# Emergency Response & Evacuation Plan

Name of event —

Date and time of event —

Event location —

## Event Committee

Event Coordinator — [Name and phone number]

Event Support Staff [Adjust role name as relevant to your event] — [Name and phone number]

Event Support Staff [Adjust role name as relevant to your event] — [Name and phone number]

## Declaration

I, [name], the Event Coordinator of [your event] confirm that the Event Committee has reviewed this Emergency Response and Evacuation Plan in conjunction with the event’s Risk Management Plan and made necessary amendments and additions to reflect our event and management structure.

I declare that we will undertake a walk through of this plan and continue to review and update this document throughout the event’s life.

Signed Date

The information contained herein is intended as advice and does not remove the responsibility of the event organisers to ensure all obligations under legislation are adhered to.

## 

## Table of Contents

## Important Contacts

Emergency Services — call Triple Zero (Triple Zero (000))

|  |  |  |
| --- | --- | --- |
| **Type of emergency** | **Organisation** | **Phone** |
| Electricity |  |  |
| Gas |  |  |
| Water |  |  |
| Poison | Poisons Information | 131 126 |
| Work Health and Safety | WorkSafe |  |
| Natural disaster | SES | 132 500 |
| Weather / natural disaster | Bureau of Meteorology |  |
|  | Interpreter Service | 131 450 |

## Event Management

[Adjust role names as relevant to your event]

|  |  |
| --- | --- |
| Event Coordinator | [Name and phone number] |
| Event Support Staff | [Name and phone number] |
| Event Support Staff | [Name and phone number] |

## 

## Emergency Management Structure

[Outline the key people and their roles in your emergency management structure. Where applicable include key person responsible e.g. chief warden, warden/marshals, first aid/medical, security/crowd control, fire officer, etc.]

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Position** | **Risk/Safety/Emergency role** | **Mobile phone (event day)** |
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## Service Providers

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Contact** | **Business Name** | **Contact at business** | **Phone** |
| Marquee |  |  |  |
| Event equipment |  |  |  |
| Audio and lighting |  |  |  |
| Toilets/Portaloos |  |  |  |
| First aid |  |  |  |
| Water refill station |  |  |  |
| Security |  |  |  |
| Traffic control |  |  |  |
| VMS boards |  |  |  |
| Food vendor |  |  |  |
| Food vendor |  |  |  |
| Food vendor |  |  |  |
| Food vendor |  |  |  |
| Food vendor |  |  |  |
| Food vendor |  |  |  |

## Emergency Control Organisation

The following people are responsible for administering the warden system and planning for the management of emergencies.

[Change names of roles throughout to suit e.g. to safety officersd]

|  |  |  |
| --- | --- | --- |
| **Role** | **Name** | **Phone** |
| Emergency Warden (Chief) (Safety officer in charge) |  |  |
| Emergency Warden (Deputy) |  |  |
| Communications Officer |  |  |
| Area Warden 1 [area covered] |  |  |
| Area Warden 2 [area covered] |  |  |
| Area Warden 3 [area covered] |  |  |

## Responsibilities in An Emergency

### Chief Warden (Administrative Responsibilities)

* Administer the warden system.
* Review the Emergency Management Plan in conjunction with Area Wardens.
* Arrange tabletop exercises — an informal, discussion-based session in which the emergency response team discusses their roles and responses during an emergency and walk through one or more scenarios.
* Arrange hands-on training.
* Ensure there is a system to record staff, visitors and contractors on site.
* Ensure that a thorough briefing and a debriefing is conducted.
* Ensure the Chief Warden and the Deputy Warden are not simultaneously absent from the site.

**Chief Warden (Emergency Responsibilities)**

* Take control of the situation at the appropriate control point.
* Ensure Emergency Services are notified.
* Ensure event attendees and staff are removed from the hazard area.
* Hand over control to emergency services on arrival.
* Assist emergency services as required.
* Ensure the Event Coordinator is notified.
* Maintain a log of the incident.

**Deputy Chief Wardens**

If the Chief Warden is not at the event site, the Deputy Chief Warden will assume all responsibilities, duties and control. If the Chief and Deputy Chief Wardens are not available, the next ranking member of the Emergency Control Organisation on duty will assume control as Chief Warden.

During an emergency the Deputy Chief Warden will be delegated tasks by the Chief Warden. The Deputy Chief Warden, or nominated Area Warden, will provide confirmation of marshalling and safety of attendees, employees and volunteers, or otherwise (lack of safety) to the Chief Warden.

