



Gippsland Lakes Complete Health

Emergency Management Plan

Master Document

October 2024

Version 5.0

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Document Control

Document Control	
Document Manager	Occupational Health and Safety Advisor
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Amendment Record

Version Number	Date	Amendment details	Reviewed by
1	November 2022	New plan issued for use	Susan Glease Paul Hopkins Wayne Dahan Charmaine Johns Deanne McKendry Rebecca Woodland
2	July 2023	Solar Battery Storage Emergency Management Plan & minor updates	Susan Glease
3.	October 2023	First Aid policy changes, Catastrophic fire weather and minor changes. Lockdown Procedure for the clinic.	Susan Glease EPC
4.	March 2024	Updates to CIMT response to Emergency events	EPC Chris Lonergan
5.	July 2024	Scheduled review	Chris Lonergan EPC

Review Schedule

Gippsland Lakes Complete Health strives to establish a solid foundation of emergency preparedness by ensuring the existence and continual development of this Emergency Management Plan and other Health, Safety and Emergency Management guidelines and procedures.

This plan will be reviewed and approved annually by the Emergency Planning Committee:

- Before November every year, or
- When the occupancy and/or usage of buildings has significantly changed, or
- After a significant incident.

Emergency Management Plan Distribution Schedule

DEPARTMENT/ORGANISATION	ECO Position	Date Issued	TYPE OF COPY E = ELECT P = PAPER
INTERNAL			
CEO			
Executive Management Team			
Critical Incident Management team (CIMT)			
Emergency Planning Committee (EPC)			
Occupational Health and Safety			
Facilities and Environment			
GLORIA			
Lakes Entrance Campus Reception			
Children's Centre			
Bairnsdale Campus Reception			
Metung Campus Reception			
Bruthen Campus Reception			
Nowa Nowa Campus Reception			
Paynesville Campus			
LEAHA			
EXTERNAL			
Victoria Police			
East Gippsland Shire Council			
Department of Families Fairness and Housing			
CFA			
Ambulance Service			
Department of Health			
Lakes Esplanade Reception			

Acronyms

Acronyms	
CW	Chief Warden
CIMT	Critical Incident Management Team
CFA	Country Fire Authority
DFFH	Department Families Fairness and Housing
DOH	Department of Health
EMP	Emergency Management Plan
EMT	Executive Management Team
EMRT	Emergency Management Response Team
EOC	Emergency Operations Centre
EPC	Emergency Planning Committee
GLCH	Gippsland Lakes Complete Health
HSEM	Health, Safety and Emergency Management
HSR	Health and Safety Representative
IRT	Incident Response Team
LEMC	Local Emergency Management Committee
PEEP	Personal Emergency Evacuation Plan
PPRR	Prevention, Preparedness, Response, Recovery
SIP	Shelter In Place
SJA	St John's Ambulance Australia
SOP	Standard Operating Procedures
VICPOL	Victoria Police
VPR	Vulnerable Persons Register

Introduction

Gippsland Lakes Complete Health is an innovative, community health service known for its strong community partnerships and commitment to providing healthcare services to the local community. Gippsland Lakes Complete Health promotes a culturally diverse workforce with more than 500 employees and 300 volunteers. With the head office located in Lakes Entrance, additional campuses are located across East Gippsland. The Lakes Entrance head office encompasses a Medical Clinic, Allied Health services, and a range of additional health services for the community. Gippsland Lakes Complete Health has 3 campuses in Lakes Entrance, Head Office, 271 The Esplanade and the Children's Centre. Other campuses are located in Bairnsdale, Metung, Bruthen, Nowa Nowa and a non-client facing office in Paynesville.

The development and implementation of this Emergency Management Plan (EMP) is part of Gippsland Lakes Complete Health's commitment to enhance the safety and well-being of employees, volunteers, patients 'and service users in its facilities and to protect property and the surrounding environment. The Emergency Management Plan is designed to be flexible, adaptable, and applicable to all types of incidents that may occur on our premises or in the wider community. The core principles of this plan are based upon the Emergency Management Framework, which promotes an all-hazards approach including prevention, preparedness, response, and recovery strategies for emergency incident management.

Aim

The aim of this plan is to specify the management structure, responsibilities, and procedures, in place to assist Gippsland Lakes Complete Health in preparing for and responding to an emergency.

Objectives

The objectives of the EMP are to:

- Embed emergency management into the organisation at all levels, to minimise the adverse impacts of an emergency.
- Deliver an emergency management system and resources capable of dealing with all emergencies that could affect people, property, or the environment.
- Define the roles and responsibilities of staff, volunteers, contractors, patients, and service users during an emergency incident to support them in responding quickly and efficiently to manage an emergency until emergency services arrive.
- Ensure NDIS Participants have continuity of service as far as is reasonably possible.
- Ensure coordination between emergency managers, response teams, incident management personnel, emergency services and external support agencies, across all elements of Prevention, Preparedness, Response and Recovery.
- Ensure regulatory requirements are fully met.

Scope

This document has been designed to provide information to Gippsland Lakes Complete Health emergency planning and response personnel, specifically the Emergency Planning Committee (EPC), Incident Response Teams (IRT), Emergency Management Response Team (EMRT) and the Critical Incident Response Team (CIRT). The Emergency Management Plan may also be used as a reference tool by those who have a role in implementing the plan, or some part of it, such as:

- Emergency services.
- Key staff members.
- Affiliated agencies.

Gippsland Lakes Complete Health Profile

This plan has been developed for the following Gippsland Lakes Complete Health Campuses:

Overview

LAKES ENTRANCE

18-28 Jemmeson St,
Lakes Entrance Vic
3909

Location: Lakes Entrance is a coastal town located 320 Kilometres Northeast of the Melbourne CBD in the East Gippsland Local Government Area.

Population: 8260 residents as of June 2021.

Services Provided:

Medical Clinic	Pathology	Corporate Services
Allied Health Services		Aboriginal Health Services
Maternal Child Health Services		Aboriginal Health Association

CHILDREN'S CENTRE

45 Coates Road
Lakes Entrance Vic 3909

Services Provided: 3-year-old and 4-year-old kindergarten and childcare centre.

THE ESPLANADE –

271 The Esplanade
Lakes Entrance Vic 3909

Services Provided:	Counselling	Community Support Workers	Family, Youth and Children's Services
	Centrelink	Medicare	Home and Community Care Services
	Meals on Wheels		

BAIRNSDALE –

281- 285 Main St Bairnsdale 3875

Location: Bairnsdale is in East Gippsland 37 Kilometres from the Lakes Entrance Head Office.

Population: 17470 as of June 2021.

Services Provided:	Homelessness Support	Home and Community Care service	Sexual Health Clinic
	Counselling	Community Support Workers	Volunteer Services
	Family, Youth and Children's Services	Allied Health	Corporate Services

Services Provided: Medical Clinic Podiatry
East Gippsland Skin Cancer Clinic (External Provider)

Services Provided: Medical Clinic Health Promotions

 Maternal Child Health Clinic

 Neighbourhood House Community Groups (External Provider)

Services Provided: Medical Clinic Podiatry Social Support Men's Shed (External Provider)

Services provided: Home Care packages, Community Support Workers

Responding to an Emergency

In case of an emergency

Always call 000 (triple zero) if there is an immediate danger to life

Convene your Emergency Management Response Team.

Notify DFFH Gippsland Division on 1800 309 916 if the emergency results in changes to service delivery, and again when normal services have resumed.

If Gippsland Lakes Complete Health facilities are unusable due to flood, fire, or storm damage, contact 1300 650 172 (24hours a day 7 days a week).

Contacts

Key organisational roles

Key Roles	Name	Phone	Phone (After Hours)	Mobile
Approved Provider or Person with Management or Control Representative	Anne -Maree Kaser	0417 102 922	0417 102 922	0417 102 922
Responsible Person / Primary Nominee	Kathy Dickinson	0437 559 197	0437 559 197	0437 559 197
First Aid Officer	Cheryl Bush	51558356	51564613	0408 199 092
OHS Representative	Paul Hopkins	0419 663 655	0419 663 655	0419 663 655
Bulk Messaging System Message Media (SMS)	Jeremy Stewart	0488 365 312	0488 365 312	0488 365 312
Extracting information out of CRM	Louise Hobson	5155 8478	0409 700 878	0409 700 878

Key Organisational and DFFH contacts

Position	Name	Phone	Mobile
GLCH Afterhours On call 24/7	On-call	0427 053 061	0427 053 061
Emergency Evacuation / relocation contacts	DFFH Gippsland	1800 309 916	
DFFH Program and Service Advisor	Kathy Dickinson to contact DFFH	5152 0020	0437 559 197

Local / other organisations contacts

Organisation	Name	Phone	Location/address
Service's evacuation location/ relocation if required	Lakes Entrance Lakes Entrance is a standalone facility. The facility itself would not relocate but staff may work from Bairnsdale if they cannot get through to Lakes Entrance	(03) 5155 8300 Emergency Phone Lakes Entrance: 5155 8400	Gippsland Lakes Complete Health-Bairnsdale 281-285 Main Street Bairnsdale 3875
	Bairnsdale – relocate services to Lakes Entrance if access is available	(03) 5155 8300 Emergency Phone Bairnsdale: 5152 0001	18-28 Jemmeson Street Lakes Entrance 3909
Police	Bairnsdale Open 24 Hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
	Bruthen – Not open 24 Hours	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Lakes Entrance Not open 24 Hours	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Metung- Use Lakes Entrance Police If unavailable, call Bairnsdale Police	(03) 5155 1206 Fax: (03) 5155 4099 Ph: (03) 5150 2600 Fax: (03) 5150 2610	1-3 Roadknight Street Lakes Entrance 3909
	Nowa Nowa Use Bruthen Police If unavailable, Call Bairnsdale Police	(03) 5157 5221 (03) 5157 5640 Ph: (03) 5150 2600 Fax: (03) 5150 2610	45 Main Street Bruthen 3885
	Paynesville Use Bairnsdale Police 24 hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
Hospital/s	Bairnsdale Hospital 24 Hours		122 Day Street Bairnsdale VIC 3875
Gas Emergency		1800 819 783	

Electricity	Ausnet	131 799	
Water Corporation East Gippsland Water	8.30-5pm Mon – Friday	(03) 5150 4444	133 Macleod Street Bairnsdale
East Gippsland Water	General Enquiries 8.30-5pm Mon – Friday	1800 671 841 Fax: (03) 5150 4477	133 Macleod Street Bairnsdale
East Gippsland Water	24 Hour – Report service faults, service difficulties and wastewater emergencies	1300 134 202	
Interpreter Service	24 Hours Australia Wide	131 450	
	Free Interpreting Service enquiries about free services	1300 575 847	
Facility Plumber	Lakes Entrance & Bairnsdale: Inlet Plumbing	0428 583 219	
Facility Electrician	RC Davis Electrical John Hooper Electrical	0401 638 791 0447 388 955	
Local Government	East Gippsland Shire Council	03 5153 9500 Free call 1300 555 886	273 Main Street Bairnsdale Vic 3875 Mon – Fri 8.30 – 5.00pm
		Municipal Emergency Management Officer (rostered on call and primary contact point during events) 0418 684 976 memo@egipps.vic.gov.au	
	East Gippsland Water	1300 134 202	
Waste	Tambo Waste	1300 131 807	
Clinical / Cytotoxic Waste	MedX Waste Disposal	1300 116 339	
Critical Plant	Bairnsdale Refrigeration Airconditioning (BRAC)	(03) 5152 2749	
	Pharmacy Fridges- Ben O'Connor	0428 583 219	

Plumber	Inlet Plumbing	0428 583 219	
Information Technology	Telstra Support Network	1800 815 851	
	Telstra TIPT Faults	1800 287 289	
Vic Emergency	24 Hour	1800 226 226	
SES Victoria	Headquarters	132 500	168 Stuart St Southbank Vic 3006
CFA	Headquarters	(03) 9262 8444	8 Lakeside Dr Burwood Vic 3151
WorkSafe Victoria	Emergency 24 Hr	132 360	
	Advisor 7.30am – 6.30pm Monday – Friday	1800 136 089	1 Malop Street Geelong Vic 3220

Staff Emergency Contact List

Gippsland Lakes Complete Health holds a register of staff emergency contacts. This list is stored in CONNX and is only accessible by key personnel to protect the privacy and confidentiality of employees. In an emergency, select staff can access this information remotely using a mobile phone and a laptop. Information stored on the CONNX server can be accessed even if the Gippsland Lakes Complete Health server is down.

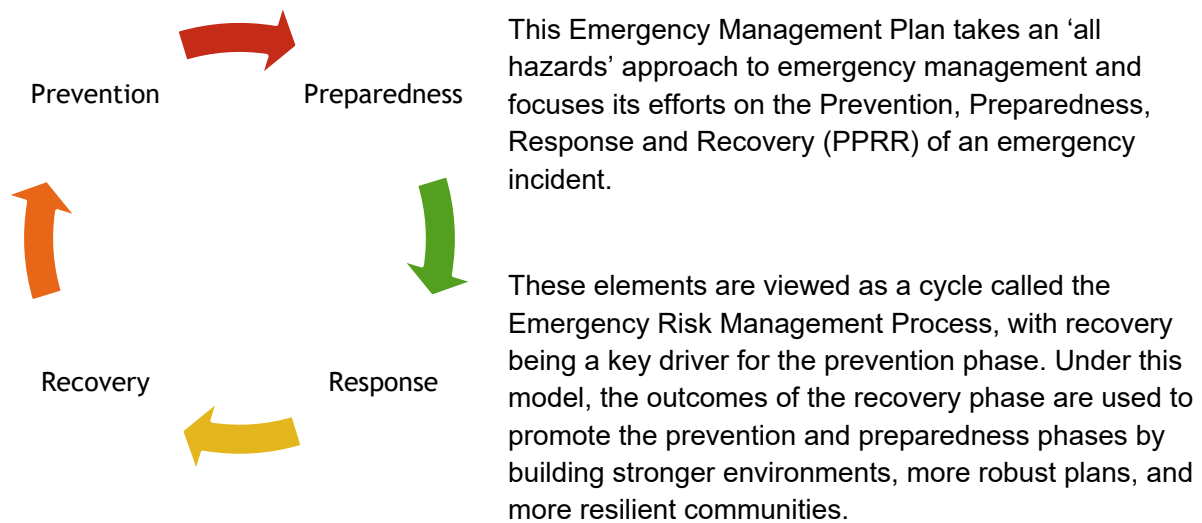
Role	Name	Phone Number
Chief Operating Officer	Rebecca Woodland	5155 8338 Mob: 0429 483 008
General Manager People & Culture	Paul Hopkins	5155 8360 Mob: 0419 663 655
HR Coordinator	Fiona Rawson	5155 8489
HR Officer	Deanne McKendry	5155 8458
OHS Advisor	Chris Lonergan	5155 8300
Payroll Officer	Kendall Cameron	5155 8318
Payroll Advisor	Carol Culpitt	5155 8355
Can Do Home Services	After Hours On Call	0417325769

The Definition of an Emergency

An emergency, for the purposes of this document, is defined by the Emergency Management Act 2013 (Vic) as: “an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria or endangers or threatens to endanger the environment or an element of the environment in Victoria”

The Emergency Management Cycle is the accepted standard for emergency management in Australia.

Prevention, Preparedness, Response, Recovery (PPRR)



The Emergency Risk Management Process

Prevention and mitigation of activities at Gippsland Lakes Complete Health seek to eliminate or reduce the effect of hazards on our staff, students, patients, clients, contractors, and visitors, or to reduce the likelihood of the hazards occurring.

Preparedness activities occur before, during and after emergency actions and across all campuses, and business areas. These activities aim to increase the resilience of the East Gippsland community by establishing arrangements and plans and providing information and training to enable the community to deal effectively with any emergencies that may eventuate.

Response activities activate the arrangements outlined within this plan and put in place effective measures to deal with emergencies and disasters when they occur. Successful team coordination and communication across Gippsland Lakes Complete Health are essential to an efficient, timely response.

Recovery activities assist the Gippsland Lakes Complete Health employees, and the local community affected by an emergency to reconstruct the physical infrastructure and restore emotional, social, economic, and physical wellbeing to conditions the same as or better than before the incident. Successful recovery is highly dependent on what happens during the other three phases.

Incident Alert Levels and Escalation Criteria

Note: These alert levels are different to the Emergency Codes.

Gippsland Lakes Complete Health Incident Alert Matrix outlines incidents with the potential to affect the four key aspects of the organisation.

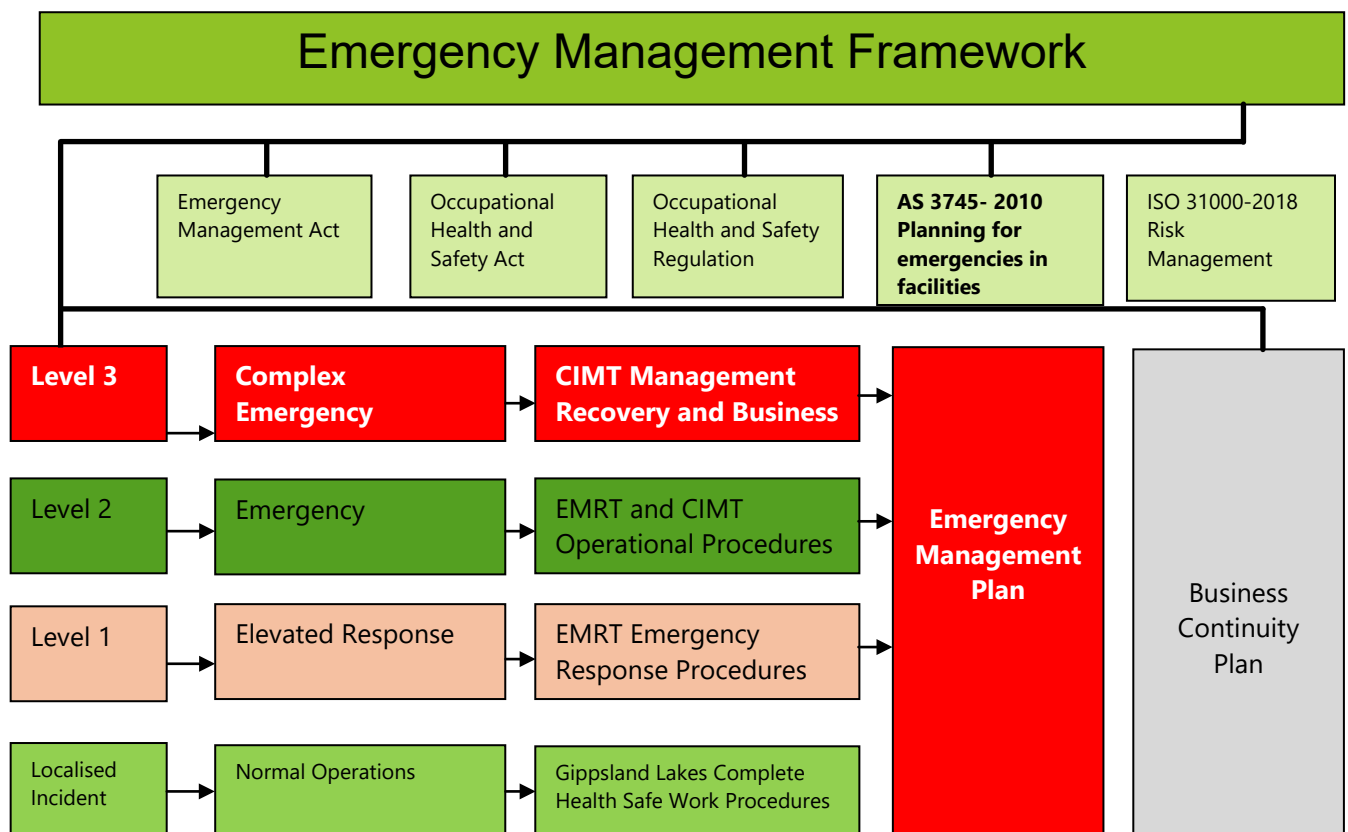
1. Security/ Health & Safety
2. Compliance/Conduct
3. Facilities/Environment
4. Information Technology

The matrix divides incidents into their possible severity (Incident Alert Levels) and summarises which stakeholders should be informed, and which positions need to be appointed during an incident. These Incident Alert Levels apply to Gippsland Lakes Complete Health only.

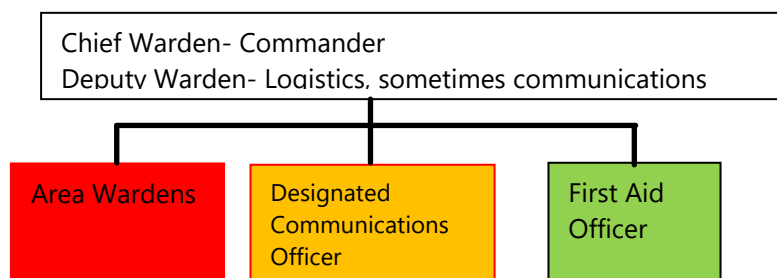
Incident Alert Levels	
Localised Incident	Any incident that is managed within the work area and is identified as an incident with a low probability of escalation
Level 1	An incident that presents danger however, there is no immediate risk to areas outside the vicinity of the emergency; it is managed within the work area with a low probability of escalation
Level 2	An incident that could go beyond the abilities of the first responder and will require the attendance of emergency services; Gippsland Lakes Complete Health will remain in control but must work with external parties
Level 3	A critical incident with the inability to provide core business, fatalities, or multiple serious injuries and/or serious acts of violence on a large scale. It is likely to be controlled by emergency services with an internal response by the Critical Incident Management Team (CIMT)

Emergency Management Framework

At Gippsland Lakes Complete Health, the Emergency Management Framework is embedded into the organisation via specific Incident Response Teams (IRTs), who are trained to deal with the first few minutes of an emergency until additional help arrives. If an incident escalates, guidance and leadership will come from the Emergency Management Response Team (EMRT) who lead the organisation during a critical incident. During this critical period, when people, the environment and assets are at risk or impacted, Gippsland Lakes Complete Health may be functioning without critical resources and may need to prioritise the resumption of operations to re-stabilise the business operations. As a result, decision-making and delegations, line management roles and policies and procedures may be superseded.



Incident Management Structure



Emergency Planning Committee (EPC)

The Emergency Planning Committee (EPC) is a working group brought together to ensure the EMP is comprehensive, inclusive of all Gippsland Lakes Complete Health entities, and meets the necessary legislative requirements. The EPC is not directly involved in an emergency response, although members of the EPC may hold membership on the Emergency Management Response Team.

Emergency Management Structure	
EPC- Emergency Planning Committee	A group formed to develop the Emergency Management Plan and allocate roles to ensure the Emergency Management Plan is comprehensive and meets necessary legislative requirements
IRT-Incident Response Team also known as the Emergency Control Organisation (ECO)	Incident Response Teams (IRT) are multi-skilled, site-specific teams, suitably trained to direct and control the implementation of Gippsland Lakes Complete Health emergency response procedures until additional support arrives.
EMRT- Emergency Management Response Team	<p>The Emergency Management Response Team (EMRT) manages the initial response and management of specific incidents.</p> <p>Emergency management-related incidents are those that pose an immediate risk to health, life, property, or environment from man-made or natural sources. The EMRT continues to manage the response phase of the incident</p>
(CIMT) Critical Incident Management Team	<p>Critical Incident Management Team allows for flexibility to respond to incidents that may escalate in severity.</p> <p>In the event of a Critical Incident, the Critical Incident Management Team may or may not be activated depending on the severity of the incident.</p>
Critical Incident Management Team Command Centre	<p>The following facilities are designated Critical Incident Management Team Command Centres:</p> <ul style="list-style-type: none"> • Bulmer and Bakewell Rooms at Lakes Entrance • Erinunderra Room at Bairnsdale <p>Depending on the type of emergency, both centres may operate out of the same room simultaneously.</p>
Emergency Operations Centre	<p>During an emergency, the following buildings will be used as an Emergency Operations Centre:</p> <ul style="list-style-type: none"> • Lakes Entrance- Bulmer and Bakewell Rooms • Bairnsdale- Erinunderra Room

Emergency Planning Committee Function:

The committee is responsible for the following duties:

- Prepare, maintain, and implement the Emergency Management Plan in conjunction with the Emergency Risk Management Process.
- Ensure adequate resources are available for the development and implementation of a response to emergencies.
- Set up the Incident Response Team and appoint personnel to positions in each location.
- Ensure the Incident Response Team meet once every 12 months at a minimum.
- Participate in training, drills, and team meetings, as required.
- Review the effectiveness of the emergency management procedures.
- Arrange training for the Incident Response Team.
- Ensure adequate training and information awareness occurs.
- Ensure appropriate and adequate testing and exercising of the Emergency Management Plan occurs.
- Provide a point of liaison for key stakeholders in the emergency management environment.
- Review outcomes for deficiencies and effectiveness of the Emergency Management Plan.
- Where appropriate arrange for amendments to be made.

Emergency Planning Committee (EPC) Members

Chief Operating Officer

Family, Youth and Children's Services Executive Manager

Home and Community Care Executive Manager

General Manager People & Culture

Facilities and Environment Manager

HR Officer

OHS Advisor

Facilities Operations Officer

Incident Response Team (IRT)

Incident Response Teams (IRT) are made up of Chief Wardens, Area Wardens, first aiders and communication officer who will be appointed by the Chief Warden. All wardens have completed the Warden training. Chief Wardens have received training in relation to managing emergencies. All Wardens and Chief Wardens have received fire extinguisher training and carried out a supervised evacuation onsite. Wardens are trained to direct and control the implementation of Gippsland Lakes Complete Health emergency response procedures until additional support arrives.

Incident Response Teams also known as the Emergency Control Organisations (ECOs) in AS 3745-2010 – Planning for emergencies in facilities. Incident Response Teams are crucial to the organisation's emergency response planning, as they provide timely and effective first response in emergency situations.

Incident Response Team Function

The primary function of the Incident Response Team, in an emergency is to:

- Ensure the safe and orderly evacuation of all occupants from the buildings to a safe area called the Assembly Point as a priority.
- Assist the Emergency Services upon attendance.
- If trained, confident and it is safe to do so, operate first response firefighting equipment.

The key role of an IRT member is to:

- Ensure their own personal safety and survival during an emergency.
- Take a leadership role during an emergency evacuation by directing building occupants to a safe place of assembly.
- Protect people endangered by an emergency.
- Protect property endangered by an emergency, if safe to do so.
- Assist emergency services as required.
- Assist in the restoration of normal operations after an emergency.

Incident Response Team Member Roles & Responsibilities**Chief & Deputy Wardens:**

Note: The senior officer from attending Emergency Services may take over these duties on arrival at the building. The Chief Warden should remain with them to assist if required.

At all times

- Arrange a deputy when absent.
- Ensure Emergency Manual is current.
- Issue amendments as necessary.

During emergency

- Commence emergency management procedures.

When the Fire Brigade arrives, the Chief Warden will:

Advise the officer in charge of:

- Location of alarm.
- The present situation.
- Any other relevant information such as unaccounted persons or areas that have not reported they have evacuated their area.

After emergency

- Pass “all clear” to the Communications Officer when authorised by Emergency Services.
- Complete an incident report on RiskMan and collate all information.
- Conduct a de-briefing of Incident Response Team.
- Review procedures with other Incident Response Team Personnel annually.

Communications Officer**At All Times**

- Ensure Emergency Checklists are always available (where applicable).
- Ensure Emergency Management Plan Master Document held by the Occupational Health and Safety Advisor contains all current amendments.

During Emergency

- Commence emergency management procedures.
- Once notified of the incident, communicate instructions over the Public Address (PA) system to notify building occupants.

After Emergency

- When directed, by Chief Warden communicate “all clear” to all staff.
- Assist Chief Warden to complete documentation and collate all information.

- Attend emergency de-briefing.

First Aider

At All Times

- Ensure First Aid Certificate is current. (Medical staff excepted)
- Notify your Manager if certificate renewal is required at least three months prior to expiry date.
- Stock-take first aid kit on a quarterly basis (First Aiders / HSR).
- Discard and replace out of date or missing products.
- Ensure first aid signage is in place for area covered by first aider.
- Familiarise yourself with Area Wardens and other employees with first aid or medical qualifications.

During Emergency

- Move to the agreed initial meeting point in response to a warning tone or as directed by the Chief Warden.
- Collect a portable first aid kit and a green vest.
- Report to incident site as directed.
- Administer first aid as necessary.
- Assist Chief Warden/Area Warden if first aid service is not required.
- Proceed to the Emergency Assembly Area when instructed by Chief Warden.

After Emergency

- Attend Chief Warden's de-briefing session.
- Record all first aid treatment given in RiskMan.
- Complete a first aid kit checklist and restock the first aid kit as soon as possible.

Incident Response Team Member Identification

All members of an Incident Response Team will be identifiable by a **coloured vest** issued by Gippsland Lakes Complete Health. These vests are used to enable quick identification of Incident Response Team members by staff, and emergency services. This will greatly assist situational control and support timely emergency response activities.

Chief Warden	White Vest	White Hat
Deputy Warden	White Vest	White Hat
Area Warden	Red Vest	Red Hat
Communications Officer	Red Vest	
(The role may be filled by Customer Service Officer or the Deputy Warden)		
First Aider	Green Vest	

Incident Response Teams – Contact Details by Location		
Title	Name	Contact Number
Lakes Entrance		
Chief Warden	Wayne Dahan	5155 8337 / 0459 394 533
Deputy Chief Warden	Geoff Stanton	0417 874 840
Communications Officer	Customer Service	5155 8400
First Aid Officer	Cheryl Bush	5155 8356
Childrens Centre		
Chief Warden	Jodie Jarvis	0438 114 031
Deputy Chief Warden	Kate O'Meara	0438 114 031
First Aid Officer	Designated/ multiple staff members	
The Esplanade		
Chief Warden	Jenni Clarke	5155 8381
Deputy Chief Warden	Anna Bundle / Sonya Gordon	5155 8300 / 5152 0022
First Aid Officer		
Bairnsdale		
Chief Warden	Shelly Wilde	5155 8300
Deputy Chief Warden	Customer Service	5152 0001
Communications Officer	Customer Service	5152 0001
First Aid Officers	Pauline Bommer / Bronwyn Kenny / Kim Patterson	0417 926 418 / 5152 0075 / 5152 0052
Metung		
Chief Warden	Customer Service	5155 8400
Deputy Chief Warden	Customer Service	5155 8400
First Aid Officer	Medical personnel	
Bruthen		
Chief Warden	Customer Service	5162 5101
Deputy Chief Warden	Customer Service	5162 5101
First Aid Officer	Medical personnel	
Nowa Nowa		
Chief Warden	Customer Service	5155 7501
Deputy Chief Warden	Customer Service	5155 7501
First Aid Officer	Medical personnel	
Paynesville		
Chief Warden	Michelle Barry	5152 0075
First Aid Officer	Kim Stephenson	5155 8300

Area Warden List Lakes Entrance

ZONE	AREA	AREA WARDEN
1	Medical Reception & Clinic 18-26 Jemmeson, Street Lakes Entrance.	Alison Lau Chloe Gallasch
2	Home Based Nursing, STEP Offices, Staff Room, Customer Service Office, FYCS Offices 18-26 Jemmeson, Street Lakes Entrance.	Kaye McDonald Sarah Smith
3	STEP Offices, Clinical & Treatment Rooms, Bulmer & Bakewell Meeting Rooms 18-26 Jemmeson, Street Lakes Entrance.	Parivesh Kumar
4	Corporate Services & Finance Office 18-26 Jemmeson, Street Lakes Entrance.	Carol Culpitt Lisa Jinnette
5	LEAHA 18 Jemmeson Street, Lakes Entrance.	Sarah Stewart
6	IT Support & Facilities Offices, Archive Room & Storage/Maintenance & Mens Group Shed 28 Jemmeson, Street Lakes Entrance.	Aaron Pompei Allison Morris
	Chief Wardens: Wayne Dahan, Charmaine Johns, Geoff Stanton	

Area Warden List Bairnsdale

ZONE	AREA	AREA WARDEN
1	281-283 Main Street Bairnsdale – FYCS, STEP, Reception	Debbie Green
2	285 Main Street Bairnsdale – Home and Community Support Services , FYCS & Corporate	Cristen Conroy
3	66 McCulloch Street – Ground Floor – Home and Community Support Services , FYCS Offices in Hallway & CEO	Jessica Bastian Jackie Lowe
4	66 McCulloch Street – First Floor- FYCS	Brydie Bourke
5	283 Main Street Bairnsdale Corporate Offices	Sherryn Hewitt
	Chief Wardens: Wayne Dahan, Shellie Wilde, Geoff Stanton	

Area Warden List Outreach Sites

ZONE	AREA	AREA WARDEN
Paynesville	Home Care Packages (HCP) Offices 67B Esplanade, Paynesville	Michelle Barry
Metung	CNS & STEP Treatment Rooms Cnr Metung & Hardy's Road, Metung	Customer Service
Bruthen	CNS Treatment Rooms, Neighbourhood House 51 Main Street, Bruthen	Customer Service
Nowa Nowa	CNS & STEP Treatment Rooms, Community Room 11 Hall Road, Nowa Nowa	Customer Service
Lakes Entrance	Home & Community Support, FYCS 271 Esplanade Lakes Entrance	Jenni Clarke Anna Bundle Sonya Gordon
LEAHA	LEAHA 16 Fish Street, Lakes Entrance	Bill Collins

Training requirements for Incident Response Team members

Position	Training Requirements	Frequency
Chief Fire Warden and Deputy Chief Fire Warden	Fire Warden Training Fire Awareness/Extinguisher Training Participate in one emergency exercise	3 yearly/ Annual refresher or training for new wardens available if required.
Fire Warden	Fire Warden Training Fire Awareness/Extinguisher Training Evacuating People with a Disability Training Participate in one emergency exercise.	3 yearly/ Annual refresher or training for new wardens available if required.
First Aider	First Aid Training	Every 3 years

If the first Aid is provided by a medical practitioner or registered nurse, a current registration is required

Emergency Management Response Team (EMRT)

The Emergency Management Response Team (EMRT) manages the initial response and treatment of specific Level 1, 2 and 3 incidents.

