbox"/> Call roll<input type="checkbox"/> Inform Silverband Lodge staff of any injuries or missing guests within the group<input type="checkbox"/> Maintain calm within the group<input type="checkbox"/> Await further instruction from site management or authorities <p>No guests to leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, site management</p>	<ul style="list-style-type: none"><input type="checkbox"/> Sound bell<input type="checkbox"/> Isolate the gas tank at the main valve and call for professional assistance (see Appendix 1)<input type="checkbox"/> Assemble in designated area<input type="checkbox"/> Contact relevant authorities for further assistance If deemed necessary, facilitate evacuation in conjunction with authorities<input type="checkbox"/> Assist group with gaining medical assistance if required and/or Group First Aid Officer unable to provide.



15. LOSS OF WATER CONNECTION

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Inform Silverband Lodge staff and await further instruction re any actions to be taken.	<ul style="list-style-type: none"><input type="checkbox"/> Remain on site and available to communicate with water authority<input type="checkbox"/> Inform guests / staff of expected time of water recovery<input type="checkbox"/> Distribute potable water if required.

16. MECHANICAL BREAKDOWN

Group Leader	Silverband Lodge Staff
<ul style="list-style-type: none"><input type="checkbox"/> Inform Silverband Lodge staff and await further instruction re any actions to be taken.	<ul style="list-style-type: none"><input type="checkbox"/> Ring the appropriate trades person.<input type="checkbox"/> Inform guests and staff if impact on program / stay or accommodation.



17. PHONE / BOMB THREAT GUIDE

DETAILS OF THE PERSON WHO RECEIVED THE CALL

Name (print): _____

Telephone number called: _____

Date call received: _____

Time call received: _____

GENERAL QUESTIONS TO ASK THE CALLER

1. What is it? Is it a bomb?
2. When will it explode or the substance be released?
3. Where did you put it?
4. What does it look like?
5. When did you put it there?
6. How will it explode or the substance be released?
7. Did you put it there?
8. Why did you put it there?
9. What is your name?
10. Who am I speaking to?

BOMB THREAT QUESTIONS

1. What type of bomb is it?
2. What is in the bomb?
3. What will make the bomb explode?

CHEMICAL/BIOLOGICAL THREAT QUESTIONS

1. What kind of substance is in it?
2. How much of the substance is there?
3. When will the substance be released?
4. Is the substance a liquid, powder or gas?

EXACT WORDING OF THE THREAT: _____



GENDER OF THE CALLER: **Male** **Female**

ACCENT OF THE CALLER: **Australian**
Middle Eastern
British
Asian
American
European
African
Other (specify)

BACKGROUND NOISE: **None**
TV/Radio
Train
Traffic
Music
Construction
Sirens
Aircraft
Voices
Other (specify)

ESTIMATED DURATION OF CALL: _____

ESTIMATED AGE OF THE CALLER: _____

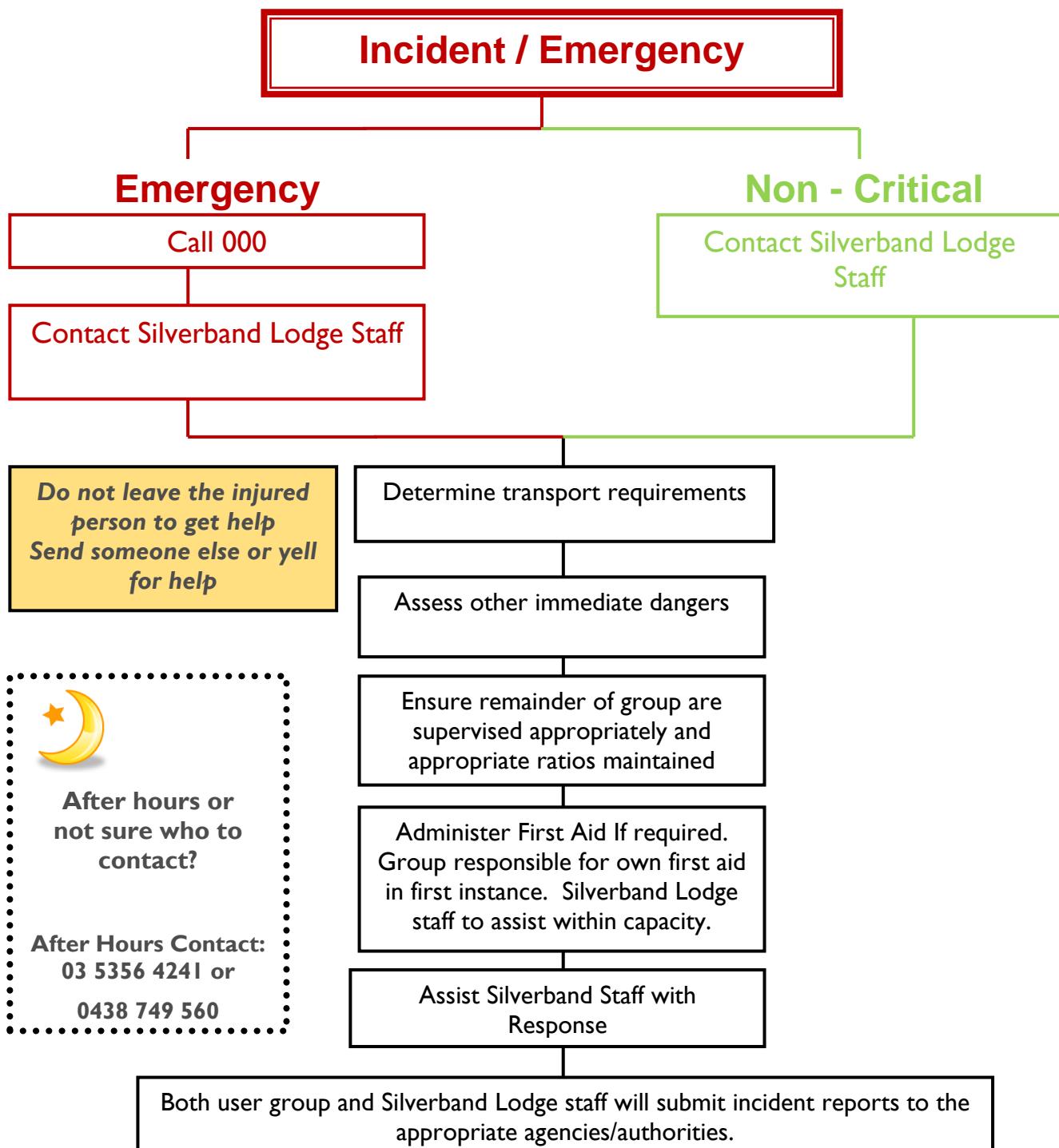
DID THE CALLER APPEAR FAMILIAR WITH THE AREA? **Yes** **No**