**Area Wardens**

Area Wardens ensure, as far as practicable, the safety of attendees, volunteers and employees, and when necessary arrange their orderly evacuation from danger. It is not the responsibility of a warden to actively control emergencies*.* When required, Area Wardens will ensure their areas of responsibility have been totally evacuated, if safe to do so.

**Security**

In an emergency situation security personnel’s role is to assist the Area Wardens, as far as practicable, to ensure the safety of attendees and employees, and when necessary assist with their orderly evacuation from danger.

**Other Staff**

Other event staff and volunteers will act as directed by an Area Warden. Specific employees may be allocated various tasks, which should only be carried out if safe to do so.

## Emergency Preparation & Testing

### Emergency Planning Committee

|  |  |
| --- | --- |
| **Name** | **Phone** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

### Training requirements

Personnel normally working in any of the areas identified in this plan shall be trained in this emergency management information:

* General information contained in this document.
* Key personnel, and their roles and responsibilities.
* Emergency exit locations and paths.
* Assembly point locations.
* Locations of firefighting equipment.
* Written procedures applicable to the building/venue regarding emergency management.

### Exercise drills

These will comprise of a walk-through by the Event Coordinator who will ensure that all staff attending the event are aware of the location of safety equipment and the evacuation procedure.

### Maintenance & Testing of Equipment

Maintenance and testing of fire detection systems, smoke and heat alarms, fire alarm monitoring systems and fire blankets are to be conducted in accordance with AS 1851 and be undertaken by a suitably qualified person at regular intervals as detailed within AS 1851. This is a responsibility of the venue manager and the Event Committee will see this documentation before holding their event.

Logbooks will be kept of all testing and maintenance.

The hiring of equipment such as fire extinguishers will be undertaken from a reputable company, and the equipment will be tagged indicating its last service date.

## Onsite Communication Plan

[Outline plan for onsite communication e.g. use of two-way radios, mobile phones, etc.]

## Raising the alarm

1. Remain calm and do not panic.
2. Clear immediate area of attendees and staff if safe to do so.
3. If necessary, immediately contact emergency services.
4. Contact the Event Control Centre and inform the event organisers of the nature of the emergency and steps you have taken.
5. Await further instruction from the Chief Warden or Event Control Centre.
6. Follow instructions from the Chief Warden or Event Control Centre.

## 

## Emergency Services Locations

|  |  |  |
| --- | --- | --- |
| **Service** | **Location** | **Phone number** |
| Police | Offsite [location] | Call Triple Zero (000) |
| Fire | Offsite [location] | Call Triple Zero (000) |
| First aid | Onsite [location] | [e.g. two-way radio to wardens] |
| Lost children | Onsite [location] | [e.g. two-way radio to wardens] |
| Ambulance | Offsite [location] | Call Triple Zero (000) |
| Event Control Centre | Onsite [Ad location] | [e.g. two-way radio] |

## First Aid / Medical Plan

[Outline the first aid or medical services at the event including numbers and type. Outline the response to a first aid or medical emergency.]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provider/**  **Service** | **Contact name** | **Mobile** | **Arrival time** | **Departure time** |
|  |  |  |  |  |
| First aid / medical emergency response |  | | | |

[Indicate the locations of first aid stations and equipment on your Site Plan.]

## Evacuation

The Chief Warden will take the following into consideration when determining if and when to evacuate:

* The severity of the incident.
* The likelihood of escalation.
* The incident becoming uncontrollable beyond the available resources.

The generic process of evaluation will be:

1. Understand reason for evacuation.
2. Appropriate staff assess the situation.
3. Notification given to staff and attendees to evacuate to assembly points.
4. Staff to render assistance as required under the direction of the Chief Warden.
5. Emergency services notified of the emergency on Triple Zero (000).
6. Staff to ensure venue is fully vacated including checking public areas, toilets, etc.
7. Await emergency services’ assessment.

## Evacuation of Precinct

The total evacuation of one or more of the event sites will usually be initiated by the Chief Warden or delegated via the Area Wardens. On some occasions it may be necessary for the Area Wardens to initiate evacuation from the immediate area of a threat prior to notification from the Chief Warden. The extent of evacuation might vary from one event to the next.

Evacuations fall into two categories:

* Full — all attendees and employees move out of the event area.
* Partial — designated attendees and employees are directed into another part of the event area.