Emergency management-related incidents are those that pose an immediate risk to health, life, property, or environment from man-made or natural sources. The EMRT continues to manage the response phase of the incident. The EMRT may be required to provide all hazards, emergency response service as required. In Critical situations, this could mean working over 7 days. The responsibilities of the EMRT include:

Emergency Management Response Team (EMRT) Members

- OHS Advisor (EMRT Leader)
- Manager of Facilities (Alternate EMRT Leader)
- Chief Operating Officer
- General Manager People and Culture
- Facilities Operations Officer
- Health and Safety Officer
- Executive Manager of Family Youth and Childrens Services
- Executive Manager Home and Community Services

Emergency Management Response Team Members Contact Details – Lakes Entrance

Title	Name	Contact Number
General Manager People & Culture	Paul Hopkins	5155 8360 Mob: 0419 663 655
Manager Facilities	Wayne Dahan	0459 394 533/ 5155 8337
Chief Operating Officer	Rebecca Woodland	5155 8338 0429 483 008
Executive Manager of Family Youth and Childrens Services	Kathy Dickinson	0437 559 197 5152 0020
Executive Manager Home and Community Services	Penny Cassidy	5152 0065 0402 390 660
OHS Advisor	Chris Lonergan	5155 8300 0410 004 363
Facilities Operations Officer	Charmaine Johns	5155 8315

Responsibilities of the EMRT

- Directing, implementing, and coordinating the emergency response.
- Acting as an intermediary between the Gippsland Lakes Complete Health and emergency services personnel.
- Executive manager of Family Youth and Children's Services acting as an intermediary between the Gippsland Lakes Complete Health and emergency services personnel.
- Executive Manager FYCS will sit on the municipal Emergency Management Sub Committee.
- Notifying the Critical Incident Management Team of the incident if required.

- Providing situation reports to the CEO and the Critical Incident Management Team.
- Managing the initial recovery phase of the incident.

Training Requirements for the Emergency Response Team

Emergency Management Response Team Members	Participate in two emergency or incident exercises (desktop and field).
	Participate in one emergency evacuation exercise.
	Participate in one multi-agency exercise.

Annual Training management and scheduling will be coordinated by the OHS Advisor for Learning and the Human Resource Officer. Regular evacuations will be carried out across all GLCH campuses.

Critical Incident Management Team (CIMT)

In the event of a Critical incident, the Critical Incident Management Team may be activated depending on the severity of the incident.

The Gippsland Lakes Complete Health Critical Incident Management Team is the title for the Executive Management Team and representatives from the emergency management response team during an extended emergency. Executives Managers work together with the CEO to provide leadership and operational management decisions in times of crisis. The involvement of the CIMT depends on the complexity, and duration of the emergency.

The CIMT is essential for informed, timely, and prudent decision-making, and it supports an effective recovery phase. Once the CIMT has made operational decisions, this information is relayed back to the Emergency management response team via the representatives on the CIMT to carry out the actions.

Critical Incident Management Team (CIMT) Members

Chief Executive Officer – CIMT Leader

Chief Financial Officer

Executive Manager Clinical and Nursing Services

Chief Operating Officer

Executive Manager Family Youth and Children's Services

Executive Manager Home and Community Support Services

Executive Manager Support Therapy Education and Prevention Unit

IT Infrastructure Services

Facilities

General Manager People & Culture

OHS Advisor

Critical Incident Management Team Members Contact Details – Lakes Entrance

Title	Name	Contact Number
Chief Executive Officer – CIMT Leader	Anne-Maree Kaser	5155 8326 0417 102 922 AH: 0417 102 922
Chief Financial Officer	Chloe Watson	5155 8364 0438 552 743 AH: 0438 552 743
Executive Manager Clinical and Nursing Services	Cheryl Bush (VPR Contact)	5155 8356 0408 199 092 AH: 5156 4613
Executive Manager Support Therapy, Education and Prevention	Ainsleigh Whelan	0400 275 904
Executive Manager Family Youth and Children’s Services	Kathy Dickinson	5152 0020 0437 559 197 AH: 0437 559 197
Executive Manager Home and Community Support Services	Penny Cassidy (VPR Contact)	5152 0065 0402 390 660 AH: 0402 390 660
Chief Operating Officer	Rebecca Woodland	0429 483 008 AH 0429 483 008
IT Operations Manager	Jeremy Stewart	5155 7511 0488 365 312
Facilities Manager	Wayne Dahan	5155 8337 M: 0459 394 533
General Manager People & Culture	Paul Hopkins Chris Lonergan	5155 8360 M. 0419 663 655 5155 8300 M: 0410 004 363
OHS Advisor		
Marketing and Communications	Jenelle O’Sullivan	5155 8480 AH: 0402 984 031

CIMT Roles and Responsibilities

The responsibilities of the Critical Incident Management Team in an emergency may include, but are not limited to:

- Undertaking a strategic assessment of the situation.
- Declaring a Gippsland Lakes Complete Health wide emergency if the situation warrants.
- Coordinating and approving the release of all official information to the public
- Ensuring that the safety and wellbeing of staff, students, patients, and service users are prioritised ahead of all other priorities.
- Approving and prioritising the business continuity and business resumption requirements of the organisation
- Approving and prioritising the provision of people, premises, resources, and funding to manage the incident.
- CEO to approve communications prior to distribution in all circumstances

In order to provide leadership and guidance to staff and facilitate a consistent response during Active and Likely Emergency situations, or upon Emergency or Watch and Act messaging from Vic Emergency, the following Executive Managers will assemble at the following sites.

Manager	Site
Anne-Maree Kaser	Lakes Entrance – Jemmeson Street
Rebecca Woodland	Lakes Entrance – Jemmeson Street
Chloe Watson	Lakes Entrance – Jemmeson Street
Cheryl Bush	Lakes Entrance – Jemmeson Street
Ainsleigh Whelan	Bairnsdale – Main Steet
Kathy Dickinson	Bairnsdale – Main Street
Penny Cassidy	Bairnsdale – Main Street

During times where there are interruptions to mobile and internet communications, a satellite phone is available for direct contact between the Executive Managers at both the Lakes Entrance and Bairnsdale listed sites.

Satellite phone number and location:

Bairnsdale (0147 153 312) – IT Office

Lakes Entrance (0417 141 499) – IT Office

Non-Emergency Personnel Roles and Responsibilities

To ensure alignment with the EMP and encourage a culture of safety and security at Gippsland Lakes Complete Health, it is recommended that all employees, students, volunteers, and contractors are made aware of Gippsland Lakes Complete Health Emergency Evacuation Procedures and uphold the relevant responsibilities set out below.

Emergency Management Responsibilities for Individuals

- | | |
|---|---|
| Person Responsible for Contractors | <ul style="list-style-type: none">• Ensure that contractors within their area of responsibility have completed the Contractor Induction and are aware of their responsibilities.• Ensure that contractors sign in.• Ensure that contractors have developed an Emergency Management Plan for their area of activities. |
|---|---|

- | | |
|--------------------|---|
| Contractors | <ul style="list-style-type: none">• Complete the Contractor Induction before undertaking any activities on site unless other arrangements are stipulated in the Safety Management Plan for the contract.• Always carry identification.• Follow emergency procedures set out in the Emergency Management Plan for the contract.• Ensure awareness of the locations of emergency equipment including alarm activation points, firefighting equipment, first aid equipment and emergency exits.• Follow instructions from Gippsland Lakes Complete Health employees or emergency services personnel. |
|--------------------|---|

- | | |
|---|---|
| Person responsible for coordination of NDIS Participants | <p>NDIS participants are adversely impacted by an emergency or disaster, more so than others in the community. During, or immediately after, an emergency or disaster situation we may not be able to provide the same level of service to our participants. All our participants must be supported by GLCH to prepare for changes due to a disaster or an emergency.</p> |
|---|---|

Delegate staff to:

- inform participants of the current situation and how the provision of their services and workers may be impacted.
- continue to provide participants with the same key workers if they are available.
- replace key workers with experienced workers who have the knowledge and skills to provide appropriate care to the participant.
- inform the participant of any service changes and outline reason/s for these changes.
- seek support within the local care community, if our staff are unavailable, and ensure that any new workers are appropriately experienced, trained and hold all relevant checks required.

- | | |
|---------------------------|---|
| Executive Managers | <ul style="list-style-type: none">• Embed a culture of safety and security across areas of responsibility.• Ensure that employees within their area of responsibility have completed the Employee Induction and are aware of their responsibilities. |
|---------------------------|---|

- Ensure that staff are trained in emergency procedures and aware of their responsibilities during an emergency evacuation.

**All staff,
students, and
Volunteers**

- Complete the Employee Induction before undertaking any Gippsland Lakes Complete Health activities.
- Attend and apply training associated with emergency procedures.
- Assume responsibility for patients and others under their care during an emergency until help arrives.
- Direct and escort patients and visitors to the assembly point during any emergency.
- Maintain awareness of the locations of emergency equipment including alarm activation points, firefighting equipment, first aid equipment and emergency exits.

**Patients and
Visitors**

- Follow the instructions of Gippsland Lakes Complete Health employees or emergency services personnel during an emergency.

External Arrangements

Local Government is required to establish one or more Local Emergency Management Committees (LEMCs) for the East Gippsland local government area. Gippsland Lakes Complete Health is an active member of the Local Emergency Management Committee. The GLCH representative who sits on this committee is the Executive Manager of Family, Youth and Children's Services. This representative will attend Relief and Recovery Sub Committee meetings and coordinate the personal support response by GLCH. The Executive Manager of Family, Youth and Children's Services will provide updated information to Gippsland Lakes Complete Health Emergency Management Response Team and the Critical Incident Response Team as situations change or develop.

Indemnity

The management of Gippsland Lakes Complete Health have given the members of the Emergency Planning Committee (EPC), the Incident Response Team and other employees who may act in such roles, full authority to implement the provisions of the Emergency Management Plan and shall hereby be indemnified against civil liability resulting practice or emergency evacuation of the building or site where those persons act in good faith and in the course of their duties.

Gippsland Lakes Complete Health will indemnify any staff member under relevant insurance policies, provided it is lawfully entitled to do so:

- Where their act or omission was expressly authorised by Gippsland Lakes Complete Health;
or
- Where their act or omission was done in the course of their employment.



Prevention and Preparedness

Risk Analysis

By analysing Gippsland Lakes Complete Health hazards and risk, it is possible to gain a greater understanding of where to prioritise planning and allocate resources, building a sound foundation for comprehensive emergency management within our organisation.

Current Risk and Consequence	Risk Assessment			Review		
Risk Description	Risk Likelihood	Potential Maximum Consequence	Current Risk Rating	Risk Likelihood	Risk Consequence	Residual Risk Rating
Aggressive Behaviour	Likely	Minor	Medium	Possible	Minor	Medium
Armed Offender	Unlikely	Moderate	Medium	Rare	Moderate	Low
Bomb Threat	Rare	Moderate	Medium	Rare	Moderate	Low
Bushfire in the area impacting on business Activities	Unlikely	Moderate	Medium	Unlikely	Minor	Low
Civil Disorder	Rare	Moderate	Medium	Rare	Minor	Low
Catastrophic Fire Weather Days	Rare	Major	Medium	Rare	Major	Low
Storm	Unlikely	Moderate	Medium	Rare	Moderate	Low
Disruption to fuel/gas- Fleet unable to operate Community visits limited	Rare	Moderate	Medium	Rare	Moderate	Low
Disruption to Power Bairnsdale			Medium			
Disruption to Grid Power Lakes	Rare	Insignificant	Medium	Rare	Insignificant	Low
Disruption to Power Other sites	Rare	Minor	Low	Rare	Minor	Low
Disruption to telecommunications	Rare	Moderate	Low			
Disruption to water	Rare	Moderate	Low			
Earthquake	Rare	Minor	Low			

Current Risk and Consequence	Risk Assessment			Review		
Risk Description	Risk Likelihood	Potential Maximum Consequence	Current Risk Rating	Risk Likelihood	Risk Consequence	Residual Risk Rating
Smoke in the atmosphere-dangerous for staff with respiratory conditions	Rare	Moderate	Low	Rare	Moderate	Low
Fire in the community	Rare	Minor	Low			
Flood No staff access to workplace	Unlikely	Moderate	Medium	Rare	Minor	Low
Flooding damaged building	Rare	Minor	Low			
Flooding in the area-Blocked Roads	Rare	Minor	Medium	Rare	Insignificant	Low
Manual handling injury	Likely	Moderate	High- MTI/ Psychological	Unlikely	Minor	Low
Pandemic	Likely	Minor	Medium	Possible	Minor	Medium
Personal Threat	Almost certain	Minor	Medium	Possible	Minor	Medium
Physical Violence	Rare	Moderate	Low	Rare	Moderate	Low
Severe Weather/Storm	Rare	Minor	Low-			
Staffing shortage due to Emergency or Pandemic	Possible	Minor	Medium	Possible	Minor	Medium
Suspicious Mail/Package	Rare	Minor	Low			
Terrorism	Rare	Major	Low	Rare	Major	Low
Isolated due to road closures	Possible	Moderate	Medium	Possible	Minor	Medium
Swipe Access to building failure	Unlikely	Insignificant	Low			
Duress alarm failure	Rare	Moderate	Low	Rare	Moderate	Low
Chemical spill	Possible	Minor	Medium			
Masks during covid outbreak in the workplace	Possible	Moderate	High	Possible	Minor	Medium

Risk Matrix

Adequate mitigation of existing risks has been undertaken wherever possible to lessen or prevent emergency-related losses. Note that Gippsland Lakes Complete Health may be affected by other hazards outside those mentioned in the risk analysis. Gippsland Lakes Complete Health may also be impacted by other hazards that develop in the future that have yet to be identified.

Manageability

Refers to Prevention, Preparedness, Response and Recovery. (PPRR)

H	High
M	Medium
L	Low

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Critical
Almost Certain	Medium	Medium	High	Extreme	Extreme
Likely	Low	Medium	High	High	Extreme
Possible	Low	Medium	High	High	High
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Low	Medium

Consequence	Description of Consequence	Likelihood	Description of Likelihood
1. Insignificant	No treatment required	1. Rare	Will only occur in exceptional circumstances
2. Minor	Minor injury requiring First Aid treatment (e.g., minor cuts, bruises, bumps)	2. Unlikely	Not likely to occur within the foreseeable future, or within the project lifecycle
3. Moderate	Injury requiring medical treatment or lost time	3. Possible	May occur within the foreseeable future, or within the project lifecycle
4. Major	Serious injury (injuries) requiring specialist medical treatment or hospitalisation	4. Likely	Likely to occur within the foreseeable future, or within the project lifecycle
5. Critical	Loss of life, permanent disability, or multiple serious injuries	5. Almost Certain	Almost certain to occur within the foreseeable future or within the project lifecycle

Assessed Risk Level	Description of Risk Level	Actions
<input type="checkbox"/> Low	If an incident were to occur, there would be little likelihood that an injury would result.	Undertake the activity with the existing controls in place.
<input type="checkbox"/> Medium	If an incident were to occur, there would be some chance that an injury requiring First Aid would result.	Additional controls may be needed.
<input type="checkbox"/> High	If an incident were to occur, it would be likely that an injury requiring medical treatment would result.	Controls will need to be in place before the activity is undertaken.
<input type="checkbox"/> Extreme	If an incident were to occur, it would be likely that a permanent, debilitating injury or death would result.	Consider alternatives to doing the activity. Significant control measures will need to be implemented to ensure safety.

Public Education

Risk Communication

Communicating basic risk concepts and response actions to Gippsland Lakes Complete Health staff, practitioners, patients, and visitors through public education is critical for effective emergency management. It is important that common terminology is adopted to avoid confusion and promote a better understanding of their own risks to make informed decisions on how they can protect themselves from harm.

All public education material should consider the following key elements:

- Consistency and standard messaging
- Legitimacy and credibility
- Scalability
- Positivity and active engagement

Promoting Personal Preparedness and Participation

Information is used to promote personal preparedness and encourage participation from staff, Medical Professionals, students, and volunteers at Gippsland Lakes Complete Health. Key messages are incorporated into a wide range of communication activities, such as:

- Online, via the Gippsland Lakes Complete Health website, social media channels.
- Online training via Gippsland Lakes Complete Health Training Program KINEO.
- Embedded in training sessions and inductions, in speeches, presentations, workshops, and team meetings.
- On paper and posters around Gippsland Lakes Complete Health locations.
- Through informal face-to-face discussions; and
- In plans, procedures, and guidelines.

In addition to encouraging greater awareness and increasing knowledge around risks and hazards, education campaigns will be used to address common emergency management questions and concerns at Gippsland Lakes Complete Health and provide support where needed.

By making preparedness relevant and easy, involving people in the planning process, and using the current best practice standards available, information can be turned into real actions by people to create a more resilient workplace.

Training and Exercising

Training and exercising are essential at Gippsland Lakes Complete Health to ensure that the Emergency Management Plan is workable and effective. It is also important to regularly test systems and exercise procedures to ensure that individuals and departments remain appropriately aware of what is required of them during an emergency, and that they are suitably trained for their role. Exercising emergency arrangements allows the Emergency Planning Committee to:

- Test the effectiveness of the Emergency Management Plan.
- Bring together individuals, departments, and members of emergency management agencies to give them knowledge of and confidence in their role and responsibilities, by providing an opportunity to test operational procedures and skills in simulated emergency conditions.
- Test the ability of separate agencies to work together on common tasks and to assess the effectiveness of coordination between them. Exercising is a form of training, in addition to the prescribed training given to wardens and first aiders.

Practicing Evacuations

At Gippsland Lakes Complete Health, every building on each site is tasked with practising emergency evacuations twice a year at a minimum.

Wardens and Deputy Wardens will work with their manager to organise and carry out each evacuation. Wardens are responsible for completing the Emergency Evacuation Checklist form and submitting the completed form to the OHS Advisor.

The Children's Centre is the exception. Evacuations are required to be held every 3 months by legislation

Exercise Methodology

Emergency response exercises are designed to be consistent with the risks identified in the Emergency Management Plan. Exercises can be adapted to suit specific locations and activities. Some examples of exercise types include, but are not limited to:

- Evacuation drills.
- Desktop or discussion exercises.
- First aid scenarios.
- Multi-agency exercises.
- Testing the operating procedures of the Emergency Operations Centre.

All areas of our facilities and outbuildings must participate in emergency response exercises involving evacuations. For each exercise, a risk assessment must be undertaken to determine unplanned events. The objectives and expected outcomes of the exercise must be established, documented, and communicated to all participants. Each exercise shall have a nominated observer (Usually the OHS Advisor or OHS Officer).

Prior to conducting any exercise, those involved in the exercise will be briefed regarding the type, scope, any inclusions or exclusions of employees, visitors and contractors related to the exercise. Where necessary, communications indicating that the activities are a drill/exercise shall be communicated in the drill/exercise. Chief Wardens and their Deputy Wardens will be advised of an impending exercise by a representative from the Health and Safety Advisor. If a real emergency occurs whilst an exercise is underway, this will be communicated to all participants by the Chief Warden. This will signify that the exercise is suspended, and a genuine emergency is in progress.

Briefing and Debriefing

Briefing and debriefing must be held at the start and completion of all exercises and involve all Wardens, First Aiders, Communications Officers, and Observers. Participants are encouraged to comment on the execution of the exercise and provide recommendations and suggestions for improvement. All comments will be documented and forwarded to the EPC.

Activation

Priorities of Emergency Response

Gippsland Lakes Complete Health recognises its most important asset is its people. All emergency response activities at Gippsland Lakes Complete Health prioritise personal safety asset protection.

The response priorities in order of importance are referred to as PEARL

- People.
- Environment.
- Assets.
- Recovery, Reputation, Rebuilding Confidence.
- Loss of Productivity, Loss of Revenue, Liability.

Process for Activation

For all emergency incidents, the Incident Response Team and Emergency Management Response Team will commence the response according to their protocols.

The Emergency Management Response Team Leader will notify the Critical Incident Management Team Leader if the incident is at a level where a Critical Incident Management Team is required. Not all incidents will be deemed critical.

Cyber and Information and Communications Technology (ICT) incidents are not covered under this plan. For these incidents, and other conduct, compliance or infrastructure related incidents, the response will commence according to Gippsland Lakes Complete Health Business Continuity Plan.

Emergency Operations Centre

During an emergency, the following rooms may be used as an Emergency Operations Centre:

- Lakes Entrance- Bulmer and Bakewell
- Bairnsdale- Erinunderra

The Critical Incident Management Team Command Centre is designed to operate cohesively with the Emergency Operations Centre; depending on the type of emergency, both centres may operate out of the same room.

Critical Incident Management Team (CIMT) Command Centre

If activated, the Critical Incident Management Team will command and control the critical incident response from a Critical Incident Management Team Command Centre. The following facilities are designated Critical Incident Management Team Command Centres:

- Bulmer and Bakewell Rooms at Lakes Entrance
- Erinunderra at Bairnsdale

In an emergency, priority over previous room bookings will be given to the Emergency Teams.

Resources Required

In the unlikely event where the Critical Incident Management Team Command Centre and/or the Emergency Operations Centre would be required to be utilised, the following resources would be required:

- Permanent Whiteboard.
- Adequate power points/power banks for laptops for all team members.
- Internet connection.
- Tables and chairs sufficient to seat all team members.
- Adequate ventilation and sufficient room for social distancing.
- Hand sanitisers.
- Lemon Proof and paper towels.
- Face Masks.
- Emergency Kit.
- Hard copy of the Master document- Emergency Management Plan.

Areas of Special Consideration

An area of special consideration is a location within Gippsland Lakes Complete Health where additional information and procedures are required to guide an emergency response. These areas are defined by the hazards associated with the activity occurring within the building.

Areas of special consideration include:

- Lakes Entrance – Solar Battery Storage Shed where 60 Lithium-Ion Batteries and Diesel are stored to power the stand-alone solar system and emergency generator.

The Solar Battery Storage Shed is flagged for special consideration due to the presence of Hazardous Materials and Dangerous Goods. If a fire were to break out in the Battery room, Refer to the Solar Battery Storage Area Emergency Management Plan. **NO ATTEMPT SHOULD BE MADE TO PUT OUT THE FIRE.** Evacuate all surrounding areas immediately and contact emergency services. ADVISE EMERGENCY SERVICES THAT THERE ARE 60 SOLAR BATTERIES ONSITE.

The EV Charging stations at Lakes Entrance and Bairnsdale are considered a special area of consideration. In the event of a fire: **NO ATTEMPT SHOULD BE MADE TO PUT OUT THE FIRE.** Evacuate all surrounding areas immediately and contact emergency services. ADVISE EMERGENCY SERVICES THAT the fire is coming from the EV Battery Charging station.

Nominated Protected Asset

The Medical Clinic at Jemmeson street, Lakes Entrance, has been designated as a Nominated Protected Asset. It has been registered with the East Gippsland Shire Council and the Country Fire Authority.

During a major emergency such as fire or flood cutting off Lakes Entrance, the Jemmeson Street site will be prioritised for protection by emergency services.

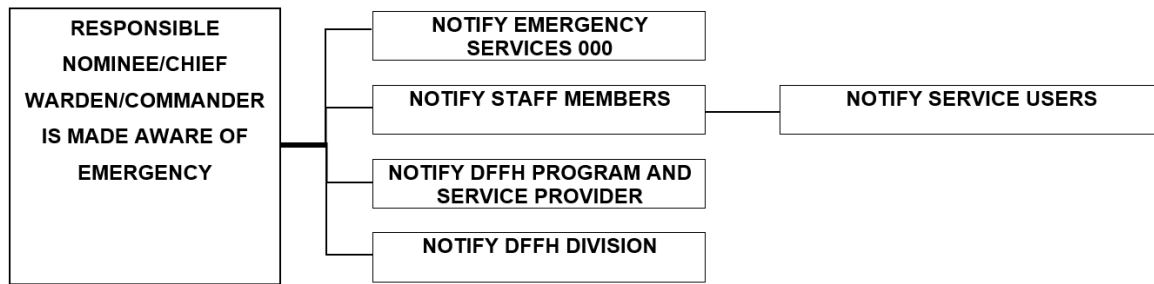
During such an Incident, Gippsland Lakes Complete Health's Jemmeson Street site will function as the Primary Medical Facility to serve the community.

This site is self-sufficient. It is run on Solar Power with a Battery Backup to continue services during a power outage. In addition to this, the service has an Emergency Generator to ensure continuity of operations.

Hazardous Chemicals and Dangerous Goods

Hazardous Chemicals are chemicals and other substances present in the workplace that have the potential to harm the health of persons, causing illness or disease. This general definition also includes dangerous goods and poisons. Every site has a Hazardous Substance register and all areas where chemicals are kept have a folder located onsite containing Safety Data Sheets (SDS).

Communications in an Emergency



Emergency Response Procedures

During an emergency it may be necessary to activate one or a combination of the following emergency procedures:

- Altering or ceasing services
- Relocation
- Evacuation
- Shelter-in-place

Communications During a Critical Incident

Public information in an emergency should focus on the health and safety of the Gippsland Lakes Complete Health staff, patients, contractors, and visitors.

All communications should include clear direction on the specific action's individuals should take to protect themselves from harm, plus any other information relevant to the Incident.

When public information is provided, the special needs of vulnerable individuals must be given consideration; it may be necessary to use multiple forms of communication.

During an emergency event, where language may become a communication barrier, Consider the Telephone Interpreter Service (24 hours) to provide or receive information by contacting the Translating and Interpreting Services (TIS) on 131 450.

All channels of communication should be continuously monitored for accuracy, rumour control and as a source of intelligence during the Incident.

Public Information

Many emergency situations occur with little or no warning. In these situations, information will be distributed systematically, across numerous media channels, as quickly as possible. Gippsland Lakes Complete Health has an emergency communication process (for both internal and public information) to provide guidance about early warning and real-time messaging during an emergency.

The emergency communication system will ensure accurate emergency messages reach the staff and patients, the public and relevant stakeholders in a timely manner.

Information shall be relevant, clear, and targeted.

A Public Address System is located at Lakes Entrance Jemmeson Street Medical Clinic and at reception at Main Street Bairnsdale. This system is used to efficiently evacuate occupants of all buildings in an emergency. This is achieved using "Alert" and "Evacuation" commands using the Emergency Public Address system within the facility.

The Public Address System can be used in an emergency to convey any message that is required to be broadcast to reach the maximum number of people simultaneously. It is the responsibility of the Chief Warden, the communications officer, (Reception) or someone designated by the Chief Warden to communicate over the Public Address System. Codes will be used whenever possible to identify the type and location of the emergency.

SMS

Gippsland Lakes Complete Health uses a bulk SMS system called Message Media. This system has the capability of sending out bulk SMS internally or externally. In an emergency, this system can be utilised in any situation where bulk messages would be required. To utilise this system for external messaging, Department Executive Managers need to send through contact details of their clients to be notified to the IT Operations Manager who will delegate a member of IT to send out a bulk message. Information may be filtered using CRM. If managers require assistance to filter this information, they can contact the Quality and Governance Manager for advice and assistance.

Emergency Fixed Phone/ Critical Incident Hotline

A designated emergency phone has been installed at reception at Jemmeson Street Lakes Entrance and Main Street Bairnsdale. This Emergency Phone is to be used during an emergency, or a critical incident and must not be used for any other purpose.

This phone can be used to convey information during an emergency to a central point. These phones are a designated line that will be always available and can be used when all other phones are being used during an emergency. The emergency phones will be tested during evacuations.

The phone numbers for these phones are:

Lakes Entrance 5155 8400
Bairnsdale: 5152 0001

Emergency Mobile phones are located at reception at Lakes Entrance Medical Clinic, Allied Health Reception, LEAHA Reception, 271 The Esplanade Reception and Bairnsdale Reception. These phones are to be taken by the first responder, when responding to a duress alarm activation. The emergency mobile phones will provide a method of contact during emergencies where responders are away from their desk. The emergency mobile phones have been pre-programmed with essential contact numbers. The phone number for each phone is located on the back of the phone. The mobile phones do not require a pin. These phones must be always charged, and details of any calls made or received must be recorded on the Emergency Phone record form and entered in RiskMan.

Emergency Mobile Phone Numbers:

Lakes Medical Reception 0492 155 852
STEP Reception Lakes Entrance 0477 732 862
271 The Esplanade Reception 0447 083 169
LEAHA 0429 049 800
Bairnsdale Reception – 0448 319 535

Emergency mobile phones can be utilised during an ongoing emergency by the Emergency Management Response Team or the Critical Incident Response Team as an additional resource.

Digital and social media

During an emergency, regular updates may be posted on the Gippsland Lakes Complete Health website (www.glch.org.au) and social media pages (Facebook, Twitter, and Instagram).

Gippsland Lakes Complete Health online channels are managed by the Marketing Team. The CEO will be briefed by the Critical Incident Management Team. All press releases, social media information and external communications must be approved by the CEO before publication.

GLORIA

During an emergency, regular updates may be posted on the GLORIA. Information added to GLORIA is managed by Marketing Manager. It is the responsibility of the Marketing Manager, to work in consultation with the Critical Incident Management Team to ensure updates are approved before publication, ensuring all emergency information added to Gloria is approved and accurate.

Emergency Evacuations

The decision to evacuate any building, part or all the property will be based on:

- An assessment of the nature and extent of the hazard.
- The anticipated speed of onset.
- The number and category of people to be evacuated.
- Evacuation priorities; and
- The availability of resources.

The above considerations should focus on providing for the needs of those being evacuated to ensure their safety and on-going welfare. During a Critical Incident, evacuation off site may be a necessity. Effective communication with external agencies and local governments is essential.

Emergency Evacuation Diagrams

Emergency evacuation diagrams are distributed throughout all buildings at Gippsland Lakes Complete Health including those that are leased. These diagrams provide emergency and evacuation information for occupants and visitors. Each diagram is displayed in the most appropriate location to enable occupants and visitors easy access and guidance. Requests for checks or amendments to emergency evacuation diagrams should be directed to the Health and Safety Advisor.

Specific Evacuation Diagrams are included in the campus specific areas of this document.

Emergency Kit

The Emergency Kit Checklist is a list of items put together in a pre-prepared kit containing relevant emergency information and equipment. Having this kit on each campus will save valuable time and resources during a relocation or evacuation. Contents should be checked quarterly; Individual service providers should be aware of any specific requirements your clients may have and adjust your kits accordingly. The Emergency Kit Checklist is located at the end of this document.

Evacuating People with a Disability

Gippsland Lakes Complete Health recognises an individual's right not to be disadvantaged during an emergency due to disability. It must be recognised that people with a disability are not always at a greater risk during an emergency, however Gippsland Lakes Complete Health must ensure the needs of individuals are met with respect to their specific limitations or impairment.

This will ensure people with disability remain, an integral part of the Gippsland Lakes Complete Health emergency management arrangements.

Personal Emergency Evacuation Plans

Personal Emergency Evacuation Plans (PEEPs) are individually designed plans that apply to individuals with a disability, medical condition or those with mobility impairments who may need assistance during an emergency. Each PEEP is an individual plan for means of escape from fire or emergency and is completed by the individual. It is not compulsory for individuals to have a Personal Emergency Evacuation Plan, but it is recommended and promoted at Gippsland Lakes Complete Health. Not everyone with a disability will want to have a separate plan. This is entirely up to the individual to decide.

