

Kianinny Emergency Response Plan

Updated January 2020

- To ensure that the correct response is made to any emergency situation that may arise in the camp, all staff and user groups are requested to make themselves familiar with the details of the emergency response plan.
- In the event of any emergency staff should be informed.
- To prevent confusion - and to make best use of available resources, any situation requiring an emergency response i.e. accident, gas leak, lost child, etc. should be handled by the owners or Group Leaders. This will enable immediate assistance to be provided and an appropriate response planned.
- All contact with emergency services should be done by the owners where time/availability permits.

Contents

Page 1	Contents
2	Site Overview
4	What to Do? Emergency Phone Numbers
5	Roles and Responsibilities
6	Media Management
7	Routine Incidents <ul style="list-style-type: none">▪ Electricity failure▪ Water loss▪ Gas failure
9	Non Routine Incidents <ul style="list-style-type: none">▪ Bushfire▪ Lost or missing camper▪ Camper abduction or assault▪ Injury/camper illness/Near drowning
13	Post emergency debrief
14	Site Plan - Evacuation assembly areas

Emergency Management Plan

Site Overview.

Management:

Kianinny Bush Cottages has on-site managers.

Location:

The campsite is located 1.5km from Tathra and occupies 100 acres of bushland and is 15km from the major town of Bega. The main road is Tathra Rd.

Site:

- Located on 100 Acres.
- Surrounded by bush and local farmland properties.
- First developed in 1989.
- The site's layout is spread out with free standing cottages made from timber cladding and modern interiors. The accommodation is situated within natural bushland.

Surrounds:

- The Eastern boundary has a Quarry and fire trail. The Western boundary has farmland property. The southern boundary has a main road. And the Northern boundary has a fire trail.
- Likely threat of bushfire during the summer months.
- Possibility of bushfire fire threat to resort and accommodation.

Hazards:

- The resort has 25 cottages spread out over a large area with a concentrated area for large group accommodation.
- Because the resort is situated within natural bushland there is a gradual topography of the site with uneven ground. Other hazards within the resort include; hazardous chemicals, retaining walls, steep inclines, water bodies and thick areas of bush.
- Campers, resort guests and emergency services can access the resort using roads and pathways.

Emergency Services:

- Fire (RFS) and Police services are located in Tathra and are only 2 minutes from an emergency.
- Ambulance is from Bega and is 15 minutes away.
- A local Doctor is available in Tathra, Ambulance is 15 minutes away from Bega and the hospital is located within Bega 15 minutes.
- In the event of an emergency the emergency services would be contacted by phone and will be contacted by resort management.

Site Services are:

- Water supplied by: Mains water (Tathra)
- LPG/natural gas supplied by: L – GAS
- Electrical power supplied by: Energy Australia

Communications:

- The Resort has telephone lines and staff mobiles
- A loss of power wouldn't prevent contact to emergency services.

Fire Services:

- Battery operated smoke alarms are fitted in all rooms, kitchens and residence.
- A manually operated alarm is located at the bush pavilion.
- The resort is inspected by local CFA.
- Fire appliances are inspected annually.

History:

- No current history of any emergency.

Management Presence:

- Management is onsite 24hrs in case of an emergency.
- Should the management be absent they can be contacted by mobile phone.
- There are procedures for group leaders to take responsibilities should management be absent.

Final Summary

The most likely threat to Kianinny Resort would be the event of a bushfire. The main factors would be a High Fire Danger, hazard reduction plans and a response plan to provide safety to all guests.

Should a bushfire threaten the resort the outcome would result in prompt response of emergency services and management of resort guests.

In an emergency

1. Verify

Verify the report.

- confirm with other campers, with emergency services or other reliable people the accuracy of the information about the emergency.

2. Notify

Notify the emergency services and staff

By the quickest possible means, immediately notify:

- the emergency services
- the staff

3. Assess

Assess the danger posed by the emergency

- use all your senses to build a picture which tells you what is happening and use that information to help decide on a course of action.
- use verbal information.
- observe what is happening to decide:
 - Has the danger passed?
 - Is the danger increasing or decreasing?
 - Is the danger coming closer or moving further away?
 - Is the weather or terrain affecting its progress?
- decide how much time exists to take alternative actions.

4. Act

Assembly Areas:

Bush Pavilion

Emergency Bell @

Bush Pavillion

Take action based on the assessment of danger.

- ensure that injured campers are not exposed to further injury or danger.
- contain the emergency if safe to do so.
- move people away from the danger area by the safest means, if necessary, move campers indoors, to one end of the building, to the furthestmost part of the campsite or to a site well away from the campsite if time permits.
- refer to any specific procedures developed for the emergency.