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

Should the event’s resources be overwhelmed as a result of the emergency, the controlling emergency service will initiate the Municipal Emergency Management Plan to assist with the event and the event recovery.

## Evacuation Type (Full or Partial)

Depending on the type of emergency and weather conditions.

|  |  |
| --- | --- |
| Full evacuation | [assembly point location] |
| Partial evacuation | [assembly point location] |

## 

## Emergency Evacuation Procedures

[Outline emergency evacuation procedures including who will authorise an evacuation, under what circumstances, and how this will be done. Indicate emergency evacuation routes and sites on your Site Plan.]

## Evacuation announcement wording

1. *‘You are not in any immediate danger. For your safety we need to temporarily stop the event temporarily and clear the area. Please help us by following the directions of our safety wardens to the nearest safe area..*
2. *‘This event has been cancelled due to circumstances beyond our control. We ask you to be patient and leave in an orderly manner. Please follow the directions of our safety wardens to the nearest safest area.’*

## Assembly Points

Area Warden 1 — [assembly point location]

Area Warden 2 — [assembly point location]

Area Warden 3 — [assembly point location]

## Delegation of Duty

If the Chief Warden is unavailable, responsibility will be delegated in the following sequence—

1. Deputy Chief Warden
2. Area Warden

Police and Fire and Rescue outrank all event staff. Should either give event staff a direct order, they should carry out the order, providing it is safe to do so. Confirmation from event management is not required before following such orders.

## People With Impaired Mobility

In the event of an evacuation, wardens should assist or arrange assistance for people with impaired mobility. This includes people with permanent disability, temporary disability, deafness (full and partial), vision impairment (full and partial) and who are pregnant.

## Emergency Vehicle Access

[Access and mark on site plan]. Emergency vehicles are to be met and guided by Area Wardens.

## Event Control Centre

The Event Control Centre will be at [location]. The centre will monitor communications and advise Area Wardens in the event of any incident. It will also be the role of the Event Control Centre to log incidents and act as the Communications Officer in an emergency situation.

## Crowd Control / Security Plan

[Outline crowd control and security plans, personnel numbers and roles. Include details of professional security / crowd control companies including company name, number of personnel and roles.]

|  |  |  |
| --- | --- | --- |
| **Provider Details (if external)** | **Contact name** | **Mobile** |
| **Crowd control / security plan** |  | |

## Evacuation Incidents

These emergency procedures shall be carried out in response to the specific emergency situations.

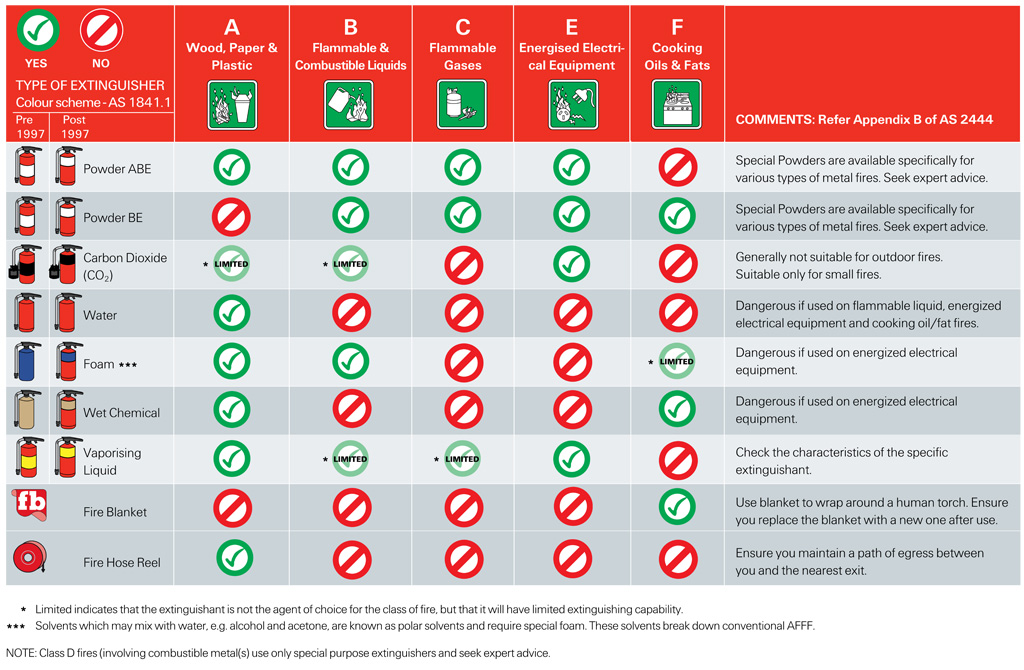
## Fire or Explosion

Should staff discover smoke or fire they will:

1. Assess the situation and potential for evacuation.
2. Remove anyone in the immediate vicinity if it is safe to do so.
3. If trained, attempt to extinguish the fire with the appropriate fire extinguisher.
4. Turn off gas and/or electricity supply, if able.
5. Notify the Chief Warden.
6. Chief Warden will assess the situation and commence evacuation if deemed necessary.
   1. Call emergency services on Triple Zero (000).
   2. Notify attendees to leave the venue calmly and proceed to assembly points.
   3. Notify stall, amusement and other operators of the emergency evacuation.
   4. Identify injured people.
7. Staff will ensure attendees move to assembly points.
8. Await the arrival of emergency services and further instruction.
9. Only re-enter the area when advised by emergency services or the Chief Warden.

### 

### Types of Extinguishers & Their Uses



### Extinguisher Operation

Extinguishers operate in the upright position and should be carried a safe distance from the fire. Remove the safety pin, test and direct at the bottom of the fire. Am extinguished fire may reignite without notice. Never turn your back on a fire while still in close proximity.

Used extinguishers should be reported to the Area Warden so that the extinguisher can be recharged and/or replaced.

### Responding To A Fire

* Try to remain calm and think logically.
* Alert personnel to the danger.
* Alert the Chief Warden and Event Control Centre to contact emergency services and commence evacuation of the area.
* Determine the type and extent of fire.
* Select the correct type of extinguisher.
* Use the extinguisher in the proper manner. If in doubt, do not attempt to fight the fire.
* Have another person back you up with another extinguisher.
* Keep a means of escape in your mind.
* Keep your head low to avoid heat, smoke and toxic gases.
* Direct the extinguisher stream at the bottom of the fire, not at the smoke.
* Never use water extinguishers on electrical fires.
* Turn off the power to the appliance or the area when the fire has been extinguished.

### Location of Fire Extinguishers, Fire Blankets & Hose Reels

**Fire extinguishers**

[Location]

**Fire blankets**

[Add location]

**Hose reels**

[Add location]

[Add these locations to the Site Plan and attached to this document.]

## Medical Emergency

Should a medical emergency occur:

* The first staff member on the scene should assess the situation and if they do not have first aid training, immediately notify the Chief Warden and/or first aid personnel. Administer first aid if trained.
* Call emergency services on Triple Zero (000) and request an ambulance.
* Organise for a staff member to meet the ambulance outside the venue and direct them to the medical emergency.
* Remain with the patient until the emergency services arrive.
* Assist emergency services as required.
* Complete an incident form as soon as possible after the emergency.

## Hazardous Material Spill or Gas Leak

Hazardous substances consist of oils, gas, disinfectant/sanitiser/cleaning products and fuel.

In the case of a spill or leak:

* Notify the Chief Warden.
* At the direction of the Chief Warden, evacuate the area if required.
* Identify the source and amount of released materials and section off the area so no-one can enter.
* If necessary:
  + Contact emergency services on Triple Zero (000).
  + Attempt to stop further spill or leak if safe to do so.
  + Turn off electrical equipment / gas within the area of the spill.
* Upon direction of emergency services, or through own processes, soak up the material using appropriate spill kits and arrange for disposal to an appropriate landfill facility.
* Complete an incident form as soon as possible after the emergency.

## Bomb Threat

* Record the nature of the threat and as many details as possible about the caller that may help with identification.
* Evacuate the area.
* Call Triple Zero (000) and ask for police assistance.
* The Chief Warden may ask Area Wardens and staff to carefully check their areas for unusual or suspicious items.
* Cordon off the area.
* Any suspicious items / packages are then reported to the police upon their arrival.
* Staff and attendees are only to re-enter the area/building when police have advised that it is safe to do so.

Important thing to remember when dealing with a bomb threat.

* Keep calm.
* Keep the caller on the telephone for as long as possible.
* Let the caller speak and endeavour to record as much detail as possible.

## Other Emergencies That May Not Involve Evacuation

**Armed and Dangerous Intruders**

The Chief Warden will:

* Move to an appropriate control point if safe to do so.
* Notify emergency services on Triple Zero (000).
* Direct wardens and staff to remove attendees and staff from the hazard area where possible.
* Follow the directions of the emergency services.
* Refer media enquiries to the police media liaison.
* Notify event management and event media staff.
* Complete an incident form as soon as possible after the incident.