A Personal Emergency Evacuation Plan may be required for an employee with an ongoing presence in the building with:

- Mobility impairments.
- Visual impairments.
- Hearing impairments.
- Cognitive impairments; or

A temporary Personal Emergency Evacuation Plan may be required for:

- Short term injuries (i.e., broken leg).
- Temporary medical conditions; or
- Those in the later stages of pregnancy.

The [Personal Emergency Evacuation Plan template](#) is located at the end of this document. See appendices – Forms

Staff requiring additional support.

Staff requiring additional support may create their own personal emergency evacuation plan (PEEP). A full suite of emergency [forms](#) is available in the appendices of this document.

At this stage there are no identified staff requiring additional support.

Name	Room/area/location	Condition	Assistance needed during an emergency	Who will be responsible

Vulnerable Persons Register

A vulnerable person is someone living in the community who is frail, and/or physically or cognitively impaired and unable to comprehend warnings or directions and/or respond in an emergency. The Vulnerable Persons Register is an external database that holds the details of people who need consideration in an emergency. The register is maintained by agencies that provide personal care, support, and case management services to people living in the community. Information on the VPR can be accessed by the Victorian Police, East Gippsland Shire Council and the Department of Families, Fairness and Housing. Gippsland Lakes Complete Health ensures information is uploaded twice a year to the DFFH Portal. Internally, this information is held by the Executive Manager Clinical and Nursing Services Ph: 5155 8356, Executive Manager Home and Community Support Services 0402 390 660 and the Executive Assistant to the CEO 5155 8354.

Resource Management

All Gippsland Lakes Complete Health buildings and those that are leased Gippsland Lakes Complete Health conform to the Building Code of Australia (BCA) or other relevant Standards. Inspections of emergency equipment are conducted in line with the Gippsland Lakes Complete Health Risk Management Framework and reported bi-monthly to the Quality Governance Committee. Gippsland Lakes Complete Health, Facilities and Environment organise repair and maintenance of all emergency equipment including but not limited to fire panels, ingress/egress, hose reels, fire extinguishers, fire signage, emergency lighting and firefighting equipment. Inspection of essential equipment is carried out 6 monthly or at shorter periods as required by legislation.

First Aid Requirements

First aiders provide first aid services for the emergency treatment of injuries or illness. On sites where there is a Medical Practitioner or nursing staff available, first aid will be administered by medical practitioners or nursing staff in the clinic.

At sites where practitioners or nursing staff are not onsite, first aiders have the authority to direct employees, contractors and visitors following the declaration of an emergency or during an exercise. The number and location of first aiders are determined based on a risk assessment of the needs of the and operations carried out in the building or facility. First Aid Risk Assessments are a consultative process and comply with the Compliance code: First aid in the workplace November 2021 (Vic). Factors to be considered in determining how many nominated First Aiders must be appointed for a building and where they should be located depend largely on the physical location, its use, and its capacity. Gippsland Lakes Complete Health Management assists in determining the appropriate number of First Aiders required for a building or facility in consultation with staff. First aid equipment is in convenient places and in areas where there is a higher risk of an injury or illness occurring.

First aid kits are immediately accessible to all employees, including persons working in isolated or remote locations, clearly visible and signposted with a standard safety sign consisting of a white cross on a green background. First aid kits are regularly inspected to ensure they are compliant with the First aid in the workplace Compliance Code November 2021 (Vic).

Automated External Defibrillator (AED)

An Automated External Defibrillator (AED) is a portable and easy-to-operate medical device that analyses an unconscious person's heart rhythm and automatically delivers an electric shock if they are having a Sudden Cardiac Arrest (SCA). Gippsland Lakes Complete Health has AEDs across its locations.

Defibrillators (AED) are located at:

Lakes Entrance- Allied Health wet room
Lakes Entrance Medical Clinic
271 The Esplanade, Lakes Entrance – Reception
LEAHA Reception
Bairnsdale- Reception
Metung- Front door
Nowa Nowa- Front Door
Bruthen- Front Door

Building Safety Systems

Gippsland Lakes Complete Health have several safety features used during emergencies. These devices include:

Communications

Clear communications between Incident Response Team members and staff, practitioners and patients are a central element in our approach to dealing with emergencies. It is critical that all staff and practitioners know who to approach when discovering potential emergencies.

- Telephones
- Emergency mobile phones and a fixed emergency line at Bairnsdale and Lakes Entrance
- 2-way radios
- Public Address System at Lakes Entrance or Bairnsdale.

Doors

Closing a door if a fire is present not only confines the fire to that area but:







- Reduces the rate of burning.
- Confines the toxic smoke.
- Buys vital time to carry out emergency procedures (evacuate).

Emergency Lighting and Illuminated Exit Signs

An emergency lighting system incorporating illuminated exit signs are installed throughout the building. This system operates automatically should there be a power failure and will provide adequate lighting for approximately 120 minutes. Emergency lighting is tested 6 monthly to ensure they run for 90 minutes on battery by simulating loss of power. A hard copy of servicing history is maintained by Facilities.

Fire Extinguishers

Fire Extinguishers are located near electrical switchboards and in strategic positions throughout all Gippsland Lakes Complete Health buildings. The 3 typical types of extinguishers are shown in the table below:

ID SIGN	TYPICAL APPEARANCE	EXTINGUISHER TYPE (Cylinder Contains)	CLASS A Wood, Paper Textiles etc. (Normal Combustibles)	CLASS B Flammable Liquids Petrol, Paints	CLASS E Electrical Fires	CLASS F Cooking Oil, Animal Fats, Vegetable Oil
		DRY POWDER CHEMICAL	YES	YES	YES	NO
		Co2 CARBON DIOXIDE	NO	YES	YES	NO
		WATER	YES	NO	NO	NO

Fire Blankets



Fire blankets are wall mounted in staffrooms and other areas where cooking occurs or there is an identified need. When correctly applied, a fire blanket will reduce the spread and ferocity of the fire. Fire Blankets are single use and must be replaced straight away if used.

Fire Hydrants

Fire hydrants and hose reels are located at some centres and are for use only by Emergency Services.

Fire Equipment Servicing

Fire extinguishers, fire blankets, emergency lighting, hose reels and hydrants will be serviced every 6 months. Each piece of equipment will have a service tag attached, stamped with the servicing date. A hard copy of servicing history is available by contacting Facilities.

Fire Alarm

Lakes Entrance and Bairnsdale campuses have a monitored fire alarm system. Emergency services will be notified if the alarm goes off.

Telephone System or the use of Mobile Phones

The telephone system provides rapid communication through all areas of the building and external. It is preferred that mobile phones be used during an emergency wherever possible as Gippsland Lakes Complete Health phones are a VOIP system that rely on a computer and a server.

Please Note: in emergency situations, clear and evacuate the immediate area where the emergency is located. Once outside, use a mobile phone to contact Emergency Services and/or reception Emergency Line. DO NOT use a mobile phone while in the building as it could be unsafe in some circumstances.

Emergency mobile phones are located at reception at Bairnsdale, Lakes Clinic Reception, STEP reception, LEAHA reception. These phones are available in all emergency situations with a dedicated phone number.

Transport

Gippsland Lakes Complete Health Jemmeson Street site at Lakes Entrance has 35 vehicles in the fleet. This includes 1 10-seater bus. During an emergency, the preference is to stay off the road for personal safety and the safety of others. If essential transport is required, the fleet vehicles may be available for transport of people and supplies subject to approval from authorities and can be booked through GLORIA. Specific transport information for each site is listed in the specific campus information section of this document. If a road is closed obey the directions provided. Check the VICROADS website <https://traffic.vicroads.vic.gov.au/>.

Lakes Entrance Local Incident Management Plan - Road Access Table

Responsibility and Authority	Road Access Level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted- Level B Essential services assessment	<ul style="list-style-type: none"> • Emergency Services • Safety Assessment Teams • Residents and business owners (at the discretion of the incident controller)
	Authorised- Level C Residents, Media, Recovery services, B Access	Level B plus: <ul style="list-style-type: none"> • Residents • Business owners • Recovery and relief services • Council/VicRoads • Accredited media
Road Authority	Authorised- Level D Level C Access, others authorised	Levels B & C plus: <ul style="list-style-type: none"> • Road owners • Employees • Persons bringing supplies for people/animals
	Road Open	Open to all



Response

Service Delivery During an Emergency

During an emergency or external conditions such as but not limited to heavy smoke, bushfire or Catastrophic Fire Weather days, non-essential services may be suspended. In such cases, the CEO will be notified for permission to suspend or continue the affected service/s,

In these circumstances, an email or SMS will be sent out to all staff informing them of the impending conditions and asking employees to work from home wherever possible.

Where Clinicians and other essential staff are unable to attend the premises, they would work from home via Telehealth wherever possible. If alternative telehealth methods cannot be achieved face to face appointments will be cancelled for the duration of the emergency.

Where Client Service Delivery is impacted:

- The Executive Manager will notify the CEO for approval if whole service closure is required.
- The Executive Manager and the Lead Clinicians/coordinators initiate communications with clients via Customer Service or administration supports. In such cases, the Lead Clinician /coordinator must inform the Executive Manager of plans for approval.
- Staff will be contacted via phone call or SMS to advise whether attendance is suspended.
- Service and conditions must be monitored and repatriated as permitted.
- Marketing is to be notified to provide communications to the community if appropriate.
- High risk cases can be referred to Bairnsdale Regional Health Service.

In cases where the funding body is Department of Family, Fairness and Housing:

- the Executive Manager of Family Youth and Children's Services must notify the Department Family Fairness and Housing (DFFH) that services have been suspended temporarily.
- Once services have resumed, the Manager must advise Department Family Fairness and Housing that services have resumed.
- Services within scope of the Department Family Fairness and Housing are required to report to Department Family Fairness and Housing within 5 days of the emergency that services have resumed or when the service is expected to return to normal.

Automatic doors during power outage

Automatic doors will not open during a power outage. The Facilities Manager will:

- Coordinate a team to manually open doors.
- Install signage.

The Chief Operating Officer will:

- Send a communication out to staff ascertaining which doors can be entered or exited.
- This communication may be undertaken by a designated person delivering a message to all areas since emails will not be working. Alternatively, mobile phones and text messages may be used.

Internal Emergency Phone

(Lakes Entrance and Bairnsdale only)

If the building needs to be evacuated, or an emergency has been called in an ongoing crisis, Call the emergency phone at reception and advise of the emergency or information to be passed on. Reception staff will use the Public Address system to notify staff of the emergency. Once an emergency has been activated, the chief warden will allocate the Deputy Warden or another staff member to take on the role of the Communications Officer during a critical emergency.

In an internal emergency, phone the emergency number below.

Lakes Entrance- 515 58400	Provide the following information.	Internal Emergency Codes
Bairnsdale – 515 20001	• Advise if 000 been called.	
All other sites- CALL 000	• Name of caller	
	• Name of site/service	
	• Location of Emergency	FIRE
	• Phone number	INTERNAL EMERGENCY
	• Nearest Cross Street	EVACUATION
		MEDICAL EMERGENCY
		EXTERNAL DISASTER
		BOMB THREAT
		PERSONAL THREAT/WEAPON
		THREAT/ DURESS/LOCKDOWN

Emergency Phone Procedure (Lakes Entrance and Bairnsdale Only)

When the emergency phone rings,

- use the [Emergency Phone Record Form](#) (See Appendices – Forms) to record the information once a call comes in.
- Take down the information from the caller including what action has been taken and what action is required.
- Use the Public Address System to alert the building if an evacuation is required.
- Use the Public Address System to summon assistance using the Internal Emergency Codes if required.

During a Critical Incident the emergency phone will be used for essential communication between the IRT, EMRT, CMIT or other emergency management personnel internal or external. This phone will work when incoming or outgoing lines are tied up to ensure swift communication. Use the Emergency Phone Record Form to record incoming communications on this number.

Australian standard AS 4083-1997 Planning for emergencies in health care facilities. When an internal emergency is called over the Public Address system, the following codes apply:

RED- FIRE
YELLOW- INTERNAL EMERGENCY
ORANGE- EVACUATION
BLUE- MEDICAL EMERGENCY
BROWN- EXTERNAL DISASTER
PURPLE- BOMB THREAT
BLACK- PERSONAL THREAT WITH A WEAPON
GREY- THREATENING PERSON OR LOCKDOWN

Gippsland Lakes Complete Health staff have these codes on the back of their swipe cards for reference and easy access if a code is called.

Internal Emergency Procedures

To activate an emergency response, the emergency procedures located on each site must be followed.

- **Assess** the situation (Person discovering the emergency)
- **Alert** the warden. (Managers assume the role of Area Warden if an Area Warden is not on site.)
- **Evacuate** the immediate vicinity.
- **Report** a LIFE-THREATENING EMERGENCY

CALL 000 Provide the following information

- Name of caller
- Name of site/service
- Location of Emergency
- Phone number
- Nearest Cross Street

Call **000** from an internal phone OR from an external or (**mobile phone once you are out of the building**)

Internal Emergency Codes and Responses

Gippsland Lakes Complete Health has implemented standard internal emergency codes used in an emergency

CATASTROPHIC FIRE WEATHER- FIRE

If you see fire or smoke, DO NOT PANIC or SHOUT. Remain calm and remember RACE

- | | |
|----------|--|
| R | Remove people from immediate danger if safe to do so |
| A | Alarm – Raise the alarm |
| C | Contain fire and smoke |
| E | Extinguish-only attempt to extinguish the fire by using appropriate equipment if safe to do so |
-
- | | |
|---|--|
| <ul style="list-style-type: none">• Sound the alarm (appropriate to your area)• Notify reception emergency line to use the PA system (Bairnsdale and Lakes Entrance Only)• Prepare to evacuate if necessary | <ul style="list-style-type: none">• Follow instructions from emergency wardens, security, and other emergency personnel• Leave lights on• Save records if possible |
|---|--|

END- CATASTROPHIC FIRE WEATHER- FIRE

CODE YELLOW – INTERNAL DISASTER

Internal Disasters include the failure or threat to essential services or a hazardous substance incident or illegal occupancy.

An internal disaster may include but is not limited to:

- Leakage of flammable/toxic gasses/liquids/materials
- Explosion
- Building collapse- trapped person
- Flooding
- Failure of any essential services/utilities
- Any other occurrence or incident which you consider requires emergency action

In the first instance, contact should be made with the Area Warden or Chief Warden.

END- CODE YELLOW – INTERNAL DISASTER

CODE ORANGE- EVACUATION

Evacuation is the rapid removal of people from the immediate or threatened danger in a safe and orderly manner.

REMAIN CALM

Do not panic, calm persons who appear to be agitated around you.

ALERT

Advise the warden in charge of your area

ASSEMBLY

Inform staff and other personnel of the assembly area they are to use
Evacuate staff and visitors via the nearest safe exit- assist clients and visitors to the designated assembly area

EVACUATE

CHECK

All rooms, especially change rooms toilets and storage rooms etc.

HEADCOUNT

Note any persons who do not wish to evacuate

Conduct a headcount if possible. If any persons are missing, report this immediately to the person in charge. At the Assembly Point, ensure all people have signed the attendance record.

**Familiarise yourself with exits in your building as every emergency can bring changes to the way you leave the building
It is EVERYONES RESPONSIBILITY to know where their EVACUATION ASSEMBLY AREA is.**

END CODE ORANGE- EVACUATION

CODE BLUE- MEDICAL EMERGENCY

This procedure is to be used for obtaining assistance in instances of cardiac arrest or other acute conditions which are perceived as potentially life threatening.

Telephone 000 in the event of a medical emergency

END CODE BLUE- MEDICAL EMERGENCY

CODE BROWN – EXTERNAL EMERGENCY

An External Emergency is a destructive event with casualties that overwhelm a community's ability to respond.

External emergencies may include, but is not limited to:

- Heatwave
- Bushfire
- Natural Disasters
- Severe Storm
- Flood
- Earthquake

END- CODE BROWN – EXTERNAL EMERGENCY

CODE PURPLE- BOMB THREAT

If you receive a BOMB THREAT

Remain calm

Treat all calls as genuine. Record exact information on the Bomb Threat Checklist. Prolong the conversation. **DO NOT HANG UP**

Attract the attention of another person

Do not alert the caller of your actions. Get the other person to call the emergency line on:

Lakes Entrance: **515 58400**

Bairnsdale: **515 20001**

Be attentive

Note distinguishing background noises, music, traffic etc. Note voice characteristics. Does the caller indicate knowledge of the building

Record

Record details immediately on the **BOMB THREAT Checklist**

Prepare

Prepare to follow instructions from wardens, security, police, and other emergency personnel. Evacuate, if necessary, assist in the search if requested

If an object is found

DO NOT touch it. Report that you have found it. Open the doors and windows where possible and evacuate the area. Refer to Bomb threat Checklist.

END CODE PURPLE- BOMB THREAT

CODE GREY- THREATENING PERSON, DURESS ALARM ACTIVATION OR LOCKDOWN

REMAIN CALM

Do not respond with aggression
Attempt to problem solve
Keep your voice measured and calm.

MOVE TO A SAFER AREA IF POSSIBLE

Move to a safer area if possible but do not trap yourself in a room
with an angry person

ACTIVATE THE DURESS ALARM

Activate the duress alarm

REPORT THE INCIDENT

Report the incident on RiskMan

END- CODE GREY- THREATENING PERSON, DURESS ALARM ACTIVATION OR LOCKDOWN

CODE BLACK- PERSONAL THREAT WITH A WEAPON OR WHERE POLICE ARE CALLED

Personal threat includes abuse, assault, armed holdup, robbery etc.

REMAIN CALM

Don't panic or shout, avoid eye contact
Do not retaliate or argue

DO NOT TAKE RISKS

ACTIVATE DURESS ALARM as necessary
If confident, attempt to resolve the situation.
Hand over whatever is requested.

ALERT

Do not do anything that may antagonise the offender
Other staff if safe to do so without risk.

RECORD

Remove yourself and clients from danger
Immediately record- the offenders' description, what they were wearing

STAFF IN THE VICINITY SHOULD

What they may have taken, models and serial numbers or any other relevant details on the Armed Intruder Checklist/Report
NOT interfere unless they are confident, they can assist.

Have someone telephone **POLICE on 000**

Announce CODE BLACK and the area to alert all staff on site.

END- CODE BLACK- PERSONAL THREAT WITH A WEAPON OR WHERE POLICE ARE CALLED

Response procedures for specific emergencies

Chief Warden and designated members of the Incident Management Team monitor conditions using websites and up to date information. This information can be found using the links below.

ABC News Local

<https://www.abc.net.au/gippsland>

<http://www.bom.gov.au/vic/forecasts/lakesentrance.shtml>

<http://www.bom.gov.au/vic/forecasts/bairnsdale.shtml>

Bureau of Meteorology

<http://www.bom.gov.au/vic/forecasts/mallacoota.shtml>

<http://www.bom.gov.au/vic/forecasts/orbost.shtml>

<http://www.bom.gov.au/vic/forecasts/omeo.shtml>

VIC Roads- Road Closures

<https://traffic.vicroads.vic.gov.au/>

CFA

<https://www.cfa.vic.gov.au>

Flood SES:

<https://www.ses.vic.gov.au/plan-and-stay-safe/flood-guides/east-gippsland-shire-council>

Medical Emergency

IMMEDIATE ACTIONS (Persons at the scene if no GP is available)

- Call '000', Give details and location, stay on the phone, and follow all instructions.
- Immediately call for assistance of First Aid Officer or others in the area
- Notify reception to use the PA system to call **Code Blue Room** _____ if required to get additional assistance from medical personnel or first aiders.
- If trained in Cardio-Pulmonary Resuscitation (CPR), commence CPR.
- If not trained in Cardio-Pulmonary Resuscitation (CPR), ensure person can breathe.
- Stay with person until first aid/ambulance or medical assistance arrives.

Medical Emergency – roles & responsibilities

Communications Officer

- Contact Ambulance (000) Give details.
- Advise Chief Warden.
- Despatch a responsible person to the front of building to
- meet Ambulance.

Chief Warden

- Ensure Ambulance has been called.
- Ensure that a responsible person has been dispatched to the
- front of building to meet Ambulance.

Area Warden

- Assist if possible.

First Aider

- Obtain first aid kit and report to location of emergency.
- Administer first aid as necessary.

Internal Disaster

An internal disaster may include but is not limited to:

- Leakage of flammable/toxic gasses/liquids/materials.
- Explosion.
- Building collapse- trapped person.
- Flooding.
- Failure of any essential services/utilities.
- Any other occurrence or incident which you consider requires emergency action.

In the first instance, Contact should be made with the Area Warden or Chief Warden.

Immediate Actions

DO NOT ATTEMPT ANY ACTION THAT PLACES YOU IN DANGER

If safe to do so:

- Remove person(s) in immediate danger.
- Contact Reception, give details and location, and request assistance. (If Reception is unanswered/after hours, contact Emergency Services 000.
- Restrict entry to area.
- Await instructions from Chief Warden and/or Emergency Services.

Internal Emergencies

Roles & Responsibilities

Chief Warden	<ul style="list-style-type: none">• Contact Fire Brigade/Police/Ambulance 000 and pass on relevant details.• Dispatch a responsible person to the front of building to meet the Emergency Services.• Alert Area Wardens.
Communications Officer	<ul style="list-style-type: none">• Contact the Chief Warden and advise of the emergency.• As directed by the Chief Warden contacts the Emergency Services.• Assist the Chief Warden.
Area Warden	<ul style="list-style-type: none">• Action will depend on the type and severity of the emergency.• When notified of emergency obtain details, proceed to emergency area, and assess situation.• Ensure Emergency Services have been notified of all details.• Confirm that persons in danger have been moved to safety and are being/have been attended to.• Pass instructions and requests for assistance to Chief Warden.• Initiate evacuation as necessary – advise actions to Chief Warden.• If fire/smoke develops – refer to Part 9 Fire and Smoke.• If toxic emission – ensure personnel are evacuated as far as possible away and upwind from the emission.• Arrange for the shutdown of plant and machinery, isolation of services, and security of buildings. Leave lights on.• For more information refer to the External Emergency Response Policy located on GLORIA.

Bomb Threat

While bomb threats are not common, we must be prepared to manage such a threat to minimise harm. The Police have overall authority and control when dealing with bomb threats or actual bomb placing. They must be notified in the first instance. These procedures cover bomb threats by telephone, mail and by person.

Search techniques for suspect items

If the Chief Warden or the Deputy Chief Warden gives a search order, an immediate search of all areas must be conducted.

Remember: you are searching for an item, which should not be where it is.

Search

- Direct personnel present to collect personal items and remain where they are.
- Search external areas first.
- Search stairwells upward to next level as appropriate.
- Always search areas upwards:
 - a. Floor to waist
 - b. Waist to chin
 - c. Chin to ceiling
- If nothing is found, immediately report to Area Warden, confirming "... area searched, nothing found". The Area Warden in turn communicates the information to the Chief Warden.
- Standby for instructions.

If a suspect item is found,

Note the:

- Exact location of item
- Exact description of item
- Any unaccounted-for person/s

DO NOT TOUCH IT!

DO NOT MOVE IT!

DO NOT COVER IT!

DO NOT DISTURB IT IN ANY WAY!

- Immediately move people in the immediate area to safety. Do not allow them to pass the location of the suspect item.
- Account for all people
- Do not use mobile phones in the immediate area.
- Contact Reception and provide the noted details.

On route to or at Assembly Area,

- report any people not accounted for to Area Warden.
- Be prepared to inform Chief Warden, the Police and the Emergency Services of the exact details and location of the device.
- Await further instructions in the Safe Assembly Area.

Bomb threat by telephone

DO NOT INTERRUPT – DO NOT HANG UP

- Try to remain calm.
- Let caller finish message.
- If asked for a response, keep your answer to one or two words.
- Record all information on nearest paper.
- Try to attract the attention of person/s near you to notify of threat.

Key questions to ask (You may not receive answers to all questions)

- WHEN is the bomb going to explode?
- WHERE did you put the bomb?
- WHAT does the bomb look like?
- WHAT kind of bomb is it?
- WHAT will make the bomb explode?
- DID YOU place the bomb?
- WHY did you place the bomb?
- WHAT is your name?
- WHERE are you?

Immediately after the caller hangs up:

DO NOT REPLACE THE RECEIVER

(The call may be able to be traced even though the caller has hung up)

- Report threat to manager if available. Give details.
- Complete the [Bomb Threat Check List](#) and report to Reception.
- Be prepared to be interviewed by Chief Warden and the Police.
- Await further instructions.
- Do not discuss details of the threat with the media or any other person unauthorised to receive such details.

Bomb threat by mail

When threat is received:

- Take careful note of the time and method of receipt.
- Retain item but limit handling to a minimum. If necessary, handle by edges only.
- Notify Reception and Area Warden/Supervisor if available.
- Do not discuss details of the threat with the media or any other person unauthorised to receive such details.
- Await further instructions.

Bomb threat by person

When threat is received in person:

- Evaluate the person making the threat:
- Has the person a complaint against your organisation?

- Is the person under the influence of alcohol or drugs?
- Was the threat made in a facetious or joking manner?
- Take note of the appearance and other characteristics of the person making the threat.
- When the person has departed, report threat to Reception, and Area Warden/Supervisor, if available.
- [Complete the Bomb Threat Check List](#). See Appendices - Forms
- Report to Reception for interview by Police.
- Do not discuss details of the threat with the media or any other person unauthorised to receive such details.
- Await further instruction.

Bomb threat – roles & responsibilities

Chief Warden

- When notified of threat, obtain details, and proceed to Management of the issue.
- Notify police 000 inform them of the threat details.
- Ensure recipient of threat completes [Bomb Threat Check List](#) without delay.
- Initiate Warden search and ensure search results are reported to Reception.
- Be prepared to brief Police and Emergency Services.
- If evacuation is ordered by Police, pass instructions to Area Wardens.
- Control evacuation.
- Pass "all clear" instructions to Area Wardens when advised by Police.
- With Management, prepare report and submit report to Police if required.

Deputy Warden

- Assist Chief Warden
- If recipient is in your area immediately notify Reception of details.
- Ensure recipient without delay completes [Bomb Threat Check List](#).

Area Warden

- Direct recipient to report to Reception.
- When advised to conduct a search of your area of responsibility:
- Advise staff and re-assure all people in the area.
- Initiate search for a suspect item which should not be in the area
- Shut down/switch off all equipment. Leave lights on.
- If a suspect item is found or evacuation is ordered
- Evacuate all persons from the danger area to the Safe Assembly Area. Account for all persons.
- Ensure all doors and windows in the danger area are open to lessen blast damage if the device explodes.
- In safe area
- Conduct a check to ensure all areas are cleared.
- Inform Chief Warden of actions taken and advise of details of any areas not accounted for.
- Ensure no person re-enters evacuated areas.
- Submit a verbal report to the Chief Warden.

- Await further instructions from the Chief Warden and the Police.

Communications Officer

- When advised of the threat, immediately contact Chief Warden and Management.
- When directed by Chief Warden, contact police (000) and give details of threat.
- Maintain log of events for Chief Warden.
- Assist Chief Warden.

Flood

Areas in the Gippsland Lakes Complete Health catchment such as Bairnsdale, Lakes Entrance, Metung, and Paynesville are prone to flooding. Specific flood information for each location is provided in the Campus Specific Information section of this document.

General flood information is as follows:

Manager/wardens

- Monitor the emergency service website or listen to ABC radio for up-to-date information.
- Continually assess the situation.
- Communicate updates with Wardens and Workers.
- Decide when evacuation is required based on information obtained from emergency services or monitoring the area.
- Plan to carry out the following actions:

If evacuation is required:

- Secure any cash or sensitive documentation.
- Prepare a bag to take essential items.
- Take the company mobile phone.
- Ensure all staff and patients in the centre and any staff on breaks are informed about the situation.
- If time allows take the patient lists for medical clinics and allied health and cancel any patients due to attend once you are in a safe location.
- Divert calls to your mobile phone to advise people not to attend the centre.
- Contact your Executive Manager to advise of the situation once you are safe and report the incident using RiskMan as soon as reasonably possible.

First Aider

- Be prepared to administer First Aid if required.

Medical staff

- Follow all instructions given by the Manager or the Warden.
- Provide information to your patient about the status of their treatment.

Bureau of Meteorology

<http://www.bom.gov.au/vic/forecasts/lakesentrance.shtml>

<http://www.bom.gov.au/vic/forecasts/bairnsdale.shtml>

<http://www.bom.gov.au/vic/forecasts/mallacoota.shtml>

<http://www.bom.gov.au/vic/forecasts/orbost.shtml>

<http://www.bom.gov.au/vic/forecasts/omeo.shtml>

CFA

Flood SES:

<https://www.cfa.vic.gov.au>

<https://www.ses.vic.gov.au/plan-and-stay-safe/flood-guides/east-gippsland-shire-council>

Fire and Smoke in a Building

Initial Emergency Response Procedures Fire & Smoke

FIRE PREVENTION IS THE RESPONSIBILITY OF ALL STAFF

Standard Fire Orders

- Only if safe to do so, assist any person(s) in immediate danger.
- Close the Door.
- Contact the Emergency Services (dial 000).
- Inform your Warden and reception to use the PA system to alert the building.
- Only if trained, competent and safe to do so, extinguish the fire.
- Evacuate to Assembly Area (and remain there until Chief Warden directs otherwise).
- **NOTE: The attending Emergency Services must give the “ALL CLEAR” to return to the building.**
- Carry out instructions of the Incident Management Team (IMT) and relevant Emergency Authorities.

Immediate action persons discovering fire or smoke

When discovering fire/smoke, immediately take the following action:

- Only if it is safe to do so, rescue/move any persons from immediate danger to safety.
- Close doors (if safe to do so).
- Assess the situation and notify emergency services on 000.
- Have someone assist to alert others/notify reception via the Emergency Phone at Bairnsdale and Lakes Entrance. Advise reception of the type and location of the emergency and if 000 has been called.
- If safe to do, and if competent in the use of fire extinguishers, attack and attempt to extinguish fire.
- Evacuate to safe assembly area.
- Remain in designated safe assembly area until emergency is over. Ensure all staff and visitors are accounted for.
- Carry out instructions of the Emergency Control Staff and relevant Emergency Authorities.

DO NOT put yourself at risk in any way.

Environmental Contaminants

Smoke (External)

During a bushfire, smoke can remain in the air for long periods of time. People with respiratory conditions such as asthma or other lung conditions are susceptible and can go into respiratory distress.

On days where these conditions are likely to be present, Executive Assistant to CEO will send out an email to all staff informing them of the impending conditions and asking that people affected by conditions such as, asthma, or other respiratory conditions to:

- follow their asthma management plan to best manage their own medical condition.
- Stay indoors with doors and windows closed.
- Do as little outdoor activity as possible.
- Use recirculated air in the car.
- Make sure you always have your reliever and preventer handy.
- Make sure you have plenty of asthma medication available.
- Seek medical attention if required.
- Work from home wherever possible.

Thunderstorm Asthma

Thunderstorm Asthma occurs when asthma symptoms are caused by a ryegrass pollen allergy during springtime thunderstorms. Thunderstorm asthma can happen suddenly to people in spring or summer when there is a lot of grass pollen in the air and the weather is hot, dry windy and stormy.

People with allergic rhinitis (hay fever) but not asthma should also avoid being outside in gusty winds during a thunderstorm, especially in places where ryegrass pollen is in the air (most of south-eastern Australia).

- Staff are encouraged to carry their reliever inhaler.
- Stay up to date with pollen counts and weather forecasts during spring and early summer so you know if a storm is coming.
- Just before and during storms with wind gusts, get inside a building or car with the windows shut and the air conditioner switched to recirculate/recycled.

If a staff member has an Asthma attack or difficulty breathing, have the person use their inhaler and follow their Asthma Plan. Seek medical assistance and Call 000 if there is no relief.

Personal Threat

Personal threat includes abuse, assault, armed holdup, robbery etc.

REMAIN CALM

Don't panic or shout, avoid eye contact

Do not retaliate or argue.

ACTIVATE DURESS ALARM as necessary

DO NOT TAKE RISKS

If confident, attempt to resolve the situation.

	Hand over whatever is requested.
	Do not do anything that may antagonise the offender
ALERT	Other staff if safe to do so without risk.
	Remove yourself and clients from danger.
RECORD	Immediately record- the offenders' description, what they were wearing.
	What they may have taken, models and serial numbers or any other relevant details on the Armed Intruder Checklist/Report . See Appendices – Forms.
STAFF IN THE VICINITY SHOULD	NOT interfere unless they are confident, they can assist.
	Have someone telephone POLICE on 000.
	Announce CODE BLACK and the area to alert all staff on site.