OTHER COMMENTS: _____



18. PLAN FOR OTHER EMERGENCIES

In the case of serious injury or any other medical emergency not covered in the above Emergency Management plan, follow the steps below.





COVID-19 IN THE WORKPLACE

Silverband Lodge has a health and safety duty to minimise the risk of workers, contractors, guests and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

If a guest becomes unwell at Silverband Lodge with a suspected case of COVID-19

1. **Isolate** – Prevent the spread. Isolate the person from others (either in their accommodation, or an unoccupied accommodation room). Children or young people at camp experiencing symptoms compatible with COVID-19 (fever, cough or sore throat) should be isolated in an appropriate space with suitable supervision, and collected by a parent/carer as soon as possible.

Where a guest is confirmed as having COVID-19, all other guests who have shared accommodation with that guest for >4 hours will be deemed a close contact. These close contacts don't have to quarantine but must should monitor for symptoms in the 5-7 days following contact.

2. **Transport** – Ensure the person / close contacts have transport to their home or to a medical facility. This may involve facilitating with family members/ carer or emergency contact.

3. **Clean** – Clean and disinfect the areas where the person and close contacts have been. Follow the 'Cleaning of facilities for known contact of COVID' procedures. The Catering Manager must confirm that the cleaning and disinfection regime has occurred before re-entry to the affected areas.

If there is a CONFIRMED case of COVID-19 in the workplace

If a worker tests positive for COVID-19 the worker should return home and self-isolate for 5 days after the date they were tested (if they are on site) **OR** until they no longer have symptoms. If the worker is unable to return home immediately, direct the worker to isolate themselves at the workplace and, while doing so, to wear a face mask and remain at least 1.5 metres from any other person.

Any workplace contacts are asked monitor for symptoms and return home if they become unwell or test positive for COVID-19.

Any approaches by media should be dealt with in line with our Emergency Management Plan.



DEALING WITH THE MEDIA

To manage media interest in an emergency situation the following will apply:

1. **No comment should be made to the media.**
2. In the event Media contact us for comment, request media contact details and pass on to Director to follow up.
3. Should Media arrive onsite, they should not be left on site unescorted.
4. Australian Camps Association should be contacted by Silverband Lodge Operations Manager or Director to notify of any emergency that may attract media interest.

INCIDENT AND NEAR MISS REPORTING

Silverband Lodge staff are required to report all incidents and near misses in the Incident Reporting section of Venuelife, our Venue Management Program, in a prompt manner, ideally immediately after the event. Please ensure these reports are filled out accurately with relevant staff and guest details, and factual reporting of the incident or near miss as it occurred.

POST EMERGENCY DEBRIEF

In the event that the Emergency Response Plan is enacted a post response debrief will occur as soon as practicable after the situation has been normalized. The level of this debrief will be determined by the seriousness of the incident. Incident Reports must be logged for all Emergency Responses.

Minor incidents

Where the matter has been handled internally and no injuries or apparent exposure to potential trauma has occurred a discussion between those involved in the incident and Silverband Lodge staff will occur. Any problems with the response and lessons that can be learned will be noted and adopted.



Major Incidents

Where injury, trauma has occurred, or Emergency Services have been involved a full debrief with all parties involved and formal recommendations as to any adjustments to the response will be sought from all interested parties.

EMERGENCY DRILLS/ TRAINING SCHEDULE

All Silverband Lodge staff have read and are familiar with the procedures as outlined in the emergency management plan.

Staff are familiar with the location and use of safety procedures and equipment. Twice per annum a review and refresh of procedures occurs in conjunction with a weekly staff meeting. This is documented in staff meeting minutes.

On arrival at Silverband Lodge, the camp coordinator briefing outlines the emergency assembly details. Silverband Lodge staff are responsible for conducting this orientation and must be fully aware of the emergency management plan.

EMERGENCY MANAGEMENT PLAN REVIEWS

Management is committed to regular training, including activity procedures, first aid, customer service and emergency management. The emergency management plan will be reinforced and reviewed annually or following any emergency.



Staff Contact Details

	Position	Phone number
Tim Chandler	Director	0405 224 319
Ange Chandler	Director	0408 690 374
Halls Gap		
Office		5356 4241
Glen Keilar	Operations Manager	0408177547
Michelle McCarten	Hospitality Services Manager	0400 553 913
After Hours Contract		0438 749 560