**Suspicious Items**

On becoming aware of an unattended and/or suspicious item:

* Do not touch the item.
* Avoid radio and mobile phone use in the immediate area.
* Note the appearance of the item.
* Notify the Chief Warden.
* Contact emergency services on Triple Zero (000).
* Isolate the area.
* Shut down any gas outlets where possible.
* Give information on the location and appearance of the suspicious item to
* Follow instructions from emergency services personnel.

**Electrical Failure**

* Notify the Chief Warden.
* Check for trapped people in structures such as rides and lifts.
* Contact the power company to confirm the failure and indicate priority.
* If an internal fault, contact the event electrician.
* Arrange emergency lighting where required.
* Marshal attendees and staff to safe area.
* Prepare to evacuate if required.

Cancellation of the event may be required if the electrical supply is unable to be restored.

**Lost/Found Child or Missing Person**

In the event of a lost/found child:

* Contact the Chief Warden and advise that a child is missing or that you have found a lost child.
* Obtain information about the missing child including age, sex, clothing, last seen, etc.
* Seek the assistance of attendees via the PA system.
* Chief Warden to advise Area Wardens to check their areas.
* Fill out a lost child form (attached).
* Contact the emergency services on Triple Zero (000) if the child is not found within a reasonable time frame.
* When found, take the child to [insert location e.g. lost children post or first aid post].
* Stay with the child until the parent or guardian collects them.
* Complete an incident report or lost child report.
* Update the Chief Warden.
* Assist emergency services as directed.
* Offer support to the family/friends of the missing child during the process.

In the event of a missing person:

* Contact the Chief Warden and advise of the situation.
* Obtain information about the missing child including age, sex, clothing, last seen, etc.
* Chief Warden to advise Area Wardens to check their areas.
* Contact the emergency services on Triple Zero (000) if the child is not found within a reasonable time frame.
* Assist emergency services as directed.
* Offer support to the family/friends of the missing person during the process.
* Complete an incident report form as soon as possible.

**Person Trapped in Ride or Amusement**

* Turn off the machine if practical and safe to do so.
* Contact the Chief Warden.
* Remove anyone in danger if safe to do so.
* Clear and secure the area.
* Contact emergency services on Triple Zero (000).
* Await arrival of emergency services.
* Follow directions of emergency services.
* Complete an incident form as soon as possible after the incident.

**Vehicle Accident**

* Quickly assess the situation, check for entrapment.
* Turn off vehicle and apply brake if safe to do so.
* Contact the Chief Warden.
* Contact emergency services on Triple Zero (000).
* Remove anyone in danger if safe to do so.
* Clear and secure the area.
* Be aware of possible fire outbreak and have extinguishers brought to the scene.
* If trained provide first aid to injured people.
* Await arrival of emergency services.
* Follow directions of emergency services.
* Complete an incident form as soon as possible after the incident.

**Wet Weather / Storm**

In the case of wet weather a decision to cancel the event will be made by the [insert role] by [insert date and time].

If wet weather occurs during the event, the Event Coordinator/Chief Warden will closely monitor weather warnings and rain radar and, in consultation with the Event Committee, may make a decision to temporarily halt or abandon the. In this situation announcements will be made from [insert location e.g. Event Control Centre] and Area Wardens will help attendees to exit the park safely.

If storm conditions occur during the event, the Event Coordinator/Chief Warden will make a decision regarding the need to stop the event, either temporarily or indefinitely. They will then direct wardens to assist in the full or partial evacuation of the site depending on the nature of the conditions. As standard assembly points may not be appropriate in all conditions, the decision to direct attendees to more appropriate shelter may need to be taken.

Additionally the Chief Warden may direct Area Wardens and staff to help with actions to make the event site safe prior to the decision to evacuate the park. Actions taken may include:

* Clearing attendees away from areas deemed potentially hazardous or high risk.
* Briefing security about evacuation areas and assembly points.
* Helping staff to secure marquees by installing walls.
* Stowing or securing equipment/infrastructure against from high winds.
* Shutting down generators and helping food vendors to ensure catering areas are safe and able to be evacuated.
* Audio visual contractor to help with shutting down power if necessary and making AV equipment secure.
* Stage Management to assist with clearing stage of performers and equipment, and helping evacuate performers if required.