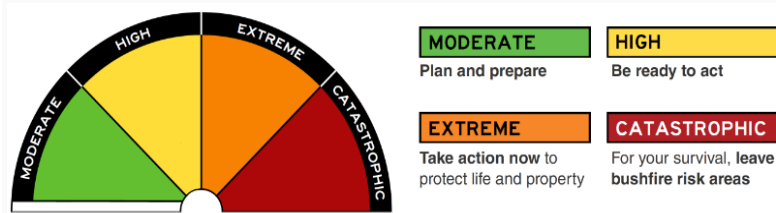
Roles & Responsibilities

Chief Warden	<p>When advised of incident:</p> <ul style="list-style-type: none"> • Confirm location and detail. • Telephone Police: 000, and pass on the following details: • Name of business/location. • Report incident, location, and detail. • Request police to report to Centre Manager. • When police arrive, direct them to incident location. • Await instructions from Police.
Area Warden	<p>When notified of emergency:</p> <ul style="list-style-type: none"> • Contact manager (if unanswered call Police on 000). • Ensure police are notified. • Attend to casualties if required. • Stop unauthorised entry to incident location. • Ensure no item in vicinity is touched or moved. • Request witnesses to remain. Stay with casualties or distressed person/s if required. • Ensure Check List is individually completed by those involved in the incident. • Await arrival of police.
Communications Officer	<ul style="list-style-type: none"> • Contact Chief Warden. • If directed by Chief Warden, contact Police 000. • Carry out instructions from Chief Warden.

Bushfire

Fire Danger Ratings

The new Fire Danger Ratings



During a Bushfire emergency or declared state of emergency, Gippsland Lakes Complete Health Jemmeson Street Campus will continue to operate the Medical Clinic as a Community Medical Facility. The Lakes Entrance Site is a Designated Protected

Community Asset. As such, emergency services will prioritise firefighting assets to ensure the centre can continue to provide essential medical services to the community.

All staff should be advised to download the VIC Emergency app onto their phone to enable them to monitor emergency situations.

If a bushfire breaks out around outlying Gippsland Lakes Complete Health sites, the warden onsite will take control.

Procedure:

- Follow your Bushfire Plan.
- Leave early if that is the response that is identified in your plan, and safe to do so.
- If it is no longer safe to evacuate, shelter in place (SIP).
- Take the identified evacuation route when leaving the premises, depending on where the fire conditions are.
- Take contact details for all employees, patients, and visitors.
- Contact the Executive Manager to make them aware of the situation.
- Request the Executive Manager organise for someone to contact patients to cancel appointments

Carry out last minute preparations if time allows. Gain assistance to carry out preparations if time permits. Your safety is the most important priority. Keep in mind if you have been advised to evacuate, prioritise that over building preparations.

- Turn off gas supply.
- Divert landlines to mobile phone.
- Close all doors and windows.
- Block gaps beneath doors with wet blankets or towels.
- Collect water in buckets or tubs.
- Move doormats and outdoor furniture away from the building.
- Wet down timber and gardens close to the building.
- Bring all hoses and firefighting equipment inside so it won't melt.
- Keep ladders, shovels, and buckets in prominent positions.
- Write a note for firefighters stating water sources such as tanks or alerting them of dangerous chemicals on the property.
- If safe to do so and advised by emergency service personnel, evacuate the service.

Catastrophic Fire danger days and Extreme Heat Days

East Gippsland Shire Council has been declared a bushfire prone area by the State Government. It is anticipated that the public will be on heightened alert on days with the highest Fire Danger Ratings. It is essential that information is readily available to employees and service users on Gippsland Lakes Complete Health preparedness and service availability on such days. This will assist individuals to make decisions for the safety of themselves and their families.

- Fire Danger Ratings are usually forecast up to **four days** in advance enabling some level of preparation.
- A Catastrophic Rating is the highest Fire Danger Rating.
- On Catastrophic fire danger days, the CFA advises people living in high-risk bushfire areas such as East Gippsland to leave the area no later than 4pm on the day before or early in the morning at the latest. It is essential to enact bushfire survival plans.

The State Government may also declare a State of Disaster when there is an emergency that has the potential to pose a significant and widespread danger to life or property.

Gippsland Lakes Complete Health will operate with altered or reduced service levels on Catastrophic fire weather days and/or State Government declared State of Disaster (and may do so on days predicted to be of Severe or Extreme fire danger based on local conditions and/or advice from emergency services) for the following reasons:

- Large areas within the Shire are of high bushfire risk.
- A need to provide for the safety of Gippsland Lakes Complete Health staff and to ensure that the public is not placed in situations of undue risk when travelling to and accessing Gippsland Lakes Complete Health services.
- To ensure sufficient staff resources can be re-deployed to emergency response planning functions.
- The likelihood that some staff will take leave on such days to attend to family arrangements and to enact personal bushfire survival plans.
- Gippsland Lakes Complete Health has a responsibility to plan and manage for the provision of services and information on days with the highest fire danger risks to maximise employee and community safety, whilst ensuring appropriate emergency responses can be enacted as required.
- Leave early is the priority for all staff and clients.

Communication

Clients:

Gippsland Lakes Complete Health staff will:

- Raise awareness of Catastrophic Fire Danger days, heat health and emergency planning with clients via SMS, newsletters (e.g., Summer Homecare Happenings Newsletter), Gippsland Lakes Complete Health Website/Facebook, and visiting staff to be vigilant with clients on forecasted “Catastrophic Fire warning days” and “Extreme heat” days.
- Act as a conduit for approved information from government agencies as appropriate.
- Provide Vulnerable Persons information to the Vulnerable Persons Register (VPR) as appropriate.

The CEO or their delegate will:

- Raise awareness and support dissemination of relevant information to staff and volunteers in relation to an external emergency warning and or incident that may impact the organisation.
- Advise staff of the impact on delivery of services when emergency warnings are announced.
- Ensure appropriate staff and volunteer recall or release processes are implemented in response to the external emergency.
- Circulate the external Emergency Response Policy to all staff.
- Ensure staff and volunteers are aware of Health and Safety and Human Resources Practices relating to emergency warnings and or events.

Emergency Response

When the CEO is advised/aware of an emergency warning such as a Catastrophic Fire warning day or Extreme Heat Day, The CEO will:

- Conduct a risk assessment and develop a management plan.
- Communicate to the Executive Management Team if service delivery is to be adjusted or suspended.
- Recall staff and volunteers as necessary
- Provide routine updates to staff and volunteers on service delivery impacts and where practicable, advise clients of any impact to service delivery.
- Implement program specific procedures as required.
- Communicate impacts to external agencies where necessary.
- Respond to emergency services and government agency directives and requests.
- Notify DHHS should an emergency render the facility unusable e.g., Flood, storm, or fire damage.
- The Gippsland 24/7 phone contact for DFFH is 1300 650 172.

Responsibilities**Staff**

- Notify their manager if they leave work to attend family or home to ensure the health and safety and human resources processes are followed.
- Staff should advise managers of their availability and location during an emergency to assist with essential service delivery.

Executive Managers responsibilities in consultation with the CEO:

- Ensure that non-essential travel on Catastrophic fire weather days and/or State Government declared State of Disaster involving non-essential staff, contractors, students, or volunteers will be reduced to the delivery of essential services subject to CEO and Executive Manager approval.
- All non-essential travel will be suspended. Consequently, several services that typically involve extensive travel to remote sites or through bushfire prone areas will be suspended.
- Due to the extensive travel that may be required by Gippsland Lakes Complete Health personnel and service users, any non-essential meetings or appointments that are scheduled on a Catastrophic fire weather day and/or State Government declared State of Disaster will be cancelled or re-scheduled.
- Executive Managers will conduct a risk assessment to ensure that vulnerable people are identified, and strategies put in place prior to the Catastrophic fire weather day.

NOTE: It is not Gippsland Lakes Complete Health responsibility to evacuate vulnerable clients.

- Telehealth appointments may take the place of face-to-face appointments in the medical clinic where appropriate.
- The Medical Clinic and other **essential services**, as far as practicable, will remain open to maintain access to its public facilities on Catastrophic fire weather days and/or State Government declared State of Disaster.
- Meals on wheels Services may be required to alter delivery dates to ensure service users have access to meals throughout the catastrophic fire weather day.
- This service may be altered as required subject to staff availability and the proximity to nearby fire activity.
- Facilities Maintenance activities such as lawnmowing must be suspended due to the fire risk.
- All staff requiring leave to attend to their home or family, must be given leave wherever possible.

The CEO in consultation with Executive Managers will determine which of their services are an Essential Service and obtain approval of the CEO to continue, suspend or alter provision of services on these days as required, subject to qualified staff being available and the operations proximity to nearby fire activity.

- Children's Services will close as Gippsland Lakes Complete Health does not have the facilities to provide accommodation for the children should parents be unable to pick them up.
- It is possible that service levels could change from those listed above at short notice due to the prevailing conditions, the presence of a fire emergency and/or lack of available staff on the day. Therefore, Gippsland Lakes Complete Health will, wherever possible, issue media releases outlining its services available on catastrophic fire weather days and/or a State Government declared State of Disaster, including on Gippsland Lakes Complete Health 's social media platforms.

Roles and Responsibilities for Implementation

These management positions are responsible for the implementation, communication, and compliance monitoring of procedures in their work areas:

Chief Executive Officer

- Overall responsibility for approval and implementation of the Emergency Management Plan.
- Approve or temporarily suspend services as required.

Executive Managers

- Ensure staff under their supervision understand the procedures and implementation of the External Emergency Response Policy and the External Emergency Recovery Policy. Consult with the CEO on Essential Services and suspension of services.

Managers

- to implement Policy and Procedures under the direction of the Chief Executive Officer until such time as this Emergency Management Plan (EMP) is enacted which may override this procedure during declared emergencies.

Chief Warden

- Once the Emergency Management Plan is enacted, The Incident Response Team Leader (Chief Warden) will provide advice and assistance to all parties involved.

Extreme Heat

The Chief Health Officer may issue a *Health alert: Heat health warning* for forecast high maximum and minimum temperatures of concern that do not meet the criteria for a Bureau of Meteorology heatwave warning but where the Chief Health Officer considers that a heat health risk exists.

The heat health warning will be sent via email to heat health warning subscribers for the relevant weather district up to four days in advance. SMS are sent to staff attending clients' homes prior to a heat weather warning asking them to ensure their clients are aware of the upcoming event and discuss ways the client can keep safe. Staff will feedback to managers if they have concerns about individual clients.

Transitioning to Bureau of Meteorology Heatwave Warnings

For summer 2024-25, the Department of Health's *Heat Health Warning* subscribers will receive a *Health alert: Heat health warning* via the Extreme Weather Alert System when the Bureau of Meteorology issues a heatwave warning. The heat health warning will contain a hyperlink to the Bureau of Meteorology website where subscribers can access the details of the heatwave warning.

The department will review these arrangements following this summer season.

Subscribe to Health alert: Heat Health Warnings.

You can subscribe to receive heat health warnings or manage your subscription to heat health warnings and other emergency advice from the department at www.health.vic.gov.au/subscribe. To activate your subscription, please follow the steps outlined in the email sent requesting you to confirm your subscription.

The department's subscription service is available to anyone with an email address.

Can Do Home Services clients identified as requiring extra assistance during Health Health days, are flagged by checking the Heat Alert tick box on their TCM file. **Prepare and respond**

Prepare for forecast high maximum and minimum temperatures with these activities:

- bookmark and review the Bureau of Meteorology website about heatwaves (<http://www.bom.gov.au/australia/heatwave/>)
- download the Bureau of Meteorology app where you can receive push notifications for forecast heatwaves
- bookmark the VicEmergency website (<https://emergency.vic.gov.au/respond/>) or download the app
- subscribe to the department's *Health alert: Heat health warnings* at www.health.vic.gov.au/subscribe
- update and promote organisational heat plans with colleagues and stakeholders.

Follow

Follow Gippsland Lakes Complete Health heat plans once a Health alert as above in the Catastrophic fire weather day and Heat Days once a Heat health warning is issued. People in the general community should be encouraged to prepare for extreme heat to protect themselves and those in their care from the impact of extreme heat, particularly those most at risk.

Even though the department will be monitoring forecast temperatures across the state, it is important for Gippsland Lakes Complete Health and local councils to continue to monitor local weather conditions. It may be necessary for local councils to activate heat plans in the absence

of a heatwave or heat health warning being issued. Councils are encouraged to monitor local weather conditions using the Bureau of Meteorology's 7-day forecast website www.bom.gov.au/vic/forecasts/map7day.shtml

Links for more information

Bureau of Meteorology heatwave warnings

www.bom.gov.au/australia/heatwave/

Health alert: Heat health warning

<https://www.health.vic.gov.au/environmental-health/extreme-heat-and-heatwaves>

Community resources

<https://www.health.vic.gov.au/environmental-health/extreme-heat-community-resources>

Survive the Heat campaign material

www.betterhealth.vic.gov.au/campaigns/survive-heat

Earthquakes

Roles & Responsibilities

All Personnel

- Keep calm – ride it out. If you take the proper precautions, chances are you will not be hurt.
- If indoors, take cover under a desk, table, bench, against inside walls or doorways. Stay away from glass.
- Do not use candles, matches or other open flames because of gas leakages.
- Do not run through or near buildings where there is danger of falling objects.
- If outside, stay in the open away from buildings and overhead power lines.
- If in a moving car, stop and stay inside.
- After the shaking, make sure all appliances are turned off. If gas can be smelled, open windows and leave the building if safe to do so.
- Render assistance if possible.
- Turn on radio/television for emergency bulletins.
- Stay out of damaged buildings as aftershocks can cause collapse.

Chief Warden

- Alert Area Wardens and request reports on casualties and damage.
- Advise Emergency Services.
- If required, dispatch a responsible person to the front of building to meet the Emergency Services.

Communications Officer

- Contact the Chief Warden/Deputy Warden/Area Wardens.
- As directed by the Chief Warden, contact the Emergency Services.
- Take the sign in sheets, rosters and patient lists when evacuating the building to account for everyone.
- Assist the Chief Warden.

- Area Warden**
- Rescue/assist staff and assess damage.
 - Ensure that all persons are accounted for.
 - Check for damaged services. Shut off if necessary.
 - Confirm that all persons in danger have been moved to safety and are being/have been attended to.
 - Advise Chief Warden of status of your area.
 - Do not allow persons to enter damaged buildings.
 - If fire/smoke develops - Fire and Smoke.
 - If toxic emission - ensure personnel are evacuated as far as possible away and upwind from the emission.
 - Shut down of plant and machinery. If power available leave lights on.
 - Secure buildings if possible.

Public Disorder

- All Personnel**
- Notify Management, and the Warden immediately of details.
 - Remain in the area in which you are located.
 - Do not confront or speak with demonstrators.
 - If possible, lock safes/cupboards, shut down computers/ machinery etc.
 - Act under instructions from Warden.
 - Stand by for instructions.
- Chief Warden**
- Agree who will manage the situation (Manager or Chief Warden).
 - Assess situation.
 - If required, contact Police 000 or delegate to Warden or Communications Officer, giving details and requesting their attendance.
 - Await instructions from Police.
- Communications Officer**
- If directed by Chief Warden/Executive Management contact Police 000.
 - Carry out instructions from Chief Warden.
- Area Warden**
- Report incident detail to Chief Warden and await instructions.
- First Aider**
- Be prepared to administer First Aid if required.

Lockdown Procedures

Gippsland Lakes Community Health (GLCH) has many and varied sites or campuses. Some are located more remotely with smaller staffing numbers; others are large with defined client versus staff access areas. Lockdown systems and procedures therefore can vary from site to site.

Lockdown means that windows, external doors, and where necessary internal doors are locked, to ensure staff, clients and visitors are isolated from the threat. This is achieved by either manual or automated means.

The following are examples of situations that may require lockdown:

- Potentially dangerous intruder/unwanted or uninvited visitor, i.e., behaviours of concern.
- Kidnapping/siege/hostage situation.
- Bomb threat.

- Critical injury or death of a person.
- Severe fire, flood, or storm.
- Gas leak/chemical spill.

:

All Staff must comply with the directions given by wardens during a lockdown situation until the STAND DOWN instruction is given by Emergency Services.

Reporting on incidents or near misses involving lockdowns occur via the RiskMan system to ensure reporting at the Health and Safety Committee (HSC), the Senior Staff Group (SSG), and the Board's Quality and Governance Committee.

SITE SPECIFIC PROCEDURES

Lakes Entrance

Main Buildings

- Manually lock the Medical Reception and Allied Health Reception external doors
- Announce lockdown over PA System "CODE GREY" List area e.g. "Medical reception
- Enact Step 3 onwards of Attachment 1

All Other Buildings (28,30,32 Jemmeson Street and LEAHA) are to follow the manual procedure described in Attachment 1.

Bairnsdale

281 – 283 Main Street

- Manually lock the front door
- Announce lockdown over PA System "CODE GREY" Reception or identify other area.
- Enact Step 3 onwards as described below

66 McCulloch Street

Other Buildings (285 and 142 McLeod) are to follow the manual procedure described in below.

Nowa Nowa; Bruthen; Metung are to follow the General Lockdown Procedure described below

Children's Centre

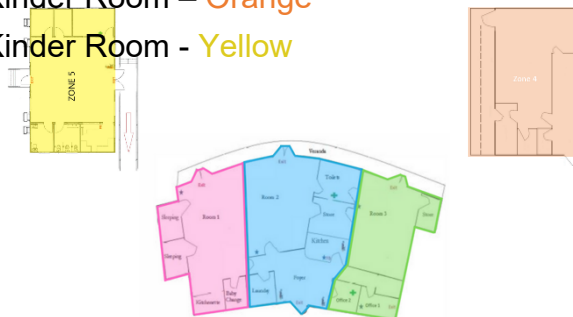
Zone 1 Tiny Treasures Nursery – **Pink**

Zone 2 Little Explorers - **Blue**

Zone 3 Investigators - **Green**

Zone 4 3's Kinder Room – **Orange**

Zone 5 4's Kinder Room - **Yellow**



Children's Centre- Lockdown while Indoors

Announcement:

- Make the announcement over the PA System: Code Grey, Code Grey, Code Grey- Lockdown

Area Wardens-

- Move all children towards exit door collecting ipad, Medication Bag, and Evacuation Bag.

Evacuate: Move all children through the rear exit doors adjoining the play yard to the specified zones listed below:

Zone-2 - move into the Tiny Treasures Nursery room/**Zone 1** using the evacuation rope.

Zone-3 - move to the 3's Kinder portable/ **Zone 4** using evacuation Ropes.

Admin Officer-

Collect Centre Emergency medication box and First Aid Bag and evacuate to **Zone 4** 3K portable

Zone-5 -

Remain in 4K portable

Area Warden-

Initiate room lockdown.

- Lock doors using internal door bolts.
- close and lock all windows,
- lower all blinds,
- turn off all lights.
- have children sit on floor at back of room.

Zone 4

Remain in the 3K portable.

Area Warden

Initiate room lockdown.

- Lock doors using internal door bolts.
- close and lock all windows,
- lower all blinds,
- turn off all lights.
- have children sit on floor at back of room.

Zone 1

Remain in the Tiny Treasures nursery room.

Area Warden

- Initiate room lockdown.
- lock doors using internal door bolts.
- close and lock all windows,
- lower all blinds,
- turn off all lights.
- have children sit on floor in cot room)

Educators Zone 1

- Assist other rooms enter building.
- ensure door is only opened for short periods and no risks are visible.

Educators Zone 4

- Assist other rooms to enter the building.
- ensure the door is only opened for short periods when no risks are visible.

Deputy Warden

- Call 000

Area Warden **Zone 4**

- Call GLCH on 03 5155 8400 (Emergency Phone Lakes Entrance -Dedicated Line)
- or 0492 155 852 (Emergency Mobile Phone- Lakes Entrance- Dedicated Line)
- Advise of the situation
- Call the Executive Manager on 5155 8300

All Wardens

- Do a headcount of the children.
- Communicate with other zones using the UHF radios.
- Remain in lockdown until the STAND DOWN instruction is given by Emergency Services or the Chief or Deputy Warden

Children's Centre- Lockdown while children are outdoors.

Educators

Move all children towards the nearest building.
children playing in the:

- **Boat area, bike yard or slide fort** – Evacuate to the 4K portable- **zone 5**
- **Grass area/cubby area or sandpit**- Evacuate to the 3K portable- **zone 4**
- **Climbing area or under veranda**- Evacuate to the tiny treasure's nursery room – **zone 1**

Educators should not risk returning to **zone 2** or **zone 3** for evacuation ropes, evacuation bag, iPad, or medication bags unless safe and or necessary to do so.

Admin officer –

Collect Centre medication box and first aid bag and evacuate to zone 4- 3k portable.

Zone 5- 4k Portable-

Area Wardens-

Initiate Lockdown:

- Lock doors using internal door bolts.
- Turn off keypad to gate.
- Close and lock all windows.
- Lower all blinds.
- Turn off all lights.
- Turn on your portable UHF radio- turn the volume down so you can still hear it but it is not extremely loud.
- Have children sit on the floor at the back of the room.

Educators

Assist other staff and children to enter the building ensuring the door is only opened for short periods of time and no risks are visible.

Zone 4- 3's Kinder Room

Area Warden

Initiate room lockdown.

- Lock doors using internal door bolts.
- Close and lock all windows.
- Lower all blinds.



- Turn off all lights.
- Turn on your portable UHF radio- turn the volume down so you can still hear it but it is not extremely loud.
- Have children sit on the floor at the back of the room.

Educators

- Assist other staff and children to enter the building ensuring the door is only opened for short periods of time and no risks are visible.

Zone 1- Tiny Treasures Nursery

Area Warden- Initiate room lockdown

- Remain in the tiny treasure's nursery.
- Lock doors using internal door bolts.
- Close and lock all windows.
- Lower all blinds.
- Turn off all lights.
- Turn on your portable UHF radio- turn the volume down so you can still hear it but it is not extremely loud.
- Have children sit on the floor in the cot room.

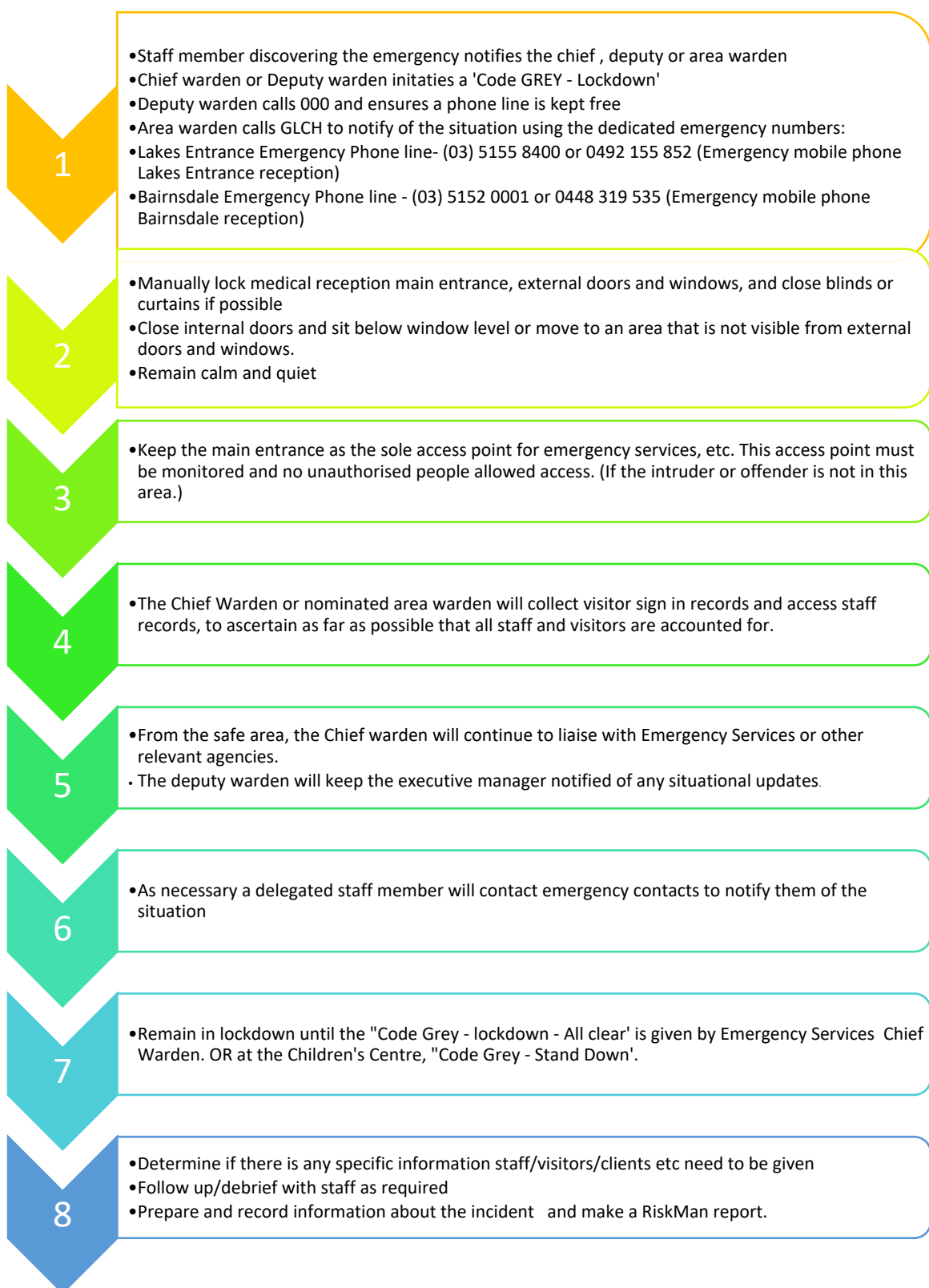
Deputy Warden

- Call 000

Area Warden- Zone 4

- Call GLCH on 03 5155 8400 (Emergency Phone Lakes Entrance -Dedicated Line)
- or 0492 155 852 (Emergency Mobile Phone- Lakes Entrance- Dedicated Line)
- Advise of the situation
- Call the Executive Manager on 5155 8300
- All Wardens do a headcount of the children.
- Communicate with other zones using the UHF radios.
- Remain in lockdown until STAND DOWN instruction is given by Emergency Services, Chief Warden, or Deputy Warden

General Lockdown- Person outside the centre



Lockdown in Medical Reception if person is at the counter.

1

- Reception staff press the duress alarm and take the emergency phone and the duress cancel button. Call 000 from a safe area where the offender cannot hear. Give the emergency phone and cancel button to the chief warden as soon as possible.
- The Chief, deputy and area warden will be aware of the duress activation via a text message on their phone
- Initiate a code GREY LOCKDOWN

2

- Close internal doors
- A staff member from reception who is not in discussion with the offender will open the automatic door and quietly signal to patients to come into the secure area in the hallway
- Encourage patients and staff to remain calm and quiet.
- Take the patients down the back hallway to the staff lunch area and seat them there until the situation is safe.

3

- Once the waiting room is clear, all staff working behind the counter are to move to the staff only area shutting all doors behind them. As you are walking down the hallway, alert all doctors and nurses of LOCKDOWN and take their patients to the lunch room.
- Proceed to the lunchroom and wait with patients until the all clear is given. No one is to leave the area.
- Once all patients have been removed from the reception area, the Chief or Deputy warden is to declare a CODE GREY LOCKDOWN ALL AREAS over the PA System. (The PA System may be used at any time to alert staff with situational updates)

4

- Lock the Allied health reception door to prevent others from entering.
- Staff in Allied Health or other areas that are not accessed by a swipe card, or rooms that cannot be locked, move yourselves and clients to the Bulmer Bakewell room and shut the door. The back doors can be used to access others in the lunch room.
- Staff working in secure areas are able to remain in place.
- Staff and clients are to remain in the safe area until the all clear is given.

5

- Chief warden to nominate the deputy warden to monitor the reception door from a safe distance outside to prevent people from entering the reception area, keeping in contact with the Chief Warden with a 2 way radio.
- From a safe area, the Chief Warden will continue to liaise with emergency services and other relevant bodies using the emergency phone.
- The chief warden may monitor the situation using the CCTV cameras in IT.
- The deputy warden will keep the executive managers notified of any situational updates

6

- The Chief warden will press the Duress Cancel button once emergency services have responded.
- All staff and clients must remain in lockdown until the all clear is given by emergency services or the chief warden.
- Provide all people in the lockdown area with up to date information on the situation.

7

- Determine if there is any specific information staff/visitors/patients need to be given.
- Follow up debrief with staff as required
- Prepare a report and enter into riskman.

Shelter in Place (SIP)

Shelter in place means to make a shelter out of the place you are in at the time of the emergency.

During an external emergency, the advice from VIC Emergency may be to shelter in place. This means it is no longer safe to exit the area. If Gippsland Lakes Complete Health sites such as Jemmeson Street Lakes Entrance or the Main Street Bairnsdale campus are still operational during an emergency, you may be directed to evacuate or alternatively shelter in place if it no longer safe to evacuate.

Things to consider when determining to shelter in place:

- The amount of protection provided by the building.
- The amount of vegetation around the building
- The ability to withstand wind, debris impact, flooding, freezing and remain a viable shelter.

An evacuation is necessary if it is determined the structure is unsafe or will become unsafe to provide protection.

Procedure

The Chief Warden will:

- Direct everyone to move inside.
- Determine the safest area in the building depending on the conditions outside.
- Bring emergency kit and first aid supplies into the area where it is safe to shelter.
- Monitor the situation via the VIC Emergency App, websites listed in this document or communications with emergency personnel onsite.
- Ensure phones are only used when necessary to ensure the lines are available for emergency responders.
- Ensure everyone stays in this location until assistance arrives or you are directed to end the Shelter in place by emergency personnel.
- Identify any first aiders in the room.

If Emergency Personnel advise to seal the room:

- Turn off all fans and air conditioners.
- Get everyone into the room.
- Bring emergency supplies.
- Block air from entering the room.
- Follow all instructions from emergency personnel.