Location:

246 Tathra Road

Tathra NSW 2550

Office phone 02 6494 1990

Mobile 0427 472 634 or 0403 499 677

ROLES AND RESPONSIBILITIES

Kianinny Staff

Staff, if on site and available, will coordinate the emergency and set up a command centre in the Reception office. They will liaise with emergency services and take control of all responses not involving the supervision of campers. Other staff, if on site, will assist where necessary.

Group Leaders

If staff are not available or the group leader believes the response is within their own resources they can contact the emergency services and implement the planned response. Staff **MUST** be notified as soon as practicable. Staff will then assume the coordination responsibility for the emergency. Group Leaders must supervise campers at all times and prepare and safely undertake an orderly evacuation if advised to do so by staff or emergency services.

Group Leaders must ensure camper medical forms & medicines and parent contact details are taken with the group to the evacuation assembly areas.

Kianinny provides the following emergency plan after full consultation with the local emergency services.

Regardless of the time of year, ensure all cars and vehicles are parked in the designated areas only. This will allow ready access to all emergency vehicles.

Each group using the resort during the fire danger season should ensure they are familiar with these procedures.

Familiarise yourself with the procedures listed below. However, in all situations - **the personal safety of all guests is of paramount importance.**

MEDIA MANAGEMENT

NOTE: To prevent nuisance calls by media - which tie up valuable staff and phone resources, all emergency situations will be managed in the following manner.

1. No private phone access will be allowed during emergency situations.
2. Mobile phones shall not be used except in isolated locations or in medical or other extreme emergencies.
3. Under no circumstances shall guests contact outside agencies except at the direction of the staff or the group leader(s), and then only to assist in the combating of the emergency.
4. Refer all media inquiries to Police and offer no opinions
5. Media access to the site and to clients is banned except where Police and parents dictate otherwise

If the media arrive at the site by helicopter they will land on the oval. They could arrive before the emergency services and should be met on arrival by either staff or Group Leader. Request that they remain away from the main camp and do not allow them access to the Guests. Offer no comment on the emergency and refer them to the police or emergency services when they arrive.

EMERGENCY RESPONSE TO ROUTINE INCIDENTS

Electrical Failure

Electrical failure will cause a blackout. Battery backup will allow hard wired smoke detectors to still operate. Loss of power will also disrupt power supplies for all pumps, taps, showers and toilets. A backup generator is available to operate essential electrical equipment ie pumps. Portable battery operated lights are available for campers.

RESPONSE:

1. Notify the staff who will investigate.
2. Continue on with the camp program during the daytime.
3. If dark assemble campers in the dining room, conduct a head count, organise torches and outline modified program.
4. If campers in bed visit each hut and organise campers to have torches ready, or provide portable lanterns for toilet trips.
5. Meals will still be available.
6. Continue camp program.

STAFF RESPONSE:

1. Check power point/light fitting in building.
2. Check fuse boxes in each building, including the main in the dining room.
3. Check power supply outside camp to determine an area blackout.
4. Call Ohm & Watt to check fault and delay.
5. If fuse tripped or fault undetectable call camp electrician.
6. Inform group leader of action.
7. Contact kitchen staff re menu etc.
8. Do not allow use of candles in accommodation areas.

Water Loss

Water loss is not an issue. If it did occur campers should refrain from using the toilets with gentlemen directed to the bush. Group leaders need to be aware of hygiene problems and direct the group members on which toilet to use. Tank storages will allow for continued use of water for drinking and cooking purposes.

RESPONSE:

1. Notify the staff who will investigate
2. Continue on with camp program

STAFF RESPONSE:

1. Investigate, check power to pump, pumps, water levels in tanks.
2. Contact plumber.
3. Inform group leader and kitchen staff of likely delay.

Gas Failure

No hot water will indicate trouble with gas supplies or excessive hot water use.

RESPONSE

1. Notify the staff who will investigate.
2. Continue on with the camp program.

STAFF RESPONSE:

1. Investigate and re-light pilot light.
2. If no success, call camp plumber.
3. Inform group leader of action and kitchen staff if cooking will be disrupted.

EMERGENCY RESPONSE TO NON-ROUTINE INCIDENTS

DURING ON SITE ACTIVITIES EACH ACTIVITY LEADER & GROUP FIRST AIDER WILL HAVE A MOBILE PHONE TO NOTIFY OTHER LEADERS OR STAFF OF AN EMERGENCY.