## Event Cancellation

**Event Contingency — Cancellation or Postponement Plan**

[Outline your event contingency plan if the event needs to be cancelled, postponed, relocated, altered or interrupted.]

## Communications Plan

[In the case of an emergency, outline how you will communicate at the event with your event team, emergency services, attendees and other stakeholders e.g by mobile phones, satellite phones, two-way radios or PA system. Detail back up communications and plans to test systems before the event.]

## 

## Media Enquiry

Due diligence should be applied to managing reactive media situations, be they positive or negative in nature. These media guidelines help to assess and direct media enquiries.

1. Be courteous while confirming you are not able to make a comment. Advise you will pass the inquiry on to the media liaison.
2. Obtain:

* journalist’s name, publication and content details
* nature of enquiry / angle of story
* information they require
* deadline

1. Do not give out direct contact numbers.

## Post Event Evaluation of the Emergency Plan

[Outline how you will evaluate the risk and emergency management plan immediately after the event. Include details of post event debriefs and whether emergency services were required.]

## Warden Instructions

Area Wardens will ensure:

* they understand their role and information regarding safety procedures
* they do not leave their area unattended
* they are familiar with their area of responsibility and the layout of the event site and general locations used by attendees and staff including the first aid facilities and emergency equipment
* 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
* good housekeeping is maintained so litter does not accumulate and increase the danger of fire
* hazardous materials are not stored or used incorrectly
* they assist emergency services as required
* they report irregularities, incidents and dangerous situations to the Chief Warden
* they report all incidents and provide reports to the Chief Warden
* they complete inspection checklists
* they do not perform tasks they are not trained for or able to do safely.

## Area Warden Pre-Event Checklist

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Description** | **OK** | **Not OK** | **N/A** | **Details/Actions** |
| Hand sanitiser points installed |  |  |  |  |
| Barriers in place as required |  |  |  |  |
| Emergency access clear |  |  |  |  |
| Extension leads and plugs safe |  |  |  |  |
| Fire extinguishers in position |  |  |  |  |
| Gas bottles secured |  |  |  |  |
| Hot surfaces out of reach |  |  |  |  |
| Incident/Injury Reporting Forms available |  |  |  |  |
| Licensed areas secure |  |  |  |  |
| PA systems safe and operational |  |  |  |  |
| Pedestrian access clear |  |  |  |  |
| Two-way radio functional |  |  |  |  |
| Safety fences in place |  |  |  |  |
| Sharp and protruding objects removed |  |  |  |  |
| Stage edges and steps marked |  |  |  |  |
| Steps and handrails in good condition |  |  |  |  |
| Switchboxes/generators safe |  |  |  |  |
| Tents/marquees secured |  |  |  |  |
| Toilets functioning |  |  |  |  |
| Hazardous trees and branches trimmed |  |  |  |  |
| Tripping hazards dealt with |  |  |  |  |
| Umbrellas secured |  |  |  |  |
| Warning signs installed |  |  |  |  |
| Weather and wind conditions safe |  |  |  |  |
| Other |  |  |  |  |

## Daily Incident Report Form

**Significant Incident**

Impacts upon or has the potential to impact on the safety of staff, attendees and/or visitors.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Description** | **Action required** | **Time** | **Routine** | **Immediate** |
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🞎 Nil incidents to report

Name

Area

Signature

Date

Time

## Lost/Found Child Checklist

|  |  |
| --- | --- |
| Time | |
| **Lost child** | **Found child** |
| 1. What is your name? | 1. What is your name? |
| 2. What is the child’s name? | 2. Who are you here with and what is their name? |
| 3. What is the child’s age? | 3. Did they tell you what to do if you got lost?  If yes, have them explain |
| 4. Where did you last see the child? | 4. Where did you last see the person you came with? |
| 5. When did you last see the child? | 5. When did you last see the person you came with? |
| 6. What colour is the child’s hair? | 6. How old is the person you came with? |
| 7. What clothes are they wearing? | 7. What does the person you came with look like? |
| 8. What height is the child? | 8. What is the person you came with wearing? |
| 9. Does the child have ID? | 9. How tall is the person you came with? |
| 10. Does the child have a mobile phone?  If yes, what number? | 10. Does the person you came with have a mobile phone?  If yes, what number? |
| 11. Where do you think the child will go? | 11. Do you know someone else’s mobile number? If yes, what number? |
| Other information | Other information |
| Reported by  Date  Signature | |