ABC News Local <https://www.abc.net.au/gippsland>

<http://www.bom.gov.au/vic/forecasts/lakesentrance.shtml>

<http://www.bom.gov.au/vic/forecasts/bairnsdale.shtml>

Bureau of
Meteorology <http://www.bom.gov.au/vic/forecasts/mallacoota.shtml>

<http://www.bom.gov.au/vic/forecasts/orbost.shtml>

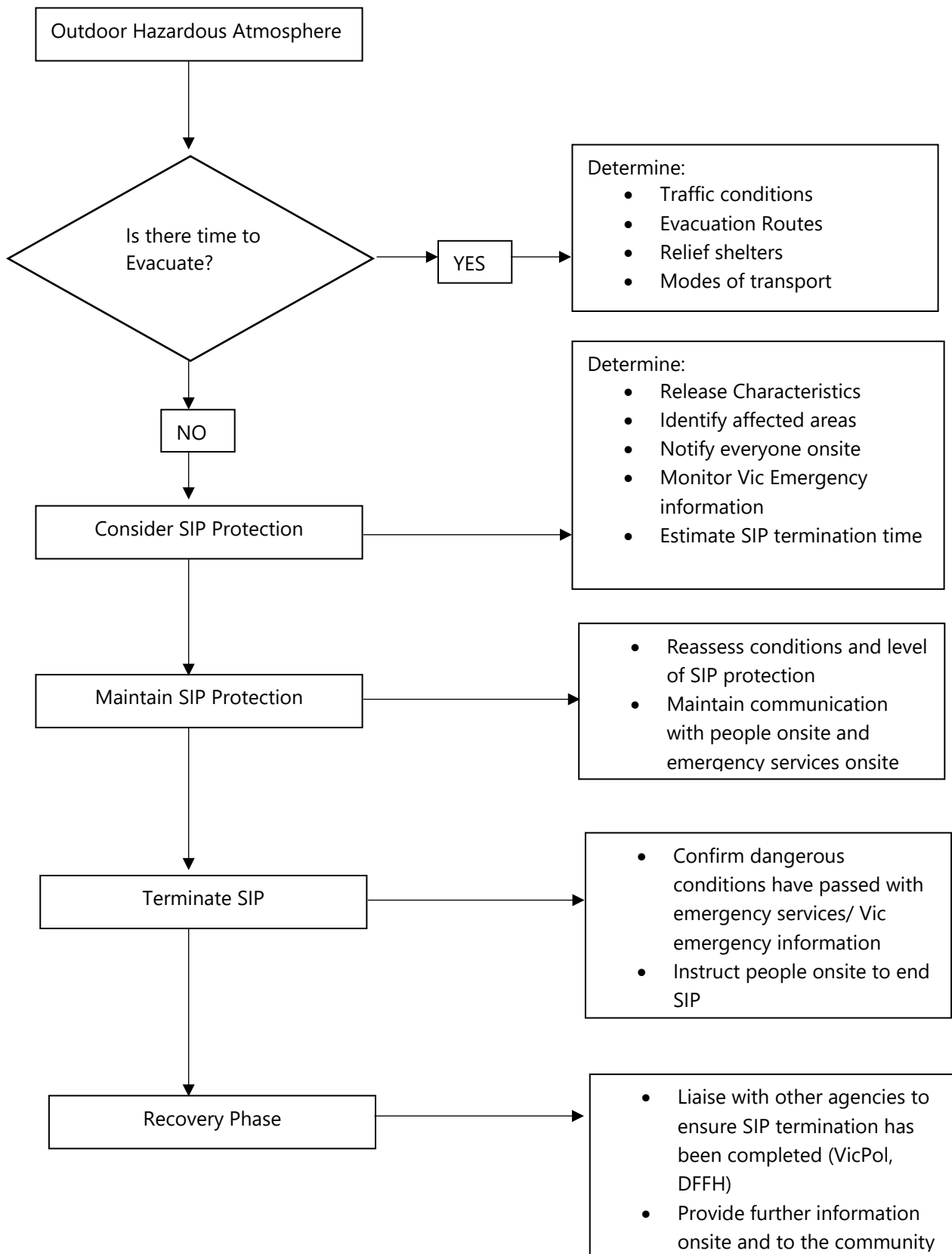
<http://www.bom.gov.au/vic/forecasts/omeo.shtml>

Vic Roads <https://traffic.vicroads.vic.gov.au/>

CFA <https://www.cfa.vic.gov.au>

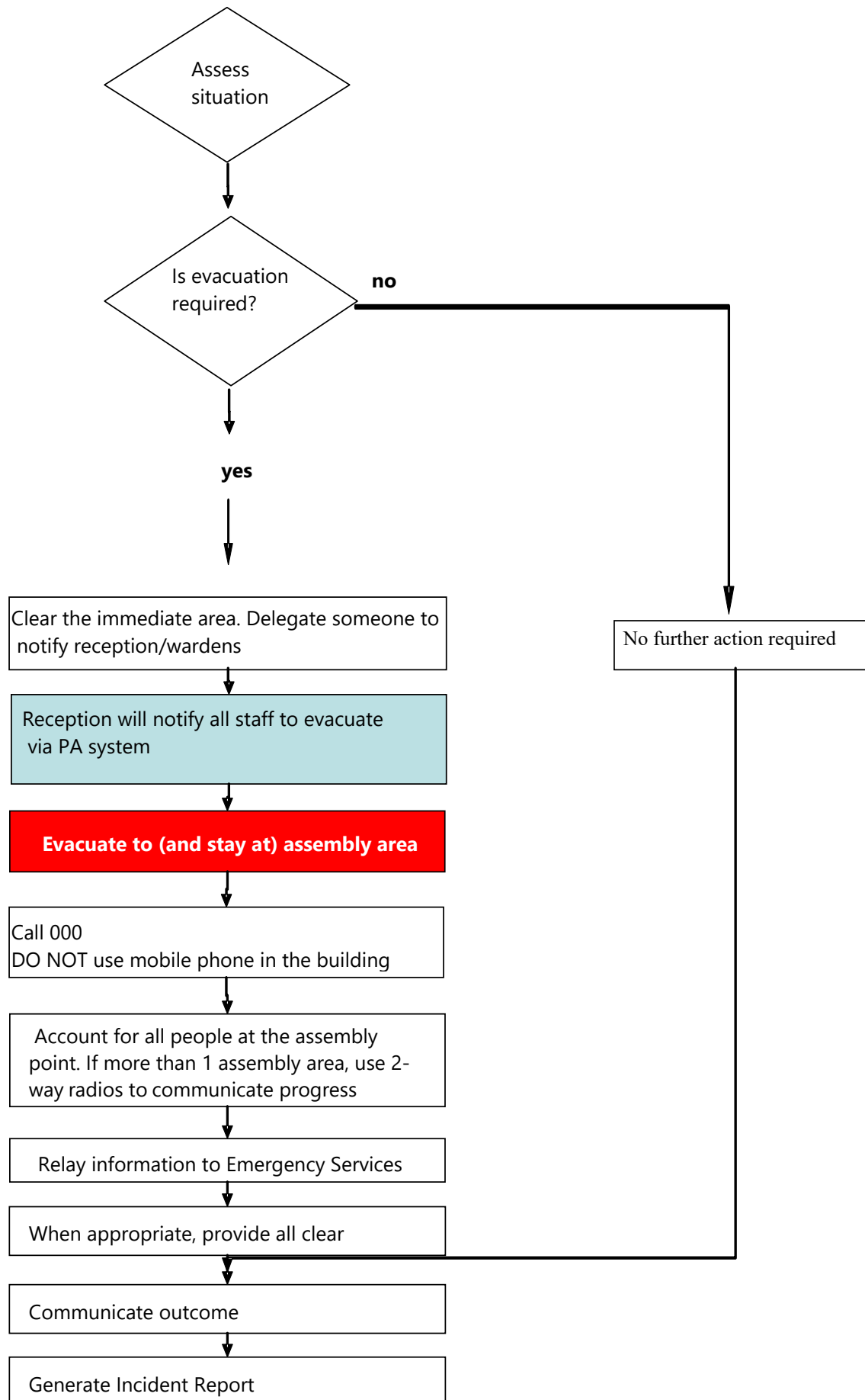
Flood SES: <https://www.ses.vic.gov.au/plan-and-stay-safe/flood-guides/east-gippsland-shire-council>

Shelter in Place Flowchart

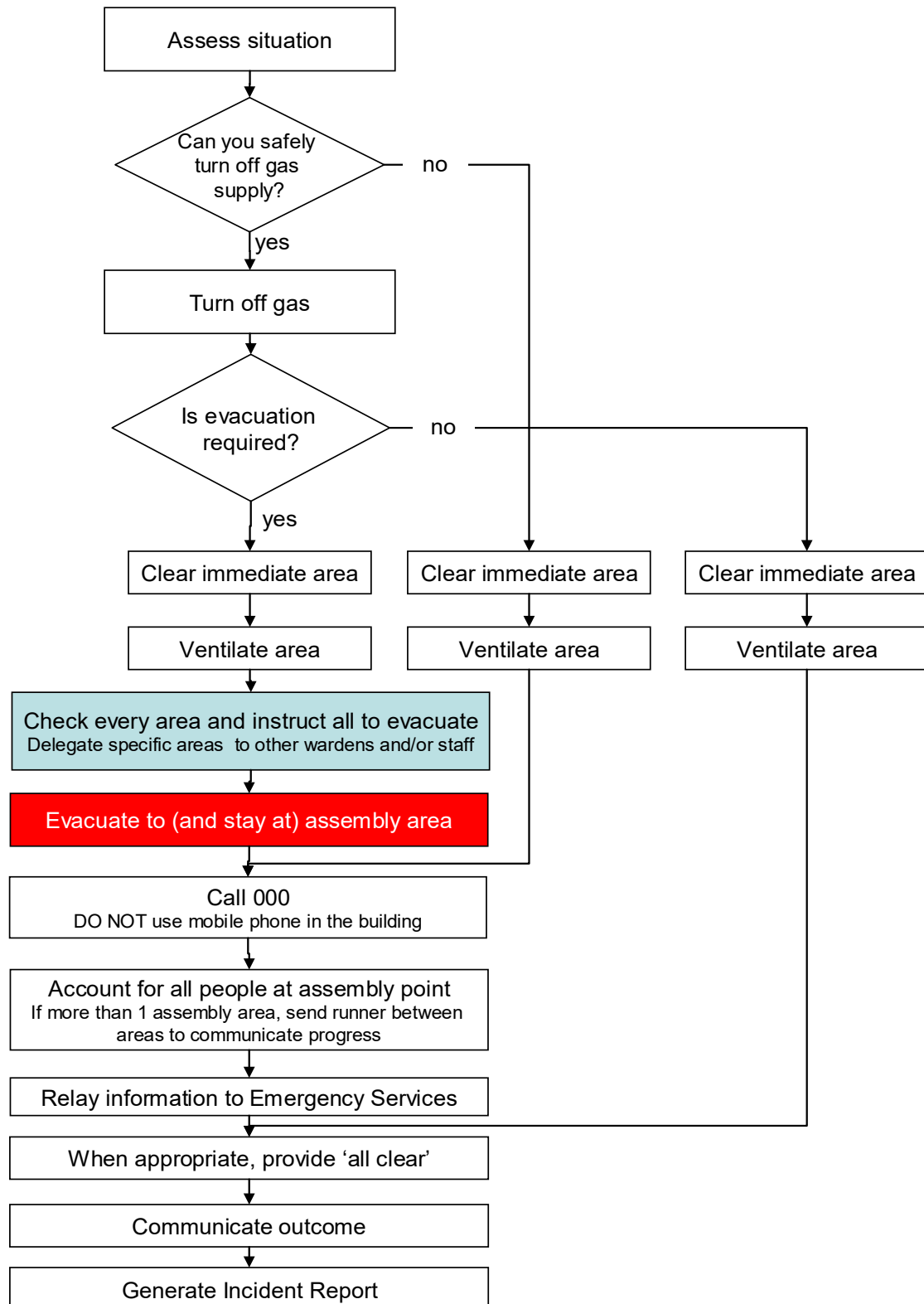


Adapted from a best practice approach to Shelter in place for Victoria, May 2011, Page 27

General Evacuation Flowchart

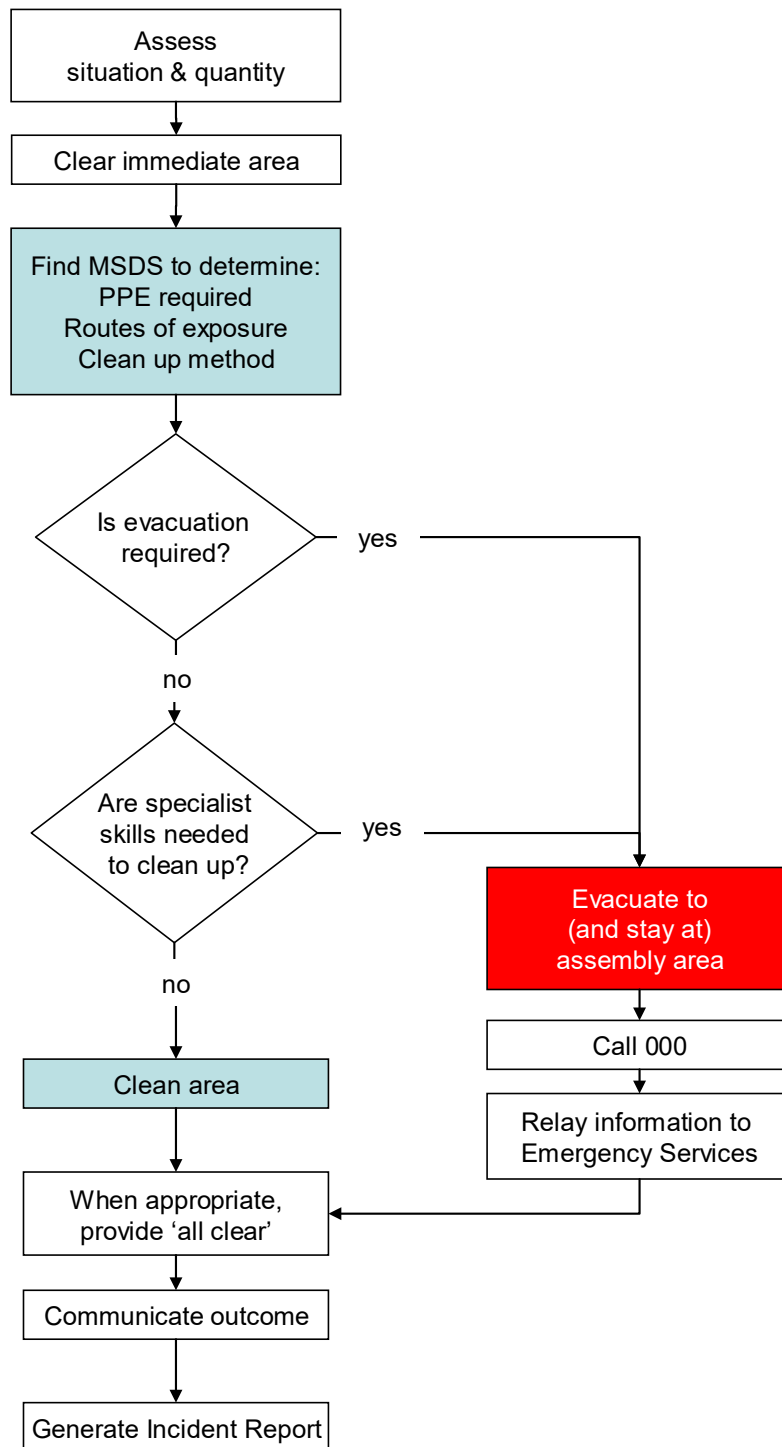


Gas Leak Flow Chart



Chemical Spills Flow Chart

Contain small spills using a spill kit located in each chemical storage area. If containment is not possible, follow the procedure below.



Transition from Response to Recovery

The decision to cease an emergency and move to the recovery phase or return to normal operations can only be made once the Incident has been controlled, contained and/or nullified. To enable a smooth transition between phases, response and recovery activities must be both integrated and aligned, starting as soon as possible after the Incident has occurred. At the cessation of the critical Incident, and when the Incident Management Response Team Leader or the Critical Incident Management Team Leader (If they have been involved) is satisfied that agreed priorities have been met and identified critical services and processes are operational, the management of ongoing business priorities and long-term recovery actions will be handed over to the Executive Management Team. The Executive Management Team or a delegated nominee will work with relevant response teams to lead long-term recovery to resume normal operations and rebuild community and stakeholder confidence.



Recovery

The Recovery Process

Recovery activities begin as soon as an emergency occurs and is focused on the longer-term support and recovery of Gippsland Lakes Complete Health and its community. Recovery is not just replacement of what has been destroyed and the rehabilitation of those affected. Successful recovery efforts need to focus on the impact to employees, the East Gippsland community, and the Gippsland Lakes Complete Health services it requires to function.

Community involvement is a critical aspect of recovery. Recovery activities assist the Gippsland Lakes Complete Health community affected by an emergency to reconstruct the physical infrastructure and restoration of emotional, social, economic, and physical wellbeing. The outcomes of the recovery phase are used to enhance the prevention and preparedness phases by building better, stronger environments, more robust plans, and more resilient communities, whilst reducing future exposure to hazards.

The extent of recovery activities will depend on the nature and magnitude of the emergency. In some circumstances recovery activities will be escalated to the Critical Incident Management Team.

Successful recovery is built on effective communication with the East Gippsland community and other key stakeholders.

Recovery Priorities and Responsibilities

The Emergency Management Response Team Leader or the Critical Incident Management Team Leader (If they have been involved) should consider the following when recommending priorities and ensuring work is completed:

- Health (physical and emotional) and safety of individuals
- Consideration of access to an EAP for all/ any staff if required.
- Environmental recovery.
- Welfare/social recovery.
- Safety of the environment.
- Economic recovery.
- Physical recovery.
- Business continuity.

The Emergency Management Response Team have the responsibility for ensuring the recovery phase is initiated and escalated to the Critical Incident Management Team. The Emergency Management Response Team is also accountable for ensuring that all issues are addressed, resolved, and completed.

Corrective Action Planning

Gaps, and deficiencies identified during Incident debriefing will be collated and built into a corrective action plan by Gippsland Lakes Complete Health Emergency Management Response Team. The aim of this process is to identify and what worked well, identify any issues, shortfalls, and non-compliance and to improve performance and reduce risk for future Incidents.

Each corrective action shall be prioritised according to its severity and significance, then assigned to a person responsible for making the required changes and reporting back on the outcomes within agreed timeframes.



271 The Esplanade Campus Specific Information

The Emergency Kit is located in the Rear Office Cupboard

[The Emergency Kit Checklist – See Appendices - Forms.](#)

AED (Defibrillator) location: Reception

271 The Esplanade general Information	
Service Name	Home Care Packages, Family Youth and Children's Services, Centrelink Services
Physical Address	271 The Esplanade Lakes Entrance
Operating Days	5
Operating Hours	08-0 - 1700
Phone	51558300
Email	hello@glch.org.au
Fax	
Website	glch.org.au
Number of buildings/sites	1
Relocation Location / address and phone number	GLCH Lakes Entrance offices 18-28 Jemmeson St Lakes Entrance 03 5155 8300
Number of service users	1
Total Number of Staff	25
Methods used for communications to our service's community	Phone

Building information summary

Fire suppression systems			
System		Area/Location	
Fire extinguishers		Rear office next to comms cabinet, Front office hallway leading to Consult rooms.	
Fire blanket		Kitchen	
Alarms			
Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Nil	Nil	Nil
Intruder:	Front and rear office spaces.	Chubb Monitoring	Reception
Other:	Internal Duress: Reception, Consultation rooms--1 - 4	Internal Monitoring / Chubb Monitoring	Reception

Utilities			
Utilities	Location	Service provider	Location of Shut-off Instructions

Gas / Propane:	Nil		
Water:			
Electricity:			

Communication systems	
System	Location
Evacuation plans	Passageways, Opposite Reception, Rear door near kitchen.

Building and site hazards

Hazard Description	Location
Mobile lithium-ion batteries	Cleaners' Store
Cleaning Chemicals	Cleaners Store – A full suite of Safety Data Sheets can be found in the Cleaners' Store and also in the GLCH Chemical Register

Emergency Assembly areas

Emergency assembly area 1	Left-hand side of complex at Carpark, Rear of the building.
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Contact Details to be used in an emergency.

Emergency Management Response Team Members Contact Details - Lakes Entrance

Title	Name	Contact Number
General Manager People & Culture	Paul Hopkins	5155 8360 Mob: 0419 663 655
Manager Facilities	Wayne Dahan	0459 394 533/ 5155 8337
Chief Operating Officer	Rebecca Woodland	5155 8338 0429 483 008
Executive manager of Family Youth and Childrens Services	Kathy Dickinson	0437 559 197 5152 0020
Exec Mgr Home and Community Care	Penny Cassidy	0402390660
Health and Safety Advisor	Chris Lonergan	5155 8300
Facilities Operations Officer	Charmaine Johns	5155 8315

In case of an emergency**Always call 000 (triple zero) if there is an immediate danger to life**

Chief Warden to contact the Emergency Management Response Team for further advice. (Manager of Facilities 0459 394 533)

Key organisational roles

Key Roles	Name	Phone	Phone (After Hours)	Mobile
Approved Provider or Person with Management or Control Representative	Anne -Maree Kaser	0417 102 922	0417 102 922	0417 102 922
Responsible Person / Primary Nominee	Kathy Dickinson	0437 559 197	0437 559 197	0437 559 197
First Aid Officer	Cheryl Bush	51558356	5156 4613	51558356
OHS Representative	Paul Hopkins	0419 663 655	0419 663 655	0419 663 655
Bulk Messaging System Operator (e.g., SMS)	Jeremy Stewart	0488 365 312	0488 365 312	0488 365 312

Key organisational and DFFH contacts

Position	Name	Phone	Mobile
Emergency Evacuation / relocation contacts	DFFH Gippsland	1800 309 916	
DFFH Program and Service Advisor	Kathy Dickinson to contact DFFH	0437 559 197	0437 559 197

Local / other organisations contacts

Organisation	Name	Phone	Location/address
Service's evacuation location number	Relocate to Lakes Entrance	(03) 5155 8300 Emergency Phone: (03) 5155 8400	18-28 Jemmeson Street Lakes Entrance 3909
Police	Bairnsdale Open 24 Hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
	Lakes Entrance Not open 24 Hours	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909

Hospital/s	Bairnsdale Hospital 24 Hours		122 Day Street Bairnsdale VIC 3875
Gas Emergency		1800 819 783	
Electricity	Ausnet	131 799	
Water Corporation East Gippsland Water	8.30-5pm Mon- Friday	(03) 5150 4444	133 Macleod Street Bairnsdale
	General Enquiries 8.30-5pm Mon- Friday	1800 671 841 Fax: (03) 5150 4477	133 Macleod Street Bairnsdale
	24 Hour – Report service faults, service difficulties and wastewater emergencies	1300 134 202	
Interpreter Service	24 Hours Australia Wide	131 450	
	Free Interpreting Service enquiries about free services	1300 575 847	
Facility Plumber	Lakes Entrance & Bairnsdale: Inlet Plumbing Bairnsdale:	0428 583 219	
Facility Electrician	Lakes Entrance Electrical Hodak Automotive	0418 839 589 (03) 5155 2722	
Local Government	East Gippsland Shire Council	03 5153 9500 Free call 1300 555 886	273 Main Street Bairnsdale Vic 3875 Mon – Fri 8.30 – 5.00pm
		Municipal Emergency Management Officer (rostered on call and primary contact point during events) 0418 684 976 memo@egipps.vic.gov.au	
Waste	East Gippsland Water	1300 134 202	
	Tambo Waste	1300 131 807	

	MedX Waste Disposal	1300 498 271	
Critical Plant	Bairnsdale Refrigeration Airconditioning (BRAC)	(03) 5152 2749	
	Pharmacy Fridges- Ben O'Connor	0428 583 219	
	Inlet Plumbing	0428 583 219	
Information Technology	Telstra Support Network	1800 815 851	
	Telstra TIPT Faults	1800 287 289	
Vic Emergency	24 Hour	1800 226 226	
SES Victoria	Headquarters	132 500	168 Stuart St Southbank Vic 3006
CFA	Headquarters	(03) 9262 8444	8 Lakeside Dr Burwood Vic 3151
WorkSafe Victoria	Emergency 24 Hr	132 360	
	Advisor 7.30am – 6.30pm Monday- Friday	1800 136 089	1 Malop Street Geelong Vic 3220

Staff Emergency Contact List

Gippsland Lakes Complete Health holds a register of staff emergency contacts. This list is stored in CONNX and is only accessible by key personnel to protect the privacy and confidentiality of employees. In an emergency, select staff can access this information remotely using a mobile phone and a laptop. Information stored on the CONNX server can be accessed even if the Gippsland Lakes Complete Health server is down.

Role	Name	Phone Number
COO	Rebecca Woodland	5155 8338 Mob: 0429 483 008
General Manager People & Culture	Paul Hopkins	5155 8360 Mob: 0419 663 655
HR Coordinator	Fiona Rawson	5155 8489
Health and Safety Advisor	Chris Lonergan	5155 8300 Mob: 0410 004 363
Payroll Officer	Kendall Cameron	5155 8318
Payroll Advisor	Carol Culpitt	5155 8355
Incident Response Teams – Contact Details by Location		
Title	Name	Contact Number
Lakes Entrance		
Chief Warden	Wayne Dahan	5155 8337 / 0459 394 533
Deputy Chief Warden	Geoff Stanton	0417 874 840
Communications Officer	Customer Service	5155 8400
First Aid Officer	Cheryl Bush	5155 8356

271 Esplanade Incident Team Contacts		
Chief Warden	Wayne Dahan	5155 8337 / 0459 394 533
Deputy Chief Warden	Jenni Clarke / Anna Bundle / Sonya Gordon	
First Aid Officer	TBA	
Can Do Home Services	Oncall phone	0417 325 769

Road Closures

If a road is closed obey the directions provided. Check the VICROADS website <https://traffic.vicroads.vic.gov.au/> or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed in the Road Access Table below.

Road Access Table

Responsibility and Authority	Road Access Level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted- Level B Essential services assessment	Emergency Services Safety Assessment Teams Residents and business owners (at the discretion of the incident controller)
	Authorised- Level C Residents, Media, Recovery services, B Access	Level B plus: Residents Business owners Recovery and relief services Council/VicRoads Accredited media
Road Authority	Authorised- Level D Level C Access, others authorised	Levels B & C plus: Road owners Employees Persons bringing supplies for people/animals
	Road Open	Open to all

Lakes Entrance Local Incident Management Plan- Community Information Booklet Page 17

The Lakes Entrance local area

The Lakes Entrance local area Lakes Entrance lies at the eastern end of the Gippsland Lakes system on the Princes Highway. A large part of the town sits on a low-lying spit of land that projects into the Lakes, close to where they flow into Bass Strait. Flooding in this community occurs as a result of increased levels in the Gippsland Lakes, coastal storm surges and flash flooding. Strong south westerly winds can increase lake levels by up to 50 centimetres at any time with peaks coinciding with high tide. Gippsland Lakes flooding is caused by flooding of the Latrobe, Thomson, Macalister, Avon, Mitchell, Nicholson and/or Tambo Rivers that flow into the Lakes. Flooding typically takes one to three days to travel from these rivers to the Gippsland Lakes.

Your local emergency broadcasters are:

- ABC Radio 828 AM or 100.7 FM
- Gold 1242 AM
- TR FM 99.5 FM
- SKY NEWS Television
- East Gippsland Shire contact details: Phone: 1300 555 886 Email: feedback@egipps.vic.gov.au Web: www.eastgippsland.vic.gov.au

Are you at risk of flood?

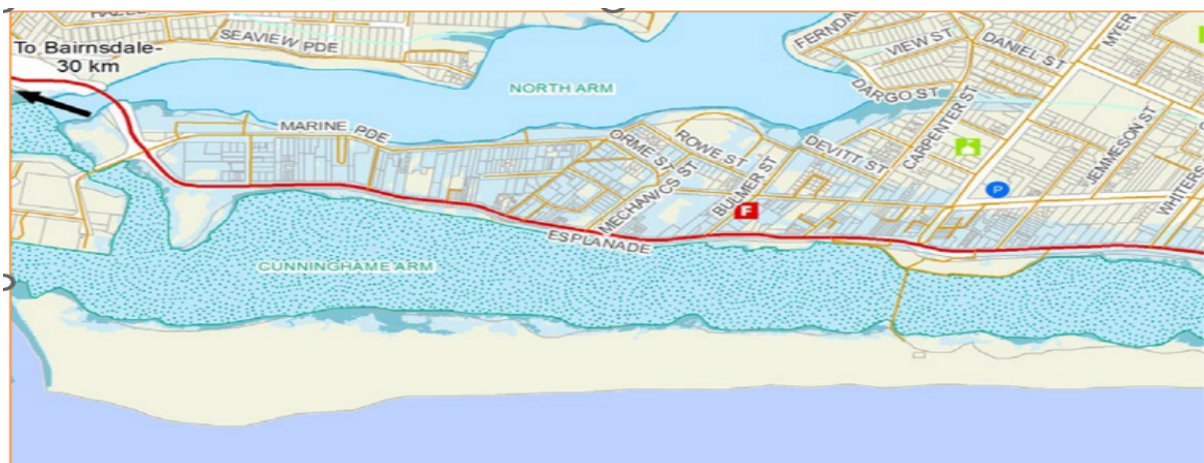
There are many homes and businesses in low-lying areas in Lakes Entrance that are at risk of flooding from the Gippsland Lakes. Floodwater comes up through the storm water drains prior to coming over the lake foreshore, which may flood your property sooner than you expect. Properties along Eastern Creek and on the elevated areas to the north and east are at risk of flash flooding. The Gippsland Lakes Flood Warning System only warns the community of flooding associated with increased lake levels because of flooding of the rivers leading into the lakes. Properties facing Eastern Creek may well be flooded by local heavy rain events that may not be preceded by flood warnings. It is important to understand where the risks are and whether your property is at risk of flood or isolation. If your property is isolated during high tide, it may only be accessible during low tides.

Did you know?

During June 2007, four major East Coast Lows formed consecutively off the coast of New South Wales and eastern Victoria, with each one producing heavy rainfall. The last East Coast Low brought up to 300 millimetres of rainfall in the Gippsland Lakes catchment resulting in lake levels rising 1.3 metres above normal levels. This flooding closed roads and inundated properties in Lakes Entrance. Flooding could occur again in Lakes Entrance with similar or greater consequences including:

- Closure of the Princes Highway.
- Homes and businesses flooded above floor level.
- Flooding of caravan parks.
- Boat ramp and marina car parks flooded.
- Jetties and pedestrian boardwalks flooded

The map below shows the expected flood extent of a major flood which measures 1.3 metres at the Cunningham Arm at Bullock Island Gauge



This map publication is presented by the Victoria State Emergency Service for the purpose of disseminating emergency management information. The contents of the information have not been independently verified by the Victoria State Emergency Service. Flood information is provided by East Gippsland Catchment Management Authority

Gippsland Lakes flood levels at the Cunningham Arm at Bullock Island Gauge.

When the Bureau of Meteorology (BoM) issues flood warnings they may include a prediction of the Gippsland Lakes flood levels at the Cunningham Arm at Bullock Island Gauge. While no two floods are the same, the following table can give you an indication of what you can expect at certain heights on the gauge, including when your access may be cut off and when your property may be affected.

1.80 m-	1952 flood level Flooding has extended to include Eastern Beach Road, Princes Highway and Golf Links Road with almost the entire peninsula experiencing flooding at some level.
1.40 m-	There are now nearly 250 properties isolated and over 400 properties experiencing some level of flooding, some up to 0.7m deep. Most roads on the peninsula are now closed at some point.
1.30 m-	MAJOR FLOOD LEVEL 2007 and 1998 flood level. Much of the area to the west of Bulmer Street and bordering The Esplanade to the east of Bulmer Street, is now experiencing flooding with more than 150 properties isolated.
1.20 m-	The Esplanade is now closed in various locations along with many other local roads, restricting traffic movement within the town and isolating properties.
1.10 m-	There is no access for through traffic on The Esplanade at Laura Street and on Marine Parade at Carstairs Avenue. The Safeway car park, Apex Park and Playground and Rowe Street tennis courts are likely to be flooded.
0.90 m-	MINOR FLOOD LEVEL Parts of Marine Parade, Laura Street, Carstairs Avenue and some streets between Marine Parade and The Esplanade at the eastern end of Lakes Entrance will start to flood via storm water drains.
0.70 m-	Boat ramps, jetties, car parks, walking tracks and parks beside the lakes will experience flooding. Boat mooring lines may need extending.



Shop fronts and street flooded, 2007

The flood levels recorded during major events in 1958, 1998 and 2007 affected the Lakes Entrance township including the site where the GLCH Esplanade Office currently sits.

What warnings mean

Warnings are issued by the Bureau of Meteorology to inform people about the possibility of flooding. A Flood Watch means there is a developing weather pattern that might cause floods. Flood Warnings mean flooding is about to happen or is already happening.

For the Gippsland Lakes, Flood Warnings are generally issued after many days of flooding in communities such as Traralgon, Sale, Stratford, and Bairnsdale and before flooding in the communities around the Gippsland Lakes begins.

A Flood Warning provides predictions of flood impact and the estimated time before the lake will reach levels at various gauges and how long it will take for the waters to recede.

A Minor Flood Warning means:

- Lake levels start to flood waterside car parks and boat ramps.
- Puddling will occur on and beside low-lying roads and properties.
- Storm water drains will start to flood internal roadways and properties.
- Caravan parks may start to flood.
- Some local low-lying roads will start to flood.




A Major Flood Warning means:




- Lake levels have risen and cause extensive flooding in the towns and on lakeside farmland.
- Residential and commercial properties are flooded.
- Major traffic routes will be closed.
- Properties and towns will be isolated.
- Numerous evacuations may be required.

Flash Flooding

- Flash Flooding can occur quickly due to heavy rainfall. You may not receive an official warning.
- Stay informed- monitor weather warnings, forecasts and river levels at the BoM website and warnings through VicEmergency.

The Victoria State Emergency Service (SES) will give information about how the floodwater might affect people and properties. This includes safety messages to remind you what to do.

WARNING LEVELS	
	EMERGENCY WARNING You are in imminent danger and need to take action immediately. You will be impacted. A Major flood warning usually fits into this category
	WARNING (WATCH AND ACT) An emergency is developing nearby. You need to take action now to protect yourself and others. A Moderate flood warning usually fits into this category.
	ADVICE An incident is occurring or has occurred in the area. Access information and monitor conditions. Can also be used as a notification that activity in the area has subsided and is no longer a danger to you. A Minor flood warning or Flood Watch usually fits into this category.

ADDITIONAL MESSAGES	
	PREPARE TO EVACUATE/ EVACUATE NOW An evacuation is recommended or procedures are in place to evacuate.
	COMMUNITY INFORMATION A newsletter containing updates for communities affected by an emergency. Can also be used as a notification that an incident has occurred but there is no threat to community.
	EMERGENCY ALERT During some emergencies, we may alert communities by sounding a local siren, or by sending an SMS to mobile phones or a voice message to landlines.