Bushfire : At The Campsite

The following procedures are drawn up on the premise that it is safer to remain at the camp than attempt to move in the face of a fire:

1. In the event of a fire emergency in the area the campsite will be evacuated **only on the advice of the emergency services.**
2. The staff, or in their absence the group leader, will **sound the bell in front of the Bush Pavillion and use the alarm setting on amplifier in reception.** This places all campers on alert and they should quietly and slowly move to the dining room area if safe to do so.
3. A **head count of campers** is to be conducted by group leaders after which staff, or in their absence one or two group leaders, are to **check all campsite buildings** for campers closing all doors and windows (close blinds).
4. The **reception office will be the command centre** and all communication with the emergency services will occur here.
5. **Everyone must dress** in long clothes, preferably wool, and solid footwear. Blankets are to be made available to campers.
6. All people are to **gather in the sleeping units** closest to the bush pavillion(10 people per unit) and remain inside until advised otherwise by the emergency services. One bucket of water, towels and battery operated lights to be placed in each unit.
7. **Gas and power** should remain on unless fire close by.
8. Staff:
 - appoint staff to designated areas;
 - fill spouting of both dining room and residences with water;
 - prepare hoses nearby to where guests are situated
 - remove combustible material from verandahs;
 - distribute torches, water and metal fire rakes around campsite; and
 - once fire front has passed check for spot fires

Bushfire: Off Site

(on days of total fire ban all campers will be advised to remain at Kianinny) - (Mobile phone taken on all off-site trips)

1. If smoke or flames are seen away from the campsite no attempt should be made to return to the campsite if there is danger of being threatened by the fire retreat to a safe area i.e. river, broad track, rock or cleared area.
2. Campers should drink plenty of water.
3. Loose clothing should be dampened with water to protect head and shoulders.
4. All exposed areas of skin should be covered with clothing to avoid radiant heat.
5. Campers should shelter around rocks, logs or ground depressions to avoid radiant heat.

Lost Or Missing Camper:

In the event that a camper is reported missing the procedures noted below need to be followed:

1. **Obtain a full description** of the missing person from the group leader including - name, age, weight, height, build, hair and eye colouring, distinguishing physical marks and clothing worn.
2. **Organise a search party** comprising both staff and group leaders to cover and search a number of specified areas. Searchers are to be equipped with mobile phones. Make a note of these search groups, their members and search areas. Campers should not be used in this capacity.
3. Ensure that someone in a responsible position is left in charge of the **remaining campers** and that these campers are given a variety of things to do. This group leader should also be able to receive telephone messages.
4. Coordinate watches and agree upon the maximum length of this **initial search** (30 mins). Upon reaching this time, all search groups must reassemble and confirm results.
5. If, after this initial, quick and thorough search of the immediate area, if the individual has not been located **call the POLICE on 000** and provide a detailed description of the missing camper, the estimated time last seen, any physical or medical aspects and the actions put in place to date.
6. In the event of an **underlying medical concern** with the missing individual the ambulance and hospital should be informed:
 - Ambulance..... 000
 - Hospital.....02 6491 9999

7. **Notify the immediate neighbours** and provide detailed description of the missing camper. Make sure that they know the campsite's phone number:
8. In the event that the emergency services and police have been introduced into the search, the group leader should consider **notifying the person in charge of their organisation** or school, so that the parents can be notified.
9. Upon **locating the missing camper**:
 - ensure that the police, emergency services and neighbours are informed
 - determine whether medical attention is required, and
 - notify your organisation and parents.

Camper Abduction Or Assault [NB No Private Access To Telephones]

Off Site

1. Witnesses gathered and Police contacted immediately by any available means.
2. Group returns to camp to continue program. **Staff immediately notified.**
3. Police manage situation
4. Group leader contacts organisation

On Site

1. Immediate details obtained from witnesses and Police notified immediately
2. Rest of group to carry on with program
3. Witnesses held in office subject to police arrival
4. Group leader contacts organisation
5. Police manage situation

Injury / Illness/ Near Drowning
--

Off Site

1. If safe to do so remove person from further danger.
2. First Aid and/or CPR as required.
3. Contact management by mobile phone.
4. Two adults stay with person, rest of group continue activity away from injured camper
5. Staff or group leader contacted to arrange transport of person to medical aid or call Ambulance.

On Site

1. If safe to do so remove person from further danger and make comfortable.
2. First Aid and/or CPR as required.
3. Contact staff or group leader immediately
4. Two adults with First Aid training to stay with injured / ill camper.
5. Staff or group leader arrange transport to medical aid or call ambulance



6. Group removed from immediate vicinity of injured and continue program activity.

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 normalised. The level of this debrief will be determined by the seriousness of the incident.

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 staff will occur. Diary notes of the incident and the response will be made. 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 are sought from all interested parties. A report shall be written and lodged with the camp

Staff Emergency Training Program/Reviewing Plan

Kianinny staff








- New staff are briefed on the Emergency Management Plan as part of the induction process on commencing employment.
- Each staff member is provided with a copy of the plan and are to acquaint themselves with the location of assembly areas, fire extinguishers and utility cut off points.
- The Emergency Management Plan is tested every 12 months to simulate different emergencies.



Kianinny
GETAWAY NATURALLY



246 Tathra Road, Tathra NSW Australia
02 6494 1990
kianinny.com.au

LEGEND	
	RECEPTION
	COTTAGES
	ASSEMBLY POINT
	WALKING TRACK
	TOILETS
	RECYCLING BINS
	PAVED ROAD