Warnings for Lakes Entrance for the Gippsland Lakes

Flood Warnings are issued by the Bureau of Meteorology. Flood Warnings provide predictions of flood size, time, and possible peaks of the Gippsland Lakes at Lakes Entrance. It is important to know how the predicted Gippsland Lakes flood level is likely to impact you, as you may be affected before the peak.

Before a flood

- Check if your business is subject to flooding. For more information, contact East Gippsland Shire.
- Review this emergency management plan.

- Check if you could be cut off by floodwater.
- Know the safest way to go for employees leaving the property and plan an alternative route.
- Check insurance policies to ensure your equipment, property and business are covered for flood damage.
- Keep a list of emergency numbers near the telephone.
- Check the emergency kit for expired items.
- Stay alert for weather warnings and heavy rainfall. When a flood is likely
- Act. Follow your emergency plan.
- Listen to the radio for information and advice.
- Stack possessions on benches and tables with electrical goods in the highest places.
- Anchor objects that are likely to float and cause damage.
- Move rubbish bins, chemicals, and poisons to the highest place.
- Put important papers, valuables, photos, and other special personal items into your emergency kit.
- Raise stock, business records and equipment onto benches and tables.
- If you are likely to be isolated, have enough food, drinking water, medicine, fuel and other needs to last at least three days.

Preparing for Floods - [Flood preparation checklist – See Appendices - Forms.](#)

Evacuation During a flood,

Police, SES, and other emergency service providers may advise you to evacuate to keep you safe. It is important that you follow this advice.

There are **two types of evacuation notices** that may be issued via your emergency broadcaster during a flood:

- **Prepare to evacuate** – means you should act quickly and take immediate action to protect your life and property. Be ready to leave your property.
- **Evacuate immediately** – you must leave immediately as there is a risk to lives. You may only have minutes to evacuate in a flash flooding situation. Do not return to your workplace until you are sure it is safe to do so. You do not need to wait to be told to evacuate.

During a flood

When flooding has begun:

- Never drive, ride, swim, or walk-through floodwater.
- Floodwater can be deeper than you think and can hide damaged roads and bridges. Floodwater is dirty, dangerous, and deadly.
- Tune in to your emergency broadcasters: ABC Local Radio, Commercial Radio, designated Community Radio Stations, and SKY NEWS Television.
- In life-threatening emergencies, call Triple Zero (000).
- For SES emergency assistance during floods and storms call 132 500.
- Stay away from all waterways including drains and culverts.
- Stay away from fallen powerlines as electricity travels easily through water.
- Be aware that animals such as snakes, rats, spiders, and other pests may be on the move during a flood. These animals can come into houses and other buildings or hide around sandbags.
- Keep in contact with neighbours.

When you leave early or evacuate:

- Try to leave as early as possible as roads can be closed by floodwater.
- Take the emergency kit
- Turn off the electricity, gas, and water as you leave.
- Go to a Relief Centre or to stay with friends or family in a non-flooded area.
Be prepared to leave early.

If activated, Relief Centres can provide:

- Temporary accommodation
- Financial help
- Personal support
- Drinks and meals
- Basic clothing and personal needs
- Assistance with contacting family and friends
If you choose to shelter with a friend or relative, tell authorities where you are staying.

After a flood

Flood dangers do not end when the water begins to fall. To make sure you stay safe:

Keep listening to local emergency broadcasters.

- Do not return home until you are sure that it is safe. Once you return to your home:
- Investigate the structural safety of your building.
- Drink bottled water or boil all drinking water until advised that the water supply is safe.
- Throw away any food or medicines that may have been in contact with floodwater or affected by power outages.
- When entering a building, use a torch to light your way. Never use matches or cigarette lighters as there may be gas inside.
- Keep the electricity and gas off until checked and tested by a professional.
- Take photographs of all damage for insurance.
- Clean your home straight away to prevent disease.

Severe Thunderstorm Warnings

Thunderstorms are classified as severe, due to their potential to cause significant localised damage through wind gusts, large hail, tornadoes or flash flooding. Severe Thunderstorm Warnings are issued to the community by the Bureau of Meteorology.

Severe Weather Warnings

These warnings are issued to the community by the Bureau of Meteorology when severe weather is expected that is not directly related to severe thunderstorms or bushfires. Examples of severe weather include damaging winds and

Remember, you may not receive any official warning. Emergency assistance may not be immediately available. Be aware of what is happening around you to stay safe.

Never wait for a warning to act. Emergency Alert SES may provide alerts to the Lakes Entrance community through the Emergency Alert telephone warning system. All emergency service providers can use Emergency Alert to warn communities about dangerous situations by voice message to landline telephones or text message to mobile phones.

If you receive a warning, make sure that all people at work are aware of the situation. If you receive an Emergency Alert, you should pay attention and act. It could mean life or death.

Be prepared to leave early.


Community Information for Lakes Entrance

The Assembly Area

The Assembly area for fire is the Lakes Entrance Mechanics Hall that is located at 18 Mechanics Street, Lakes Entrance. It is not a Neighbourhood Safe Place; it does, however, provide an effective assembly area and the ability to concentrate resources to aid disaster relief. The Lakes Mechanics Hall has parking at the front and is near the EGSC Customer Service Centre that may be useful during relief and recovery. Alcohol at the Assembly Area is strictly forbidden. The Assembly Area for flood is the Palmers Road Community Church that is located at 125 Palmers Road, Lakes Entrance. It is not a Neighbourhood Safe Place; it does, however, provide an effective assembly area and the ability to concentrate resources to aid disaster relief. The Community Church Hall has parking at the rear of the building. Alcohol at the Assembly Area is strictly forbidden.































Staging areas

Staging areas are where emergency services assemble vehicles, crews and equipment and hold their briefings. It is possible that the staging area for Lakes Entrance will be at the Swan Reach Recreation Reserve. All members of the public (not involved in emergency services), should remain clear of staging areas. Lakes Entrance Fire Station and Police Station may also be in operational use and unless necessary, people should avoid these areas. Page | 16 Road closures If a road is closed obey the directions provided. Check the VICROADS website or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification or keep a copy of your rates notice in your glove box which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed on the Road Access Chart.



**LOCAL INCIDENT MANAGEMENT PLAN**

LAKES ENTRANCE

WHAT TO DO DURING A LOCAL INCIDENT: FIRE, FLOOD, STORM, ETC

GET READY NOW	WHEN TO LEAVE	WHAT MAY BE AT AN ASSEMBLY AREA	ASSEMBLY AREAS
 Develop a personal incident plan	 When you hear an incident will impact your area	 Back up power	FIRE LAKES ENTRANCE MECHANICS HALL 18 MECHANICS STREET, LAKES ENTRANCE
 Make sure vehicle has fuel	 Close windows, doors, curtains, turn off gas and appliances	 Ember proofing	FLOOD LAKES COMMUNITY CHURCH 125 PALMERS ROAD, LAKES ENTRANCE
 Pack an emergency kit	 Notify family / friends when you leave	 WiFi	SPECIAL ADVICE DUE TO SIZE LIMITATIONS, PEOPLE ATTENDING MAY BE ADVISED TO TRAVEL TO OTHER LOCATIONS IN LAKES ENTRANCE
 Prepare your house	 When advised by CFA, SES, DELWP, Vic Police, Radio	 TV system	
WHAT TO TAKE	 LEAVE EARLY	 Water	
 Protective clothing including hat, long sleeve top and pants and sturdy footwear	 DO NOT rely on electricity to light fires	 Heating / Cooling	
 Food and water	 DO NOT drive in smoke or flood water	 Bathroom/s	
 Phone and charger, radio	WHAT TO EXPECT AT ASSEMBLY AREA	 Pet Area	
 Prescriptions, medication and toiletries	 Limited visibility		
 Torch and batteries	 Limited access		
 Important documents, photos, insurance, USB sticks, etc	 Crowded at Assembly Area		
 Pet needs	 Loss of power and phone communication		

STAY INFORMED
ABC Local
AM – 720, 828
FM – 100.7, 103.5
ABC National 106.3 FM
REG FM – 105.5, 90.7
ORBCOST – 97.1 FM
STR – 99.9 FM
UHF CB – Channel 40
VicEmergency App (Free)


Police, Fire, Ambulance 000
VicEmergency Hotline 1800 226 226
Bushfire Info Line (VBIL) 1800 240 667
Regional Roads Victoria 13 37 78
State Emergency Service 132 500

VicEmergency (Information)
www.emergency.vic.gov.au
Regional Roads Victoria (Traffic Information)
www.regionalroads.vic.gov.au
ABC (News/alerts)
www.abc.net.au/emergency
East Gippsland Shire Council
www.eastgippsland.vic.gov.au
Bureau of Meteorology (Weather)
www.bom.gov.au



Children's Centre Campus Specific Information

The Emergency Kit is located in: Admin Office Cupboard

[The Emergency Kit Checklist – see Appendices - Forms](#)

AED (Defibrillator) accessible at Lakes Entrance Senior Citizens Centre

47 Coates Road, Lakes Entrance Victoria 3909

Children's Centre campus	
General Information	
Service Name	Gippsland Lakes Complete Health. Child Care campus
Physical Address	45 Coates Rd, Lakes Entrance VIC 3909
Operating Days	Monday to Friday
Operating Hours	0700-1800
Phone	5155 3946 / 0438 114 031
Email	childrenscentre@glch.org.au
Fax	Unknown
Website	glch.org.au
Number of buildings/sites	3
Relocation Location / address and phone number	Gippsland Lakes Complete Health. Lakes Entrance campus 18-26 Jemmeson St Lakes Entrance 3909 5155 8300
Number of service users	1
Total Number of Staff	35
Methods used for communications to our service's community	GLCH website, flyers, emails, phone calls

Building information summary

Fire suppression systems	
Children's Centre campus	
System	Area/Location
Fire extinguisher >8	All areas
Fire blanket	Kitchen
Emergency fire break glass	Front Foyer

Alarms			
Children's Centre campus			
Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Nil		
Intruder:	Front foyer	Chubb monitoring	Main building
Other:			

Utilities			
Children's Centre campus			
Utilities	Location	Service provider	Location of Shut-off Instructions
Gas / Propane:	West side of main building	ELGAS	On cylinders
Water:			
Electricity:			

Communication systems		
Children's Centre campus		
Type	Location	Switch locations
Emergency lighting	Throughout hallways	Switchboard
Emergency Exit signs	All external doors, Foyer	Switchboard
Power supply	Nil	
Communications	Mobile phones	As per procedure

Building and site hazards

Children's Centre campus

Hazard Description	Location
Milestone cleaning products >30Lt	Cleaning cupboard by dispenser
Alcohol based products <5> Lt	All areas
No other hazards	

Emergency Assembly areas

Emergency assembly area 1	Grass area outside the senior citizens hall
Bushfire area of last resort	If there is no access to the front of the building or assembly area 1, the sandpit area at the rear of the building is an area of last resort. This would only be utilised in extreme circumstances where evacuation from the building is required, but there is no access to the assembly area. Emergency services will need to cut through the fence to access the children.

Responding to an emergency

In case of an emergency

Always call 000 (triple zero) if there is an immediate danger to life

Convene your Incident Management Team.

Notify DFFH Gippsland Division on 1800 309 916 if the emergency results in changes to service delivery for DFFH Clients, and again when normal services have resumed.

If Gippsland Lakes Complete Health facilities are unusable due to flood, fire, or storm damage, contact 1300 650 172 (24hours a day 7 days a week)

Key organisational roles

Key Roles	Name	Phone	Phone (After Hours)	Mobile
Approved Provider or Person with Management or Control Representative	Anne -Maree Kaser	0417 102 922	0417 102 922	0417 102 922
Executive Manager Support Therapy Education and Prevention	Ainsleigh Whelan	0400 275 904	5155 8467	0400 275 904
First Aid Officer	Cheryl Bush	51558356	5156 4613	0408 199 092
OHS Representative	Paul Hopkins	0419 663 655	0419 663 655	0419 663 655
OHS Advisor	Chris Lonergan	0410 004 363	0410 004 363	0410 004 363
Bulk Messaging System Operator (e.g., SMS)	Jeremy Stewart	0488 365 312	0488 365 312	0488 365 312

Key organisational and DFFH contacts

Position	Name	Phone	Mobile
Emergency Evacuation / relocation contacts	DFFH Gippsland	1800 309 916	
DFFH Program and Service Advisor	Kathy Dickinson to contact DFFH	0437 559 197	0437 559 197

Local / other organisations contacts

Organisation	Name	Phone	Location/address
Service's evacuation location/relocation	Lakes Entrance -some services may need to relocate to Bairnsdale	(03) 5155 8300 Emergency Phone:	Gippsland Lakes Complete Health-Bairnsdale 281-285 Main Street Bairnsdale 3875

Police	Bairnsdale Open 24 Hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
	Bruthen – Not open 24 Hours	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Lakes Entrance Not open 24 Hours	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Metung- Use Lakes Entrance Police	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Nowa Nowa Use Bruthen Police	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Paynesville Use Bairnsdale Police 24 hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
Hospital/s	Bairnsdale Hospital 24 Hours		122 Day Street Bairnsdale VIC 3875
Gas Emergency		1800 819 783	
Electricity	Ausnet	131 799	
Water Corporation East Gippsland Water	8.30-5pm Mon - Friday	(03) 5150 4444	133 Macleod Street Bairnsdale
	General Enquiries 8.30-5pm Mon - Friday	1800 671 841 Fax: (03) 5150 4477	133 Macleod Street Bairnsdale
	24 Hour – Report service faults, service difficulties and wastewater emergencies	1300 134 202	
Interpreter Service	24 Hours Australia Wide	131 450	
	Free Interpreting Service enquiries about free services	1300 575 847	
Facility Plumber	Lakes Entrance & Bairnsdale: Inlet Plumbing	0428 583 219	

Facility Electrician	Lakes Entrance Electrical Hodak Automotive	0418 839 589 (03) 5155 2722	
Local Government	East Gippsland Shire Council	03 5153 9500 Free call 1300 555 886	273 Main Street Bairnsdale Vic 3875 Mon – Fri 8.30 – 5.00pm
		Municipal Emergency Management Officer (rostered on call and primary contact point during events) memo@egipps.vic.gov.au 0418 684 976	
Waste	East Gippsland Water	1300 134 202	
	Tambo Waste	1300 131 807	
	MedX Waste Disposal	1300 116 339	
Critical Plant	Bairnsdale Refrigeration Airconditioning (BRAC)	(03) 5152 2749	
	Pharmacy Fridges- Ben O'Connor	0428 583 219	
	Inlet Plumbing	0428 583 219	
Information Technology	Telstra Support Network	1800 815 851 Check	
	Telstra TIPT Faults	1800 287 289	
Vic Emergency	24 Hour	1800 226 226	
SES Victoria	Headquarters	132 500	168 Stuart St Southbank Vic 3006
CFA	Headquarters	(03) 9262 8444	8 Lakeside Dr Burwood Vic 3151
WorkSafe Victoria	Emergency 24 Hr	132 360	
	Advisor 7.30am – 6.30pm Monday - Friday	1800 136 089	1 Malop Street Geelong Vic 3220

Incident Response Teams – Contact Details by Location		
Title	Name	Contact Number
Lakes Entrance		
Chief Warden	Jodie Jarvis	0438 114 031
Deputy Chief Warden	Kate O'Meara	0438 114 031
First Aid Officer	All staff have first aid qualifications	

Road Closures- Lakes Entrance

If a road is closed obey the directions provided. Check the VICROADS website <https://traffic.vicroads.vic.gov.au/> or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back to your original location. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed in the Road Access Table.

Road Access Chart		
Responsibility and Authority	Road Access Level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted- Level B Essential services assessment	Emergency Services Safety Assessment Teams Residents and business owners (at the discretion of the incident controller)
	Authorised- Level C Residents, Media, Recovery services, B Access	Level B plus: Residents Business owners Recovery and relief services Council/VicRoads Accredited media
Road Authority	Authorised- Level D Level C Access, others authorised	Levels B & C plus: Road owners Employees Persons bringing supplies for people/animals
	Road Open	Open to all

The Lakes Entrance local area

The Lakes Entrance local area Lakes Entrance lies at the eastern end of the Gippsland Lakes system on the Princes Highway. A large part of the town sits on a low-lying spit of land that projects into the Lakes, close to where they flow into Bass Strait. Flooding in this community occurs as a result of increased levels in the Gippsland Lakes, coastal storm surges and flash flooding. Strong south westerly winds can increase lake levels by up to 50 centimetres at any time with peaks coinciding with high tide. Gippsland Lakes flooding is caused by flooding of the Latrobe, Thomson, Macalister, Avon, Mitchell, Nicholson and/or Tambo Rivers that flow into the Lakes. Flooding typically takes one to three days to travel from these rivers to the Gippsland Lakes.

Your local emergency broadcasters are:

- ABC Radio 828 AM or 100.7 FM
- Gold 1242 AM
- TR FM 99.5 FM
- SKY NEWS Television
- East Gippsland Shire contact details: Phone: 1300 555 886 Email: feedback@egipps.vic.gov.au
Web: www.eastgippsland.vic.gov.au

Are you at risk of flood?

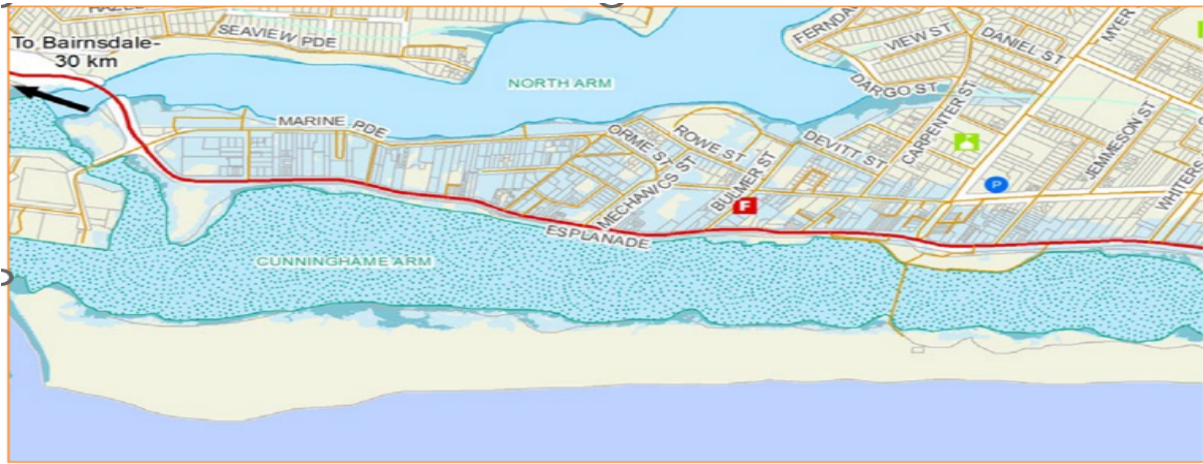
There are many homes and businesses in low-lying areas in Lakes Entrance that are at risk of flooding from the Gippsland Lakes. Floodwater comes up through the storm water drains prior to coming over the lake foreshore, which may flood your property sooner than you expect. Properties along Eastern Creek and on the elevated areas to the north and east are at risk of flash flooding. The Gippsland Lakes Flood Warning System only warns the community of flooding associated with increased lake levels because of flooding of the rivers leading into the lakes. Properties facing Eastern Creek may well be flooded by local heavy rain events that may not be preceded by flood warnings. It is important to understand where the risks are and whether your property is at risk of flood or isolation. If your property is isolated during high tide, it may only be accessible during low tides.

Did you know?

During June 2007, four major East Coast Lows formed consecutively off the coast of New South Wales and eastern Victoria, with each one producing heavy rainfall. The last East Coast Low brought up to 300 millimetres of rainfall in the Gippsland Lakes catchment resulting in lake levels rising 1.3 metres above normal levels. This flooding closed roads and inundated properties in Lakes Entrance. Flooding could occur again in Lakes Entrance with similar or greater consequences including:

- Closure of the Princes Highway.
- Homes and businesses flooded above floor level.
- Flooding of caravan parks.
- Boat ramp and marina car parks flooded.
- Jetties and pedestrian boardwalks flooded

The map below shows the expected flood extent of a major flood which measures 1.3 metres at the Cunningham Arm at Bullock Island Gauge



This map publication is presented by the Victoria State Emergency Service for the purpose of disseminating emergency management information. The contents of the information have not been independently verified by the Victoria State Emergency Service. Flood information is provided by East Gippsland Catchment Management Authority

Gippsland Lakes flood levels at the Cunningham Arm at Bullock Island Gauge.

When the Bureau of Meteorology (BoM) issues flood warnings they may include a prediction of the Gippsland Lakes flood levels at the Cunningham Arm at Bullock Island Gauge. While no two floods are the same, the following table can give you an indication of what you can expect at certain heights on the gauge, including when your access may be cut off and when your property may be affected.

1.80 m	1952 flood level Flooding has extended to include Eastern Beach Road, Princes Highway and Golf Links Road with almost the entire peninsula experiencing flooding at some level.
1.40 m	There are now nearly 250 properties isolated and over 400 properties experiencing some level of flooding, some up to 0.7m deep. Most roads on the peninsula are now closed at some point.
1.30 m	MAJOR FLOOD LEVEL 2007 and 1998 flood level. Much of the area to the west of Bulmer Street and bordering The Esplanade to the east of Bulmer Street, is now experiencing flooding with more than 150 properties isolated.
1.20 m	The Esplanade is now closed in various locations along with many other local roads, restricting traffic movement within the town and isolating properties.
1.10 m	There is no access for through traffic on The Esplanade at Laura Street and on Marine Parade at Carstairs Avenue. The Safeway car park, Apex Park and Playground and Rowe Street tennis courts are likely to be flooded.
0.90 m	MINOR FLOOD LEVEL Parts of Marine Parade, Laura Street, Carstairs Avenue and some streets between Marine Parade and The Esplanade at the eastern end of Lakes Entrance will start to flood via storm water drains.
0.70 m	Boat ramps, jetties, car parks, walking tracks and parks beside the lakes will experience flooding. Boat mooring lines may need extending.



Shop fronts and street flooded, 2007

The flood levels recorded during major events in 1952, 1998 and 2007 affected the Lakes Entrance township impacting on access to Lakes Entrance based GLCH sites.

What warnings mean

Warnings are issued by the Bureau of Meteorology to inform people about the possibility of flooding. A Flood Watch means there is a developing weather pattern that might cause floods in one or two days. Flood Warnings mean flooding is about to happen or is already happening.

For the Gippsland Lakes, Flood Warnings are generally issued after many days of flooding in communities such as Traralgon, Sale, Stratford, and Bairnsdale and before flooding begins in the communities around the Gippsland Lakes.

A Flood Warning provides predictions of flood impact and the estimated time before the lake will reach levels at various gauges and how long it will take for the waters to recede. A Minor Flood Warning means:

- Lake levels start to flood waterside car parks and boat ramps
- Puddling will occur on and beside low-lying roads and properties
- Storm water drains will start to flood internal roadways and properties
- Caravan parks may start to flood
- Some local low-lying roads will start to flood. A Major Flood Warning means:
- Lake levels have risen and cause extensive flooding in the towns and on lakeside farmland
- Residential and commercial properties are flooded
- Major traffic routes will be closed
- Properties and towns will be isolated
- Numerous evacuations may be required.







The Victoria State Emergency Service (SES) will give information about how the floodwater might affect people and properties. This includes safety messages to remind you what to do.

Flash flooding.

- Flash Flooding happens quickly. There may be little or no warning. The arrival time or depth of a flash flood can usually not be predicted

Remember, you may not receive any official warning. Emergency assistance may not be immediately available. Be aware of what is happening around you to stay safe. Never wait for a warning to act. Emergency Alert SES may provide alerts to the Lakes Entrance community through the Emergency Alert telephone warning system. All emergency service providers can use Emergency Alert to warn communities about dangerous situations by voice message to landline telephones or text message to mobile phones.

If you receive a warning, make sure that all family members, people at work and your neighbours are aware of the situation. If you receive an Emergency Alert, you should pay attention and act. It could mean life or death.

WARNING LEVELS	
	EMERGENCY WARNING You are in imminent danger and need to take action immediately. You will be impacted. A Major flood warning usually fits into this category
	WARNING (WATCH AND ACT) An emergency is developing nearby. You need to take action now to protect yourself and others. A Moderate flood warning usually fits into this category.
	ADVICE An incident is occurring or has occurred in the area. Access information and monitor conditions. Can also be used as a notification that activity in the area has subsided and is no longer a danger to you. A Minor flood warning or Flood Watch usually fits into this category.
ADDITIONAL MESSAGES	
	PREPARE TO EVACUATE/ EVACUATE NOW An evacuation is recommended or procedures are in place to evacuate.
	COMMUNITY INFORMATION A newsletter containing updates for communities affected by an emergency. Can also be used as a notification that an incident has occurred but there is no threat to community.
	EMERGENCY ALERT During some emergencies, we may alert communities by sounding a local siren, or by sending an SMS to mobile phones or a voice message to landlines.

Warnings for Lakes Entrance for the Gippsland Lakes

Flood Warnings are issued by the Bureau of Meteorology. Flood Warnings provide predictions of flood size, time, and possible peaks of the Gippsland Lakes at Lakes Entrance. It is important to know how the predicted Gippsland Lakes flood level is likely to impact you, as you may be affected before the peak.

Before a flood

- Check if your business is subject to flooding. For more information, contact East Gippsland Shire.
- Review this emergency management plan.
- Check if you could be cut off by floodwater.
- Know the safest way to go for employees leaving the property and plan an alternative route.
- Check insurance policies to ensure your equipment, property and business are covered for flood damage.
- Keep a list of emergency numbers near the telephone.
- Check the emergency kit for expired items.
- Stay alert for weather warnings and heavy rainfall. When a flood is likely
- Act. Follow your emergency plan.
- Listen to the radio for information and advice.
- Stack possessions on benches and tables with electrical goods in the highest places.
- Anchor objects that are likely to float and cause damage.
- Move rubbish bins, chemicals, and poisons to the highest place.
- Put important papers, valuables, photos, and other special personal items into your emergency kit.
- Raise stock, business records and equipment onto benches and tables.

- If you are likely to be isolated, have enough food, drinking water, medicine, fuel and other needs to last at least three days.

Preparing for Floods - [Emergency Contact and Flood Preparation Checklist – See Appendices - Forms.](#)

Evacuation During a flood,

Police, SES, and other emergency service providers may advise you to evacuate to keep you safe. It is important that you follow this advice.

There are **two types of evacuation notices** that may be issued via your emergency broadcaster during a flood:

- **Prepare to evacuate** – means you should act quickly and take immediate action to protect your life and property. Be ready to leave your property.
- **Evacuate immediately** – you must leave immediately as there is a risk to lives. You may only have minutes to evacuate in a flash flooding situation. Do not return to your workplace until you are sure it is safe to do so. You do not need to wait to be told to evacuate.

During a flood

When flooding has begun:

- Never drive, ride, swim, or walk-through floodwater.
- Floodwater can be deeper than you think and can hide damaged roads and bridges. Floodwater is dirty, dangerous, and deadly.
- Tune in to your emergency broadcasters: ABC Local Radio, Commercial Radio, designated Community Radio Stations, and SKY NEWS Television.
- In life-threatening emergencies, call Triple Zero (000).
- For SES emergency assistance during floods and storms call 132 500.
- Stay away from all waterways including drains and culverts.
- Stay away from fallen powerlines as electricity travels easily through water.
- Be aware that animals such as snakes, rats, spiders, and other pests may be on the move during a flood. These animals can come into houses and other buildings or hide around sandbags.
- Keep in contact with neighbours.

When you leave early or evacuate:

- Try to leave as early as possible as roads can be closed by floodwater.
- Take the emergency kit
- Turn off the electricity, gas, and water as you leave.
- Go to a Relief Centre or to stay with friends or family in a non-flooded area.
Be prepared to leave early.

If activated, Relief Centres can provide:

- Temporary accommodation
- Financial help
- Personal support
- Drinks and meals
- Basic clothing and personal needs
- Assistance with contacting family and friends
If you choose to shelter with a friend or relative, tell authorities where you are staying.

After a flood

Flood dangers do not end when the water begins to fall. To make sure you stay safe:

- Keep listening to local emergency broadcasters.
- Do not return home until you are sure that it is safe. Once you return to your home:

- Investigate the structural safety of your building.
- Drink bottled water or boil all drinking water until advised that the water supply is safe.
- Throw away any food or medicines that may have been in contact with floodwater or affected by power outages.
- When entering a building, use a torch to light your way. Never use matches or cigarette lighters as there may be gas inside.
- Keep the electricity and gas off until checked and tested by a professional.
- Take photographs of all damage for insurance.
- Clean your home straight away to prevent disease.

Severe Thunderstorm Warnings

Thunderstorms are classified as severe, due to their potential to cause significant localised damage through wind gusts, large hail, tornadoes or flash flooding. Severe Thunderstorm Warnings are issued to the community by the Bureau of Meteorology.

Severe Weather Warnings

These warnings are issued to the community by the Bureau of Meteorology when severe weather is expected that is not directly related to severe thunderstorms or bushfires. Examples of severe weather include damaging winds and

Remember, you may not receive any official warning. Emergency assistance may not be immediately available. Be aware of what is happening around you to stay safe.

Never wait for a warning to act. Emergency Alert SES may provide alerts to the Lakes Entrance community through the Emergency Alert telephone warning system. All emergency service providers can use Emergency Alert to warn communities about dangerous situations by voice message to landline telephones or text message to mobile phones.

If you receive a warning, make sure that all people at work are aware of the situation. If you receive an Emergency Alert, you should pay attention and act. It could mean life or death.

Be prepared to leave early.

Community Information for Lakes Entrance

The Assembly Area

The Assembly area for fire is the Lakes Entrance Mechanics Hall that is located at 18 Mechanics Street, Lakes Entrance. It is not a Neighbourhood Safe Place; it does, however, provide an effective assembly area and the ability to concentrate resources to aid disaster relief. The Lakes Mechanics Hall has parking at the front and is near the EGSC Customer Service Centre that may be useful during relief and recovery. Alcohol at the Assembly Area is strictly forbidden. The Assembly Area for flood is the Palmers Road Community Church that is located at 125 Palmers Road, Lakes Entrance. It is not a Neighbourhood Safe Place; it does, however, provide an effective assembly area and the ability to concentrate resources to aid disaster relief. The Community Church Hall has parking at the rear of the building. Alcohol at the Assembly Area is strictly forbidden

Staging areas

Staging areas are where emergency services assemble vehicles, crews and equipment and hold their briefings. It is possible that the staging area for Lakes Entrance will be at the Swan Reach Recreation Reserve. All members of the public (not involved in emergency services), should remain clear of staging areas. Lakes Entrance Fire Station and Police Station may also be in operational use and unless necessary, people should avoid these areas. Page | 16 Road closures If a road is closed obey the directions provided. Check the VICROADS website or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification or keep a copy of your rates notice in your glove box which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed on the Road Access Chart.

LOCAL INCIDENT MANAGEMENT PLAN

LAKES ENTRANCE

WHAT TO DO DURING A LOCAL INCIDENT: FIRE, FLOOD, STORM, ETC

<h3 style="background-color: #2c3e50; color: white; padding: 2px;">GET READY NOW</h3> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> Develop a personal incident plan </div> <div style="text-align: center;"> Make sure vehicle has fuel </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> Pack an emergency kit </div> <div style="text-align: center;"> Prepare your house </div> </div>	<h3 style="background-color: #2c3e50; color: white; padding: 2px;">WHEN TO LEAVE</h3> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> When you hear an incident will impact your area </div> <div style="text-align: center;"> Close windows, doors, curtains, turn off gas and appliances </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> When advised by CFA, SES, DELWP, Vic Police, Radio </div> <div style="text-align: center;"> Notify family / friends when you leave LEAVE EARLY </div> </div> <div style="display: flex; justify-content: space-between; background-color: #f1c40f; padding: 5px;"> <div style="text-align: center;"> DO NOT rely on electricity to fight fires </div> <div style="text-align: center;"> DO NOT drive in smoke or flood water </div> </div>	<h3 style="background-color: #2c3e50; color: white; padding: 2px;">WHAT MAY BE AT AN ASSEMBLY AREA</h3> <ul style="list-style-type: none"> Back up power Ember proofing WiFi TV system Water Heating / Cooling Bathroom/s Pet Area 	<h3 style="background-color: #e74c3c; color: white; padding: 2px;">ASSEMBLY AREAS</h3> <p>FIRE LAKES ENTRANCE MECHANICS HALL 18 MECHANICS STREET, LAKES ENTRANCE</p> <p>FLOOD LAKES COMMUNITY CHURCH 125 PALMERS ROAD, LAKES ENTRANCE</p> <p>SPECIAL ADVICE DUE TO SIZE LIMITATIONS, PEOPLE ATTENDING MAY BE ADVISED TO TRAVEL TO OTHER LOCATIONS IN LAKES ENTRANCE</p>
<h3 style="background-color: #2c3e50; color: white; padding: 2px;">WHAT TO TAKE</h3> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> Protective clothing including hat, long sleeve top and pants and sturdy footwear </div> <div style="text-align: center;"> Food and water </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> Prescriptions, medication and toiletries </div> <div style="text-align: center;"> Phone and charger, radio </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> Important documents, photos, insurance, USB sticks, etc </div> <div style="text-align: center;"> Torch and batteries </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> Pet needs </div> </div>	<h3 style="background-color: #2c3e50; color: white; padding: 2px;">WHAT TO EXPECT AT ASSEMBLY AREA</h3> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> Limited visibility </div> <div style="text-align: center;"> Limited access </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> Crowded at Assembly Area </div> <div style="text-align: center;"> Loss of power and phone communication </div> </div>	<h3 style="background-color: #2c3e50; color: white; padding: 2px;">STAY INFORMED</h3> <div style="display: flex;"> <div style="flex: 1;"> <ul style="list-style-type: none"> ABC Local AM – 720, 828 FM – 100.7, 103.5 ABC National 106.3 FM REG FM – 105.5, 90.7 CRBOST – 97.1 FM 3TR – 99.9 FM UHF C8 – Channel 40 </div> <div style="flex: 1;"> VicEmergency App (Free) </div> </div> <div style="display: flex; margin-top: 10px;"> <div style="flex: 1;"> Police, Fire, Ambulance 000 VicEmergency Hotline 1800 226 226 Bushfire Info Line (VBIL) 1800 240 667 Regional Roads Victoria 13 37 78 State Emergency Service 132 500 </div> <div style="flex: 1;"> VicEmergency (Information) www.emergency.vic.gov.au Regional Roads Victoria (Traffic Information) www.regionalroads.vic.gov.au ABC (News/alerts) www.abc.net.au/emergency East Gippsland Shire Council www.eastgippsland.vic.gov.au Bureau of Meteorology (Weather) www.bom.gov.au </div> </div>	

Children's Centre

Zone 1 Tiny Treasures Nursery – Pink

Zone 2 Little Explorers - Blue

Zone 3 Investigators - Green

Zone 4 3's Kinder Room – Orange

Zone 5 4's Kinder Room - Yellow

Children's Centre- Lockdown while Indoors

Announcement:

- Make the announcement over the PA System: Code Grey, Code Grey, Code Grey- Lockdown

Area Wardens-

- Move all children towards exit door collecting ipad, Medication Bag, and Evacuation Bag.

Evacuate: Move all children through the rear exit doors adjoining the play yard to the specified zones listed below:

Zone-2 - move into the Tiny Treasures Nursery room/**Zone 1** using the evacuation rope.

Zone-3 - move to the 3's Kinder portable/ **Zone 4** using evacuation Ropes.

Admin Officer

Collect Centre Emergency medication box and First Aid Bag and evacuate to **Zone 4** 3K portable

Zone-5 -

Remain in 4K portable

Area Warden

Initiate room lockdown.

- Lock doors using internal door bolts.
- close and lock all windows,
- lower all blinds,
- turn off all lights.
- have children sit on floor at back of room.

Zone 4

Remain in the 3K portable.

Area Warden

Initiate room lockdown.

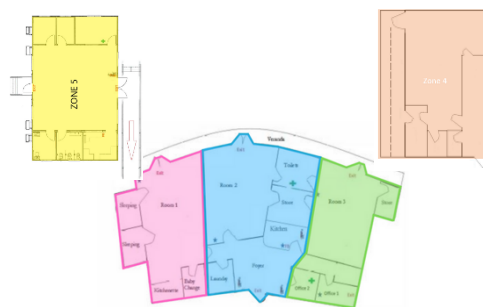
- Lock doors using internal door bolts.
- close and lock all windows,
- lower all blinds,
- turn off all lights.
- have children sit on floor at back of room.

Zone 1

Remain in the Tiny Treasures nursery room.

Area Warden

- Initiate room lockdown.
- lock doors using internal door bolts.
- close and lock all windows,



- lower all blinds,
- turn off all lights.
- have children sit on floor in cot room)

Educators **Zone 1**

- Assist other rooms enter building.
- ensure door is only opened for short periods and no risks are visible.

Educators **Zone 4**

- Assist other rooms to enter the building.
- ensure the door is only opened for short periods when no risks are visible.

Deputy Warden

- Call 000

Area Warden **Zone 4**

- Call GLCH on 03 5155 8400 (Emergency Phone Lakes Entrance -Dedicated Line)
- or 0492 155 852 (Emergency Mobile Phone- Lakes Entrance- Dedicated Line)
- Advise of the situation
- Call the Executive Manager on 5155 8300

All Wardens

- Do a headcount of the children.
- Communicate with other zones using the UHF radios.
- Remain in lockdown until the STAND DOWN instruction is given by Emergency Services or the Chief or Deputy Warden

Children's Centre- Lockdown while children are outdoors.

Educators

Move all children towards the nearest building.

children playing in the:

- **Boat area, bike yard or slide fort** – Evacuate to the 4K portable- **zone 5**
- **Grass area/cubby area or sandpit**- Evacuate to the 3K portable- **zone 4**
- **Climbing area or under veranda**- Evacuate to the tiny treasure's nursery room – **zone 1**

Educators should not risk returning to **zone 2** or **zone 3** for evacuation ropes, evacuation bag, iPad, or medication bags unless safe and or necessary to do so.

Admin officer –

Collect Centre medication box and first aid bag and evacuate to zone 4-3k portable.

Zone 5- 4k Portable-

Area Wardens-

Initiate Lockdown:

- Lock doors using internal door bolts.
- Turn off keypad to gate.
- Close and lock all windows.
- Lower all blinds.
- Turn off all lights.



- Turn on your portable UHF radio- turn the volume down so you can still hear it but it is not extremely loud.
- Have children sit on the floor at the back of the room.

Educators

Assist other staff and children to enter the building ensuring the door is only opened for short periods of time and no risks are visible.

Zone 4- 3's Kinder Room

Area Warden

Initiate room lockdown.

- Lock doors using internal door bolts.
- Close and lock all windows.
- Lower all blinds.
- Turn off all lights.
- Turn on your portable UHF radio- turn the volume down so you can still hear it but it is not extremely loud.
- Have children sit on the floor at the back of the room.

Educators

- Assist other staff and children to enter the building ensuring the door is only opened for short periods of time and no risks are visible.

Zone 1- Tiny Treasures Nursery

Area Warden- Initiate room lockdown

- Remain in the tiny treasure's nursery.
- Lock doors using internal door bolts.
- Close and lock all windows.
- Lower all blinds.
- Turn off all lights.
- Turn on your portable UHF radio- turn the volume down so you can still hear it but it is not extremely loud.
- Have children sit on the floor in the cot room.

Deputy Warden

- Call 000

Area Warden- Zone 4

- Call GLCH on 03 5155 8400 (Emergency Phone Lakes Entrance -Dedicated Line)
- or 0492 155 852 (Emergency Mobile Phone- Lakes Entrance- Dedicated Line)
- Advise of the situation
- Call the Executive Manager on 5155 8300
- All Wardens do a headcount of the children.
- Communicate with other zones using the UHF radios.
- Remain in lockdown until STAND DOWN instruction is given by Emergency Services, Chief Warden, or Deputy Warden



LEAHA Campus Specific Information

The Emergency kit is stored: Nurses Room, Room 192 on the table

[Emergency Kit Checklist – Appendices - Forms](#)

AED (Defibrillator) is located at the LEAHA Reception

General Information	
LEAHA	
Service Name	Lakes Entrance Aboriginal Health Association
Physical Address	18-20 Jemmeson St Lakes Entrance 3909
Operating Days	Monday - Friday
Operating Hours	0830-1730h
Phone	51558300
Email	Hello@glch.org.au
Fax	5155 8303
Website	Lakes Entrance Aboriginal Health Association (LEAHA)
Number of buildings/sites	One
Relocation Location / address and phone number	Gippsland Lakes Complete Health. Lakes Entrance campus 18-26 Jemmeson St Lakes Entrance 3909 Ph: 51558300
Number of service users	1
Total Number of Staff	25
Methods used for communications to our service's community	Facebook, Lakes Entrance Aboriginal Health Association (LEAHA) Web page Lakes Entrance Aboriginal Health Association (LEAHA) Instagram Gippsland Lakes Complete Health on Instagram

Building information summary

Fire suppression systems

LEAHA	
System	Area/Location
Fire extinguishers x4	Appropriate locations
Fire blanket x1	kitchen
Emergency fire break glass	Nil

Alarms

LEAHA			
Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Smoke detectors	Internal	As per procedure
Intruder:	Clinic & Counselling	Chubb Fire & Security GPO Box 1605 Sydney NSW 2001	Chubb Fire & Security GPO Box 1605 Sydney NSW 2001 Phone number 131 518 Quote Voice Code; BE100 Line code VMP 9186
Duress	Internal/external 9 pendants		

Communication systems

LEAHA		
Type	Location	Switch locations
Emergency lighting	Throughout hallways	Switchboard
Emergency Exit signs	Throughout building	Switchboard
Power supply	Mains	Switchboard
Communications	Mobile phones	As per procedure

Building and site hazards

LEAHA

Hazard Description	Location
Cleaning chemicals <10Lt	A full list of Chemical Safety Data Sheets are available in the Cleaners' Store and in the GLCH Chemical Register folder.
Narrow street	Jemmeson Street. Sometimes down to one lane.

Emergency Assembly areas

Emergency assembly area 1	Fleet Carpark, Jemmeson Street
Emergency assembly area 2	Heatherlea Grove vacant block

Responding to an emergency

In case of an emergency

Always call 000 (triple zero) if there is an immediate danger to life

Convene your Incident Management Team.

Notify DFFH Gippsland Division on 1800 309 916 if the emergency results in changes to service delivery, and again when normal services have resumed.

If Gippsland Lakes Complete Health facilities are unusable due to flood, fire, or storm damage, contact 1300 650 172 (24hours a day 7 days a week)

Key organisational roles

Key Roles	Name	Phone	Phone (After Hours)	Mobile
Approved Provider or Person with Management or Control Representative	Paula Morgan	0409 195 095	0409 195 095	0409 195 095
Responsible Person / Primary Nominee	Kathy Dickinson	0437 559 197	0437 559 197	0437 559 197
First Aid Officer	Cheryl Bush	51558356	5156 4613	51558356
OHS Representative	Paul Hopkins	0419 663 655	0419 663 655	0419 663 655

OHS Advisor	Chris Lonergan	0410 004 363	0410 004 363	0410 004 363
Bulk Messaging System Operator (e.g., SMS)	Jeremy Stewart	0488 365 312	0488 365 312	0488 365 312

Key organisational and DFFH contacts

Position	Name	Phone	Mobile
Emergency Evacuation / relocation contacts	DFFH Gippsland	1800 309 916	
DFFH Program and Service Advisor	Kathy Dickinson to contact DFFH	0437 559 197	0437 559 197

Local / other organisations contacts

Organisation	Name	Phone	Location/address
Service's evacuation location number	Lakes Entrance -some services may need to relocate to Bairnsdale	(03) 5155 8300 Emergency Phone:	Gippsland Lakes Complete Health-Bairnsdale 281-285 Main Street Bairnsdale 3875
Police	Bairnsdale Open 24 Hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
	Bruthen – Not open 24 Hours	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Lakes Entrance Not open 24 Hours	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Metung- Use Lakes Entrance Police	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Nowa Nowa Use Bruthen Police	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Paynesville Use Bairnsdale Police 24 hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875

Hospital/s	Bairnsdale Hospital 24 Hours		122 Day Street Bairnsdale VIC 3875
Gas Emergency		1800 819 783	
Electricity	Ausnet	131 799	
Water Corporation East Gippsland Water	8.30-5pm M-on - Friday	(03) 5150 4444	133 Macleod Street Bairnsdale
	General Enquiries 8.30-5pm M-on - Friday	1800 671 841 Fax: (03) 5150 4477	133 Macleod Street Bairnsdale
	24 Hour – Report service faults, service difficulties and wastewater emergencies	1300 134 202	
Interpreter Service	24 Hours Australia Wide	131 450	
	Free Interpreting Service enquiries about free services	1300 575 847	
Facility Plumber	Lakes Entrance & Bairnsdale: Inlet Plumbing	0428 583 219	
Facility Electrician	Lakes Entrance Electrical Hodak Automotive	0418 839 589 (03) 5155 2722	
Local Government	East Gippsland Shire Council	03 5153 9500 Free call 1300 555 886	273 Main Street Bairnsdale Vic 3875 Mon – Fri 8.30 – 5.00pm
Waste	East Gippsland Water	1300 134 202	
	Tambo Waste	1300 131 807	
	MedX Waste Disposal	1300 498 271	
Critical Plant	Bairnsdale Refrigeration Airconditioning (BRAC)	(03) 5152 2749	
	Pharmacy Fridges- Ben O'Connor	0428 583 219	
	Inlet Plumbing	0428 583 219	
Information Technology	Telstra Support Network	1800 815 851 Check	
	Telstra TIPT Faults	1800 287 289	
Vic Emergency	24 Hour	1800 226 226	

SES Victoria	Headquarters	132 500	168 Stuart St Southbank Vic 3006
CFA	Headquarters	(03) 9262 8444	8 Lakeside Dr Burwood Vic 3151
WorkSafe Victoria	Emergency 24 Hr	132 360	
	Advisor 7.30am – 6.30pm Monday - Friday	1800 136 089	1 Malop Street Geelong Vic 3220

Incident Response Teams – Contact Details by Location		
Title	Name	Contact Number
Lakes Entrance		
Chief Warden	Wayne Dahan	5155 8337 / 0459 394 533
Deputy Chief Warden	Geoff Stanton	0417 874 840
Communications Officer	Customer Service	5155 8400
First Aid Officer	Cheryl Bush	5155 8356, 0408 199 092

Road Closures- Lakes Entrance

If a road is closed obey the directions provided. Check the VICROADS website <https://traffic.vicroads.vic.gov.au/> or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back to your original location. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed in the Road Access Table.

Road Access Chart		
Responsibility and Authority	Road Access Level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted- Level B Essential services assessment	Emergency Services Safety Assessment Teams Residents and business owners (at the discretion of the incident controller)
	Authorised- Level C Residents, Media, Recovery services, B Access	Level B plus: Residents Business owners Recovery and relief services Council/VicRoads Accredited media
Road Authority	Authorised- Level D Level C Access, others authorised	Levels B & C plus: Road owners Employees Persons bringing supplies for people/animals
	Road Open	Open to all

Lakes Entrance Local Incident Management Plan- Community Information Booklet Page 17

Local Information- Lakes Entrance

The Lakes Entrance local area

The Lakes Entrance local area Lakes Entrance lies at the eastern end of the Gippsland Lakes system on the Princes Highway. A large part of the town sits on a low-lying spit of land that projects into the Lakes, close to where they flow into Bass Strait. Flooding in this community occurs as a result of increased levels in the Gippsland Lakes, coastal storm surges and flash flooding. Strong south westerly winds can increase lake levels by up to 50 centimetres at any time with peaks coinciding with high tide. Gippsland Lakes flooding is caused by flooding of the Latrobe, Thomson, Macalister, Avon, Mitchell, Nicholson and/or Tambo Rivers that flow into the Lakes. Flooding typically takes one to three days to travel from these rivers to the Gippsland Lakes.

Your local emergency broadcasters are:

- ABC Radio 828 AM or 100.7 FM
- Gold 1242 AM

- TR FM 99.5 FM
- SKY NEWS Television
- East Gippsland Shire contact details: Phone: 1300 555 886 Email: feedback@egipps.vic.gov.au
Web: www.eastgippsland.vic.gov.au

Are you at risk of flood?

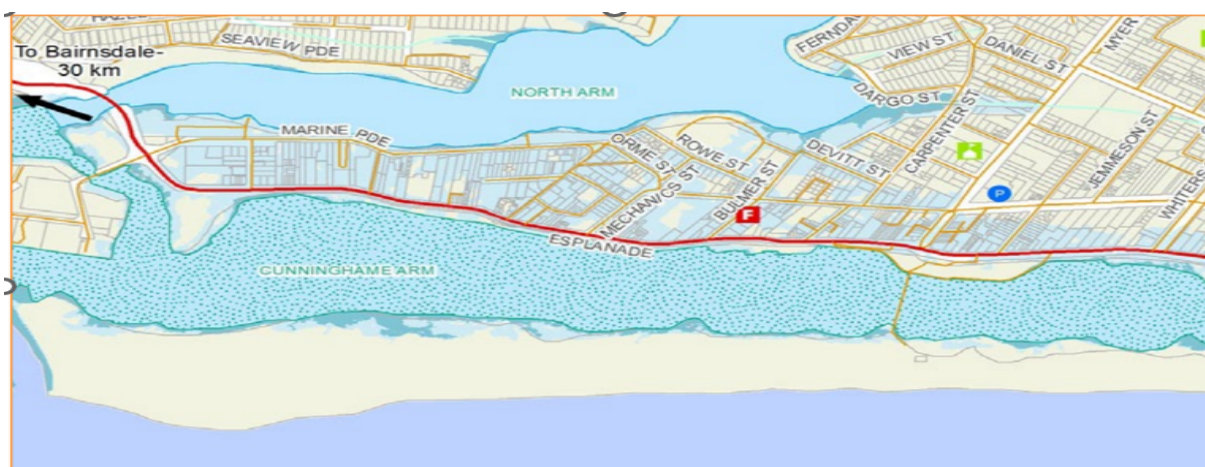
There are many homes and businesses in low-lying areas in Lakes Entrance that are at risk of flooding from the Gippsland Lakes. Floodwater comes up through the storm water drains prior to coming over the lake foreshore, which may flood your property sooner than you expect. Properties along Eastern Creek and on the elevated areas to the north and east are at risk of flash flooding. The Gippsland Lakes Flood Warning System only warns the community of flooding associated with increased lake levels because of flooding of the rivers leading into the lakes. Properties facing Eastern Creek may well be flooded by local heavy rain events that may not be preceded by flood warnings. It is important to understand where the risks are and whether your property is at risk of flood or isolation. If your property is isolated during high tide, it may only be accessible during low tides.

Did you know?

During June 2007, four major East Coast Lows formed consecutively off the coast of New South Wales and eastern Victoria, with each one producing heavy rainfall. The last East Coast Low brought up to 300 millimetres of rainfall in the Gippsland Lakes catchment resulting in lake levels rising 1.3 metres above normal levels. This flooding closed roads and inundated properties in Lakes Entrance. Flooding could occur again in Lakes Entrance with similar or greater consequences including:

- Closure of the Princes Highway.
- Homes and businesses flooded above floor level.
- Flooding of caravan parks.
- Boat ramp and marina car parks flooded.
- Jetties and pedestrian boardwalks flooded

The map below shows the expected flood extent of a major flood which measures 1.3 metres at the Cunningham Arm at Bullock Island Gauge



This map publication is presented by the Victoria State Emergency Service for the purpose of disseminating emergency management information. The contents of the information have not been independently verified by the Victoria State Emergency Service. Flood information is provided by East Gippsland Catchment Management Authority



Shop fronts and street flooded, 2007

What warnings mean

Warnings are issued by the Bureau of Meteorology to inform people about the possibility of flooding. A Flood Watch means there is a developing weather pattern that might cause floods in one or two days. Flood Warnings mean flooding is about to happen or is already happening. For the Gippsland Lakes, Flood Warnings are generally issued after many days of flooding in communities such as Traralgon, Sale, Stratford, and Bairnsdale and before flooding begins in the communities around the Gippsland Lakes.

A Flood Warning provides predictions of flood impact and the estimated time before the lake will reach levels at various gauges and how long it will take for the waters to recede. A Minor Flood Warning means:

- Lake levels start to flood waterside car parks and boat ramps
- Puddling will occur on and beside low-lying roads and properties
- Storm water drains will start to flood internal roadways and properties
- Caravan parks may start to flood
- Some local low-lying roads will start to flood. A Major Flood Warning means:
- Lake levels have risen and cause extensive flooding in the towns and on lakeside farmland
- Residential and commercial properties are flooded
- Major traffic routes will be closed
- Properties and towns will be isolated
- Numerous evacuations may be required.

The Victoria State Emergency Service (SES) will give information about how the floodwater might affect people and properties. This includes safety messages to remind you what to do.

Severe Thunderstorm Warnings

- Thunderstorms are classified as severe, due to their potential to cause significant localised damage through wind gusts, large hail, tornadoes, or flash flooding. Severe Thunderstorm Warnings are issued to the community by the Bureau of Meteorology.

Severe Weather Warnings

- These warnings are issued to the community by the Bureau of Meteorology when severe weather is expected that is not directly related to severe thunderstorms or bushfires. Examples of severe weather include damaging winds

Flash flooding.







- Flash Flooding happens quickly. There may be little or no warning. The arrival time or depth of a flash flood can usually not be predicted.

Remember, you may not receive any official warning. Emergency assistance may not be immediately available. Be aware of what is happening around you to stay safe. Never wait for a warning to act. Emergency Alert SES may provide alerts to the Lakes Entrance community through the Emergency Alert telephone warning system. All emergency service providers can use Emergency Alert to warn communities about dangerous situations by voice message to landline telephones or text message to mobile phones.

If you receive a warning, make sure that all family members, people at work and your neighbours are aware of the situation. If you receive an Emergency Alert, you should pay attention and act. It could mean life or death

Warnings for Lakes Entrance for the Gippsland Lakes

Flood Warnings are issued by the Bureau of Meteorology. Flood Warnings provide predictions of flood size, time, and possible peaks of the Gippsland Lakes at Lakes Entrance. It is important to know how the predicted Gippsland Lakes flood level is likely to impact you, as you may be affected before the peak.

WARNING LEVELS	
	EMERGENCY WARNING You are in imminent danger and need to take action immediately. You will be impacted. A Major flood warning usually fits into this category
	WARNING (WATCH AND ACT) An emergency is developing nearby. You need to take action now to protect yourself and others. A Moderate flood warning usually fits into this category.
	ADVICE An incident is occurring or has occurred in the area. Access information and monitor conditions. Can also be used as a notification that activity in the area has subsided and is no longer a danger to you. A Minor flood warning or Flood Watch usually fits into this category.
ADDITIONAL MESSAGES	
	PREPARE TO EVACUATE/ EVACUATE NOW An evacuation is recommended or procedures are in place to evacuate.
	COMMUNITY INFORMATION A newsletter containing updates for communities affected by an emergency. Can also be used as a notification that an incident has occurred but there is no threat to community.
	EMERGENCY ALERT During some emergencies, we may alert communities by sounding a local siren, or by sending an SMS to mobile phones or a voice message to landlines.

Before a flood

- Check if your business is subject to flooding. For more information, contact East Gippsland Shire.
- Review this emergency management plan.
- Check if you could be cut off by floodwater.
- Know the safest way to go for employees leaving the property and plan an alternative route.
- Check insurance policies to ensure your equipment, property and business are covered for flood damage.
- Keep a list of emergency numbers near the telephone.
- Check the emergency kit for expired items.
- Stay alert for weather warnings and heavy rainfall. When a flood is likely
- Act. Follow your emergency plan.
- Listen to the radio for information and advice.
- Stack possessions on benches and tables with electrical goods in the highest places.
- Anchor objects that are likely to float and cause damage.
- Move rubbish bins, chemicals, and poisons to the highest place.
- Put important papers, valuables, photos, and other special personal items into your emergency kit.
- Raise stock, business records and equipment onto benches and tables.
- If you are likely to be isolated, have enough food, drinking water, medicine, fuel and other needs to last at least three days.

Preparing for Floods [Emergency Contact and Flood Preparation Checklist – See Appendices - Forms.](#)

Evacuation During a flood,

Police, SES, and other emergency service providers may advise you to evacuate to keep you safe. It is important that you follow this advice.

There are **two types of evacuation notices** that may be issued via your emergency broadcaster during a flood:

- **Prepare to evacuate** – means you should act quickly and take immediate action to protect your life and property. Be ready to leave your property.
- **Evacuate immediately** – you must leave immediately as there is a risk to lives. You may only have minutes to evacuate in a flash flooding situation. Do not return to your workplace until you are sure it is safe to do so. You do not need to wait to be told to evacuate.

During a flood

When flooding has begun:

- Never drive, ride, swim, or walk-through floodwater.
- Floodwater can be deeper than you think and can hide damaged roads and bridges.
- Floodwater is dirty, dangerous, and deadly.
- Tune in to your emergency broadcasters: ABC Local Radio, Commercial Radio, designated Community Radio Stations, and SKY NEWS Television.
- In life-threatening emergencies, call Triple Zero (000).
- For SES emergency assistance during floods and storms call 132 500.
- Stay away from all waterways including drains and culverts.
- Stay away from fallen powerlines as electricity travels easily through water.
- Be aware that animals such as snakes, rats, spiders, and other pests may be on the move during a flood. These animals can come into houses and other buildings or hide around sandbags.
- Keep in contact with neighbours.

When you leave early or evacuate:

- Try to leave as early as possible as roads can be closed by floodwater.
- Take the emergency kit
- Turn off the electricity, gas, and water as you leave.
- Go to a Relief Centre or to stay with friends or family in a non-flooded area.
Be prepared to leave early.

If activated, Relief Centres can provide:

- Temporary accommodation
- Financial help
- Personal support
- Drinks and meals
- Basic clothing and personal needs
- Assistance with contacting family and friends
If you choose to shelter with a friend or relative, tell authorities where you are staying.

After a flood

Flood dangers do not end when the water begins to fall. To make sure you stay safe:

- Keep listening to local emergency broadcasters.
- Do not return home until you are sure that it is safe. Once you return to your home:
- Investigate the structural safety of your building.
- Drink bottled water or boil all drinking water until advised that the water supply is safe.
- Throw away any food or medicines that may have been in contact with floodwater or affected by power outages.
- When entering a building, use a torch to light your way. Never use matches or cigarette lighters as there may be gas inside.

- Keep the electricity and gas off until checked and tested by a professional.
- Take photographs of all damage for insurance.
- Clean your home straight away to prevent disease.

Community Information for Lakes Entrance

The Assembly Area

The Assembly area for fire is the Lakes Entrance Mechanics Hall that is located at 18 Mechanics Street, Lakes Entrance. It is not a Neighbourhood Safe Place; it does, however, provide an effective assembly area and the ability to concentrate resources to aid disaster relief. The Lakes Entrance Mechanics Hall has parking at the front and is near the EGSC Customer Service Centre that may be useful during relief and recovery. Alcohol at the Assembly Area is strictly forbidden. The Assembly Area for flood is the Palmers Road Community Church that is located at 125 Palmers Road, Lakes Entrance. It is not a Neighbourhood Safe Place; it does, however, provide an effective assembly area and the ability to concentrate resources to aid disaster relief. The Community Church Hall has parking at the rear of the building. Alcohol at the Assembly Area is strictly forbidden.

Staging areas

Staging areas are where emergency services assemble vehicles, crews and equipment and hold their briefings. It is possible that the staging area for Lakes Entrance will be at the Swan Reach Recreation Reserve. All members of the public (not involved in emergency services), should remain clear of staging areas. Lakes Entrance Fire Station and Police Station may also be in operational use and unless necessary, people should avoid these areas. Page | 16 Road closures If a road is closed obey the directions provided. Check the VICROADS website or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification or keep a copy of your rates notice in your glove box which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed on the Road Access Chart.

LOCAL INCIDENT MANAGEMENT PLAN

LAKES ENTRANCE

WHAT TO DO DURING A LOCAL INCIDENT: FIRE, FLOOD, STORM, ETC

GET READY NOW <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Develop a personal incident plan </div> <div style="text-align: center;"> Make sure vehicle has fuel </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;"> Pack an emergency kit </div> <div style="text-align: center;"> Prepare your house </div> </div>	WHEN TO LEAVE <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> When you hear an incident will impact your area </div> <div style="text-align: center;"> Close windows, doors, curtains, turn off gas and appliances </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;"> When advised by CFA, SES, DELWP, Vic Police, Radio </div> <div style="text-align: center;"> Notify family / friends when you leave LEAVE EARLY </div> </div> <div style="background-color: yellow; text-align: center; padding: 5px; margin-top: 5px;"> DO NOT rely on electricity to light fires </div> <div style="background-color: yellow; text-align: center; padding: 5px; margin-top: 5px;"> DO NOT drive in smoke or flood water </div>	WHAT MAY BE AT AN ASSEMBLY AREA <div style="display: flex; flex-direction: column; gap: 5px;"> <div> Back up power</div> <div> Ember proofing</div> <div> Wifi</div> <div> TV system</div> <div> Water</div> <div> Heating / Cooling</div> <div> Bathroom/s</div> <div> Pet Area</div> </div>	ASSEMBLY AREAS <div style="background-color: white; color: #e91e63; padding: 5px; margin-top: 5px;"> FIRE LAKES ENTRANCE MECHANICS HALL 18 MECHANICS STREET, LAKES ENTRANCE </div> <div style="background-color: white; color: #e91e63; padding: 5px; margin-top: 5px;"> FLOOD LAKES COMMUNITY CHURCH 125 PALMERS ROAD, LAKES ENTRANCE </div> <div style="background-color: white; color: #e91e63; padding: 5px; margin-top: 5px;"> SPECIAL ADVICE DUE TO SIZE LIMITATIONS, PEOPLE ATTENDING MAY BE ADVISED TO TRAVEL TO OTHER LOCATIONS IN LAKES ENTRANCE </div>
WHAT TO TAKE <div style="display: flex; flex-direction: column; gap: 5px;"> <div> Protective clothing including hat, long sleeve top and pants and sturdy footwear</div> <div> Food and water</div> <div> Phone and charger, radio</div> <div> Prescriptions, medication and toiletries</div> <div> Torch and batteries</div> <div> Important documents, photos, insurance, USB sticks, etc</div> <div> Pet needs</div> </div>	WHAT TO EXPECT AT ASSEMBLY AREA <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Limited visibility </div> <div style="text-align: center;"> Limited access </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;"> Crowded at Assembly Area </div> <div style="text-align: center;"> Loss of power and phone communication </div> </div>		STAY INFORMED <div style="font-size: 0.8em;"> ABC Local AM – 720, 828 FM – 100.7, 103.5 ABC National 106.3 FM REG FM – 105.5, 90.7 CRBOST – 97.1 FM 3TR – 99.9 FM UHF CB – Channel 40 </div> <div style="margin-top: 10px;"> VicEmergency App (Free) </div>

Police, Fire, Ambulance 000
 VicEmergency Hotline 1800 226 226
 Bushfire Info Line (VBIL) 1800 240 667
 Regional Roads Victoria 13 37 78
 State Emergency Service 132 500

VicEmergency (Information)
www.emergency.vic.gov.au
 Regional Roads Victoria (Traffic Information)
www.regionalroads.vic.gov.au
 ABC (News/alerts)
www.abc.net.au/emergency
 East Gippsland Shire Council
www.eastgippsland.vic.gov.au
 Bureau of Meteorology (Weather)
www.bom.gov.au



Lakes Entrance Campus Specific Information

The Emergency Kits are stored at: Bulmer & Bakewell room in Cupboard

[Emergency Kit Checklist – See Appendices - Forms.](#)

AED Location: Allied Health Wet Room / Clinic Emergency Treatment Room

General Information	
22-26 Jemmeson Street	
Service Name	Gippsland Lakes Complete Health
Physical Address	22-26 Jemmeson St Lakes Entrance 3909
Operating Days	Monday -Saturday
Operating Hours	0600-1900 weekday 0700-1500 Saturday
Phone	51558300
Email	hello@glch.org.au
Fax	5155 8303
Website	glch.org.au
Number of buildings/sites	One
Relocation Location / address and phone number	N/A
Number of service users	1
Total Number of Staff	150
Methods used for communications to our service's community	Facebook, www.facebook.com/GippslandLakesCompleteHealth Web page www.glch.org.au Instagram Gippsland Lakes Complete Health on Instagram

Fire suppression systems

22-26 Jemmeson Street

System	Area/Location
Fire extinguishers x37	Appropriate locations
Fire blanket x1	Social Support kitchen
Emergency fire break glass x1	Front foyer medical reception

Alarms

22-26 Jemmeson Street

Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Sensors throughout building	ADT Fire Monitoring PO Box 7249 Silverwater NSW 2128 www.adtfire.com.au	Front foyer medical reception
Intruder:	Clinic & Counselling	Chubb Fire & Security GPO Box 1605 Sydney NSW 2001	Chubb Fire & Security GPO Box 1605 Sydney NSW 2001 Phone number 131 518 Quote Voice Code; BE100
Duress	Internal/external 42 pendants *Currently		

			Clinic code; VMP1220 Counselling code; VMP 5401
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Communication systems

22-26 Jemmeson Street

Type	Location	Switch locations
Emergency lighting	Throughout hallways	All switchboards
Emergency Exit signs	Throughout building	All switchboards
Power supply	Mains	All switchboards
Communications	Mobile phones	As per procedure
	Two-way Radios	As per procedure

Building and site hazards

22-26 Jemmeson Street

Hazard Description	Location
Cleaning chemicals >25Lt	Cleaners' cupboard main building
Bulk cleaning chemicals <>60Lt	Storage shed 28 Jemmeson St Lakes Entrance
Fuel and lubricants >30Lt	Garden shed 28 Jemmeson St Lakes Entrance
Paint products > 40Lt	Maintenance shed 28 Jemmeson St Lakes Entrance
Adhesives and lubricants *Spray cans and tubes >10Lt	Maintenance shed 28 Jemmeson St Lakes Entrance
Herbicides and pesticides	Storage shed 28 Jemmeson St Lakes Entrance
Alcohol based chemicals	Storage shed 28 Jemmeson St Lakes Entrance *In fireproof lockable lockers
Narrow street	Jemmeson Street. Sometimes down to one lane.
Solar Batteries	Storage Shed 28 Jemmeson St Lakes Entrance
Portable Lithium-Ion batteries	Cleaners' Stores / Workshops
Diesel Fuel	Storage Shed 28 Jemmeson St Lakes Entrance
Oxygen	Medical Clinic

General Information	
28,30 & 32 Jemmeson St Lakes Entrance	
Service Name	28,30 & 32 Jemmeson St Lakes Entrance
Physical Address	28-32 Jemmeson St Lakes Entrance 3909
Operating Days	Monday - Friday
Operating Hours	0600-1730h
Phone	51558300
Email	Hello@glch.org.au
Fax	5155 8303
Website	www.glch.org.au
Number of buildings/sites	Three
Relocation Location / address and phone number	Gippsland Lakes Complete Health. Lakes Entrance campus 18-26 Jemmeson St Lakes Entrance 3909 51558300
Number of service users	1
Total Number of Staff	24
Methods used for communications to our service's community	Facebook, Gippsland Lakes Complete Health Facebook Web page www.glch.org.au Instagram Gippsland Lakes Complete Health on Instagram

Fire suppression systems

28, 30, 32 Jemmeson Street	
System	Area/Location
Fire extinguishers x6	Appropriate locations
Fire blanket x3	Each kitchen
Emergency fire break glass	Nil

Alarms

28, 30, 32 Jemmeson Street			
Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Smoke detectors	Internal	As per procedure
Intruder:	28 Jemmeson St only	Chubb Fire & Security GPO Box 1605 Sydney NSW 2001	Chubb Fire & Security GPO Box 1605 Sydney NSW 2001 Phone number 131 518
Duress	Nil		

			Quote Voice Code; BE100 Line code VMP1152
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Communication systems

28, 30, 32 Jemmeson Street		
Type	Location	Switch locations
Emergency lighting	Throughout hallways	Switchboard
Emergency Exit signs	Throughout building	Switchboard
Power supply	Mains	Switchboard
Communications	Mobile phones	As per procedure

Building and site hazards

28, 30, 32 Jemmeson Street

Hazard Description	Location
Cleaning chemicals <5Lt	Throughout buildings including kitchens. *Chemicals brought over from main building for major cleaning
Bulk cleaning chemicals <>60Lt	Storage shed 28 Jemmeson St Lakes Entrance
Fuel and lubricants >30Lt	Garden shed 28 Jemmeson St Lakes Entrance
Paint products > 40Lt	Maintenance shed 28 Jemmeson St Lakes Entrance
Adhesives and lubricants *Spray cans and tubes >10Lt	Maintenance shed 28 Jemmeson St Lakes Entrance
Herbicides and pesticides	Storage shed 28 Jemmeson St Lakes Entrance
Alcohol based chemicals	Storage shed 28 Jemmeson St Lakes Entrance *In fireproof lockable lockers
32 Jemmeson St	Rear steps uneven, may be safety risk

Emergency Assembly areas

Emergency assembly area 1	Fleet Carpark, Jemmeson Street
Emergency assembly area 2	Heatherlea Grove vacant block

Responding to an emergency

In case of an emergency

Always call 000 (triple zero) if there is an immediate danger to life

Convene your Incident Management Team.

Notify DFFH Gippsland Division on 1800 309 916 if the emergency results in changes to service delivery, and again when normal services have resumed.

If Gippsland Lakes Complete Health facilities are unusable due to flood, fire, or storm damage, contact 1300 650 172 (24hours a day 7 days a week)

Key organisational roles

Key Roles	Name	Phone	Phone (After Hours)	Mobile
Approved Provider or Person with Management or Control Representative	Anne -Maree Kaser	0417 102 922	0417 102 922	0417 102 922
Responsible Person / Primary Nominee	Kathy Dickinson	0437 559 197	0437 559 197	0437 559 197
First Aid Officer	Cheryl Bush	51558356	5156 4613	51558356
OHS Representative	Paul Hopkins	0419 663 655	0419 663 655	0419 663 655
OHS Advisor	Chris Lonergan	0410 004 363	0410 004 363	0410 004 363
Bulk Messaging System Operator (e.g., SMS)	Jeremy Stewart	0488 365 312	0488 365 312	0488 365 312

Key organisational and DFFH contacts

Position	Name	Phone	Mobile
Emergency Evacuation / relocation contacts	DFFH Gippsland	1800 309 916	
DFFH Program and Service Advisor	Kathy Dickinson to contact DFFH	0437 559 197	0437 559 197

Local / other organisations contacts

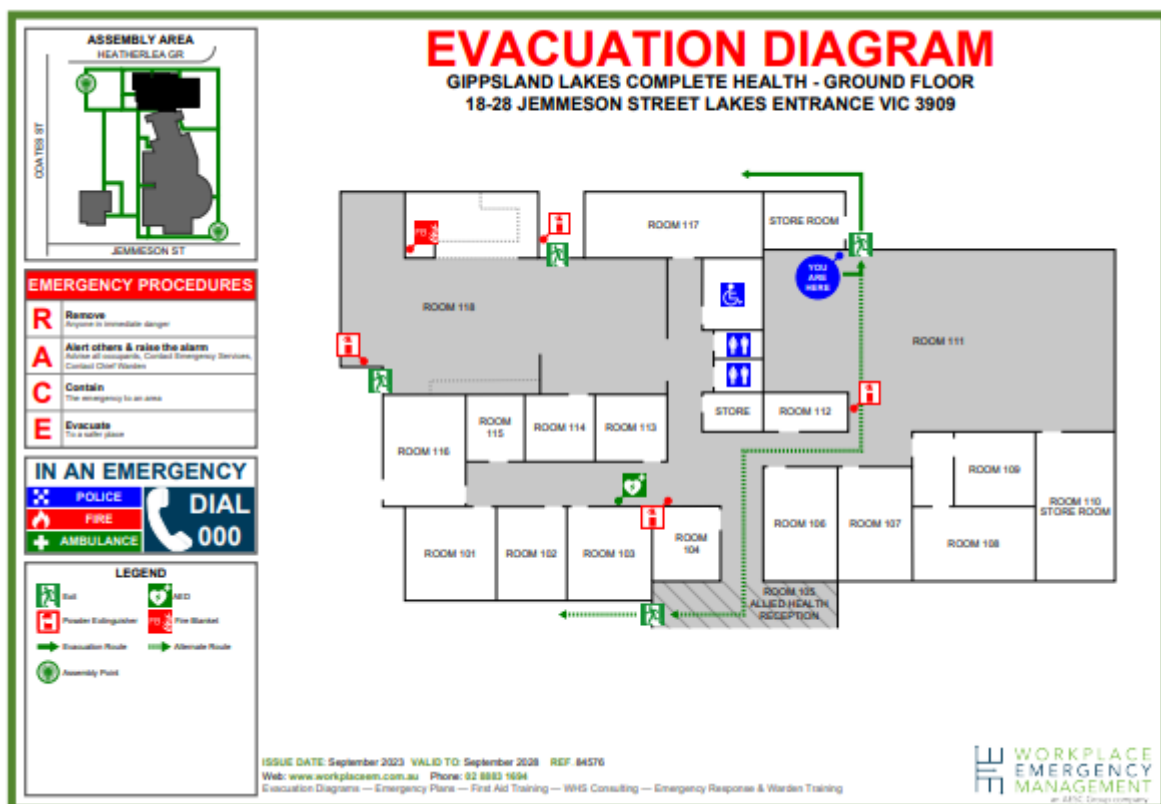
Organisation	Name	Phone	Location/address
Service's evacuation location/relocation	Lakes Entrance -some services may need to relocate to Bairnsdale	(03) 5155 8300 Emergency Phone:	Gippsland Lakes Complete Health-Bairnsdale

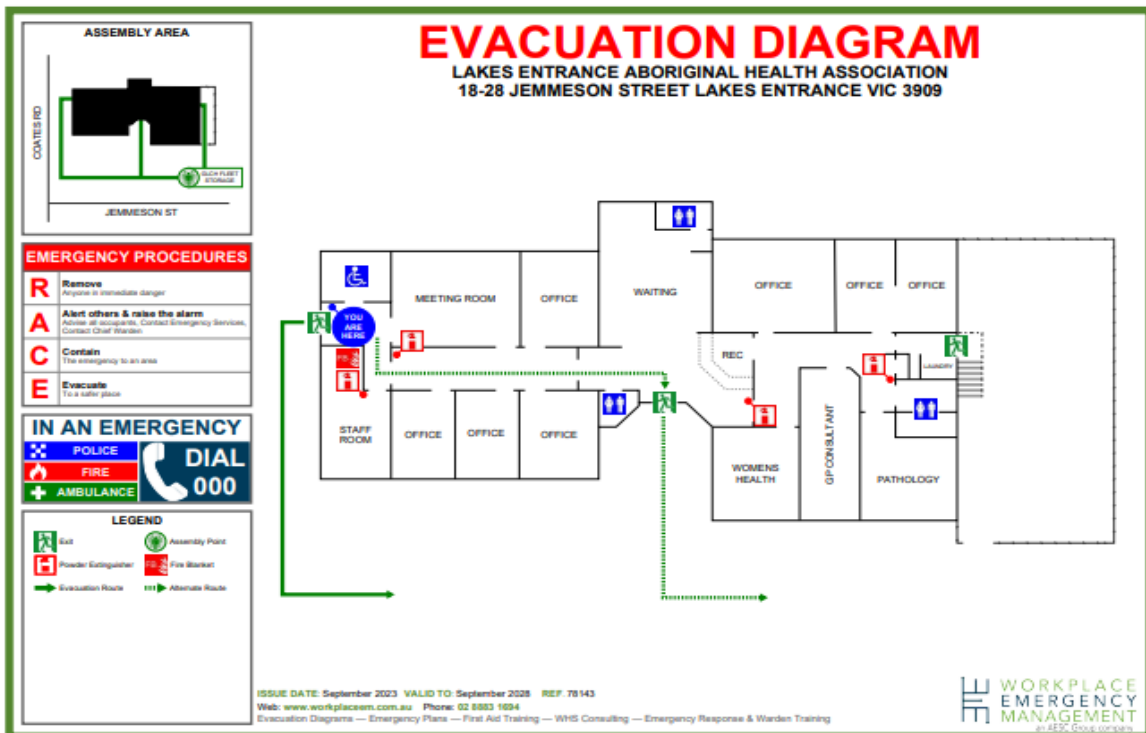
			281-285 Main Street Bairnsdale 3875
Police	Bairnsdale Open 24 Hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
	Bruthen – Not open 24 Hours	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Lakes Entrance Not open 24 Hours	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Metung- Use Lakes Entrance Police	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Nowa Nowa Use Bruthen Police	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Paynesville Use Bairnsdale Police 24 hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
Hospital/s	Bairnsdale Hospital 24 Hours		122 Day Street Bairnsdale VIC 3875
Gas Emergency		1800 819 783	
Electricity	Ausnet	131 799	
Water Corporation East Gippsland Water	8.30-5pm Mon - Friday	(03) 5150 4444	133 Macleod Street Bairnsdale
	General Enquiries 8.30-5pm Mon - Friday	1800 671 841 Fax: (03) 5150 4477	133 Macleod Street Bairnsdale
	24 Hour – Report service faults, service difficulties and wastewater emergencies	1300 134 202	
Interpreter Service	24 Hours Australia Wide	131 450	
	Free Interpreting Service enquiries about free services	1300 575 847	

Facility Plumber	Lakes Entrance & Bairnsdale: Inlet Plumbing	0428 583 219	
Facility Electrician	Lakes Entrance Electrical Hodak Automotive	0418 839 589 (03) 5155 2722	
Local Government	East Gippsland Shire Council	03 5153 9500 Free call 1300 555 886	273 Main Street Bairnsdale Vic 3875 Mon – Fri 8.30 – 5.00pm
Waste	East Gippsland Water	1300 134 202	
	Tambo Waste	1300 131 807	
	MedX Waste Disposal	1300 116 339	
Critical Plant	Bairnsdale Refrigeration Airconditioning (BRAC)	(03) 5152 2749	
	Pharmacy Fridges- Ben O'Connor	0428 583 219	
	Inlet Plumbing	0428 583 219	
Information Technology	Telstra Support Network	1800 815 851 Check	
	Telstra TIPT Faults	1800 287 289	
Vic Emergency	24 Hour	1800 226 226	
SES Victoria	Headquarters	132 500	168 Stuart St Southbank Vic 3006
CFA	Headquarters	(03) 9262 8444	8 Lakeside Dr Burwood Vic 3151
WorkSafe Victoria	Emergency 24 Hr	132 360	
	Advisor 7.30am – 6.30pm Monday - Friday	1800 136 089	1 Malop Street Geelong Vic 3220

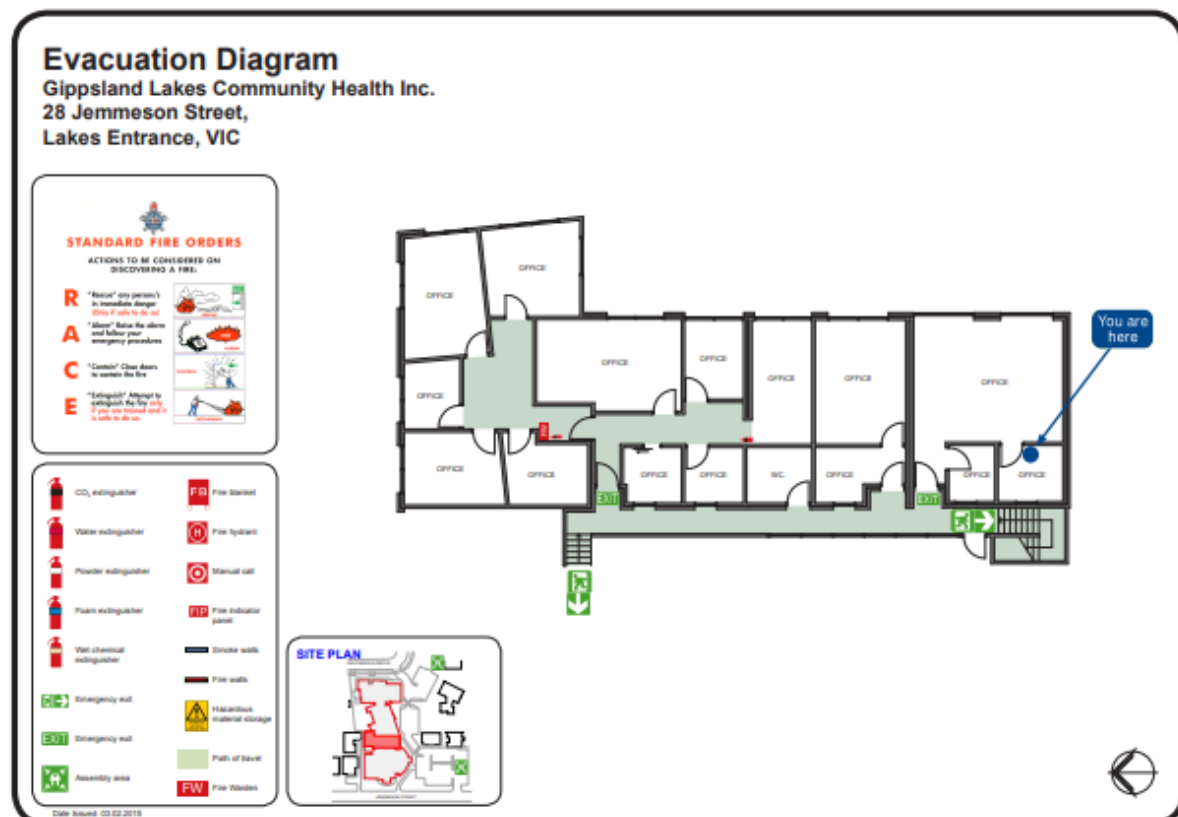
Incident Response Teams – Contact Details by Location		
Title	Name	Contact Number
Lakes Entrance		
Chief Warden	Wayne Dahan	5155 8337 / 0459 394 533
Deputy Chief Warden	Geoff Stanton	0417 874 840
Communications Officer	Customer Service	5155 8400
First Aid Officer	Cheryl Bush	5155 8356

Evacuation Diagrams are located in all areas of GLCH. Examples can be seen below. For a full suite of GLCH Evacuation Maps, see Site Maps Folder located in Emergency Box.

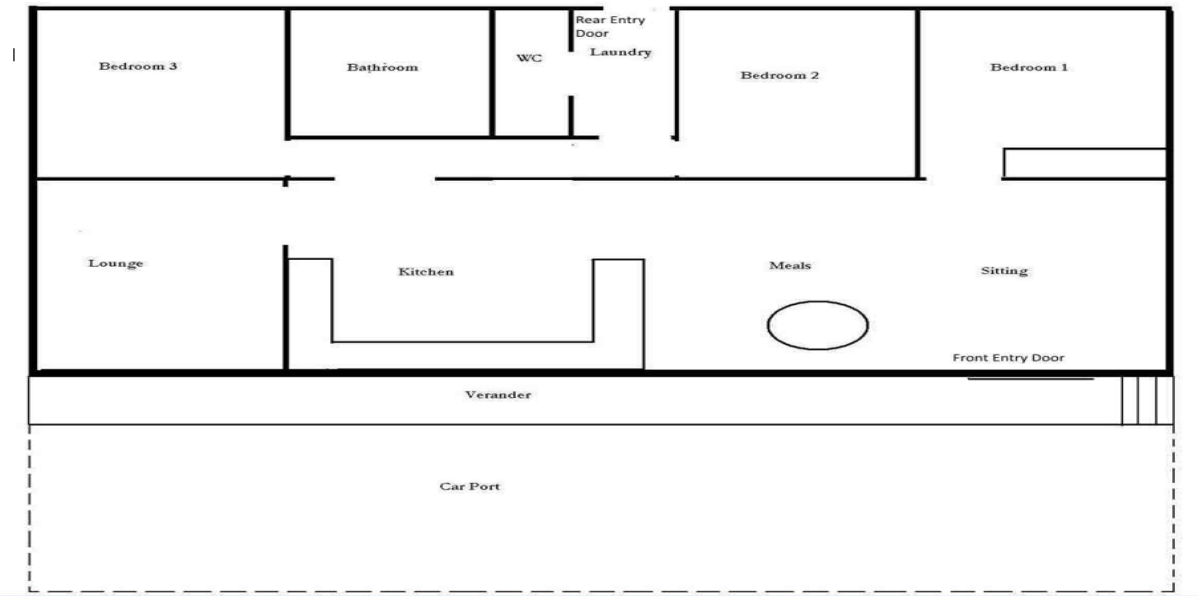




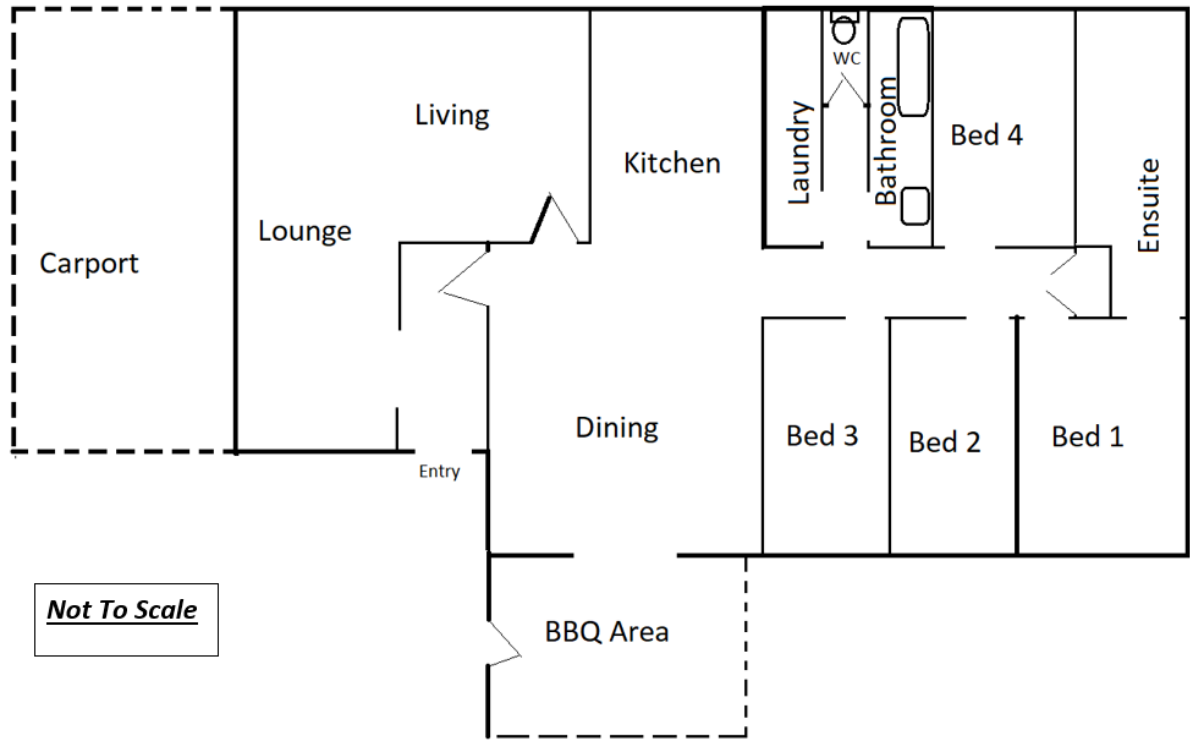
28 Jemmeson Street Lakes Entrance



30 Jemmeson Street



32 Jemmeson St
Building layout



Not To Scale

Road Closures- Lakes Entrance

If a road is closed obey the directions provided. Check the VICROADS website <https://traffic.vicroads.vic.gov.au/> or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back to your original location. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed in the Road Access Table.

Road Access Chart		
Responsibility and Authority	Road Access Level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted- Level B Essential services assessment	Emergency Services Safety Assessment Teams Residents and business owners (at the discretion of the incident controller)
	Authorised- Level C Residents, Media, Recovery services, B Access	Level B plus: Residents Business owners Recovery and relief services Council/VicRoads Accredited media
Road Authority	Authorised- Level D Level C Access, others authorised	Levels B & C plus: Road owners Employees Persons bringing supplies for people/animals
	Road Open	Open to all

Local Information- Lakes Entrance

The Lakes Entrance local area Lakes Entrance lies at the eastern end of the Gippsland Lakes system on the Princes Highway. A large part of the town sits on a low-lying spit of land that projects into the Lakes, close to where they flow into Bass Strait. Flooding in this community occurs as a result of increased levels in the Gippsland Lakes, coastal storm surges and flash flooding. Strong south westerly winds can increase lake levels by up to 50 centimetres at any time with peaks coinciding with high tide. Gippsland Lakes flooding is caused by flooding of the Latrobe, Thomson, Macalister, Avon, Mitchell, Nicholson and/or Tambo Rivers that flow into the Lakes. Flooding typically takes one to three days to travel from these rivers to the Gippsland Lakes.

During the 1952 Floods, the water level rose .5m above the Major Flood Level of 2007. This saw the majority of the peninsula affected by flooding.

When the Bureau of Meteorology (BoM) issues flood warnings they may include a prediction of the Gippsland Lakes flood levels at the Cunningham Arm at Bullock Island Gauge.

Are you at risk of flood?

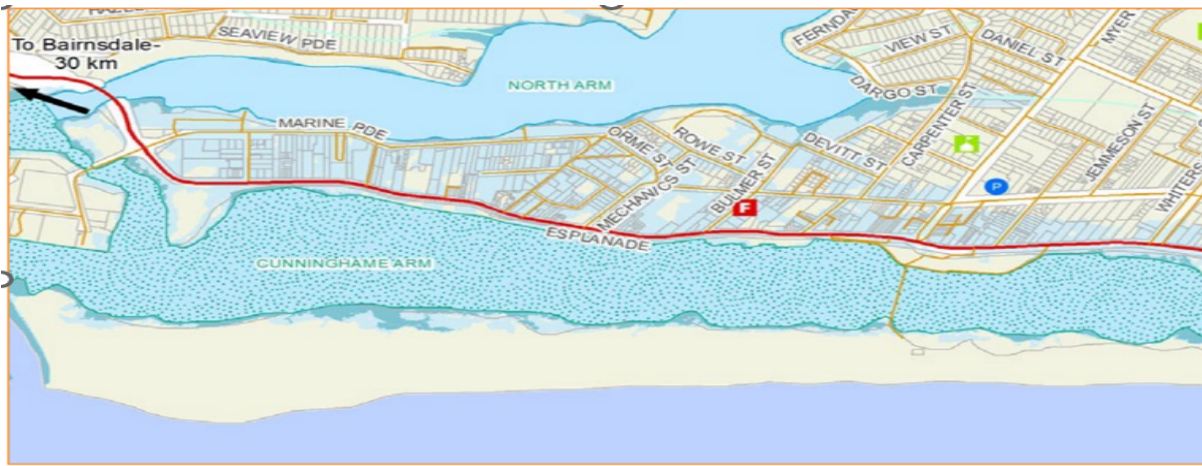
There are many homes and businesses in low-lying areas in Lakes Entrance that are at risk of flooding from the Gippsland Lakes. Floodwater comes up through the storm water drains prior to coming over the lake foreshore, which may flood your property sooner than you expect. Properties along Eastern Creek and on the elevated areas to the north and east are at risk of flash flooding. The Gippsland Lakes Flood Warning System only warns the community of flooding associated with increased lake levels because of flooding of the rivers leading into the lakes. Properties facing Eastern Creek may well be flooded by local heavy rain events that may not be preceded by flood warnings. It is important to understand where the risks are and whether your property is at risk of flood or isolation. If your property is isolated during high tide, it may only be accessible during low tides.

Did you know?

During June 2007, four major East Coast Lows formed consecutively off the coast of New South Wales and eastern Victoria, with each one producing heavy rainfall. The last East Coast Low brought up to 300 millimetres of rainfall in the Gippsland Lakes catchment resulting in lake levels rising 1.3 metres above normal levels. This flooding closed roads and inundated properties in Lakes Entrance. Flooding could occur again in Lakes Entrance with similar or greater consequences including:

- Closure of the Princes Highway.
- Homes and businesses flooded above floor level.
- Flooding of caravan parks.
- Boat ramp and marina car parks flooded.
- Jetties and pedestrian boardwalks flooded

The map below shows the expected flood extent of a major flood which measures 1.3 metres at the Cunningham Arm at Bullock Island Gauge



This map publication is presented by the Victoria State Emergency Service for the purpose of disseminating emergency management information. The contents of the information have not been independently verified by the Victoria State Emergency Service. Flood information is provided by East Gippsland Catchment Management Authority



Shop fronts and street flooded, 2007

What warnings mean

Warnings are issued by the Bureau of Meteorology to inform people about the possibility of flooding. A Flood Watch means there is a developing weather pattern that might cause floods in one or two days. Flood Warnings mean flooding is about to happen or is already happening.

For the Gippsland Lakes, Flood Warnings are generally issued after many days of flooding in communities such as Traralgon, Sale, Stratford, and Bairnsdale and before flooding begins in the communities around the Gippsland Lakes.

A Flood Warning provides predictions of flood impact and the estimated time before the lake will reach levels at various gauges and how long it will take for the waters to recede. A Minor Flood Warning means:

- Lake levels start to flood waterside car parks and boat ramps

- Puddling will occur on and beside low-lying roads and properties
- Storm water drains will start to flood internal roadways and properties
- Caravan parks may start to flood
- Some local low-lying roads will start to flood. A Major Flood Warning means:
- Lake levels have risen and cause extensive flooding in the towns and on lakeside farmland
- Residential and commercial properties are flooded
- Major traffic routes will be closed
- Properties and towns will be isolated
- Numerous evacuations may be required.

The Victoria State Emergency Service (SES) will give information about how the floodwater might affect people and properties. This includes safety messages to remind you what to do.

Severe Thunderstorm Warnings

- Thunderstorms are classified as severe, due to their potential to cause significant localised damage through wind gusts, large hail, tornadoes, or flash flooding. Severe Thunderstorm Warnings are issued to the community by the Bureau of Meteorology.

Severe Weather Warnings

- These warnings are issued to the community by the Bureau of Meteorology when severe weather is expected that is not directly related to severe thunderstorms or bushfires. Examples of severe weather include damaging winds

Flash flooding.







- Flash Flooding happens quickly. There may be little or no warning. The arrival time or depth of a flash flood can usually not be predicted.

Remember, you may not receive any official warning. Emergency assistance may not be immediately available. Be aware of what is happening around you to stay safe. Never wait for a warning to act. Emergency Alert SES may provide alerts to the Lakes Entrance community through the Emergency Alert telephone warning system. All emergency service providers can use Emergency Alert to warn communities about dangerous situations by voice message to landline telephones or text message to mobile phones.

If you receive a warning, make sure that all family members, people at work and your neighbours are aware of the situation. If you receive an Emergency Alert, you should pay attention and act. It could mean life or death

Warnings for Lakes Entrance for the Gippsland Lakes

Flood Warnings are issued by the Bureau of Meteorology. Flood Warnings provide predictions of flood size, time, and possible peaks of the Gippsland Lakes at Lakes Entrance. It is important to know how the predicted Gippsland Lakes flood level is likely to impact you, as you may be affected before the peak.

WARNING LEVELS	
	EMERGENCY WARNING You are in imminent danger and need to take action immediately. You will be impacted. A Major flood warning usually fits into this category
	WARNING (WATCH AND ACT) An emergency is developing nearby. You need to take action now to protect yourself and others. A Moderate flood warning usually fits into this category.
	ADVICE An incident is occurring or has occurred in the area. Access information and monitor conditions. Can also be used as a notification that activity in the area has subsided and is no longer a danger to you. A Minor flood warning or Flood Watch usually fits into this category.
ADDITIONAL MESSAGES	
	PREPARE TO EVACUATE/ EVACUATE NOW An evacuation is recommended or procedures are in place to evacuate.
	COMMUNITY INFORMATION A newsletter containing updates for communities affected by an emergency. Can also be used as a notification that an incident has occurred but there is no threat to community.
	EMERGENCY ALERT During some emergencies, we may alert communities by sounding a local siren, or by sending an SMS to mobile phones or a voice message to landlines.

Before a flood

- Check if your business is subject to flooding. For more information, contact East Gippsland Shire.
- Review this emergency management plan.
- Check if you could be cut off by floodwater.
- Know the safest way to go for employees leaving the property and plan an alternative route.
- Check insurance policies to ensure your equipment, property and business are covered for flood damage.
- Keep a list of emergency numbers near the telephone.
- Check the emergency kit for expired items.
- Stay alert for weather warnings and heavy rainfall. When a flood is likely
- Act. Follow your emergency plan.
- Listen to the radio for information and advice.
- Stack possessions on benches and tables with electrical goods in the highest places.
- Anchor objects that are likely to float and cause damage.
- Move rubbish bins, chemicals, and poisons to the highest place.
- Put important papers, valuables, photos, and other special personal items into your emergency kit.
- Raise stock, business records and equipment onto benches and tables.
- If you are likely to be isolated, have enough food, drinking water, medicine, fuel and other needs to last at least three days.

Preparing for Floods- [Emergency Contact and Flood Preparation Checklist - see Appendices - Forms.](#)

Evacuation During a flood,

Police, SES, and other emergency service providers may advise you to evacuate to keep you safe. It is important that you follow this advice.

There are **two types of evacuation notices** that may be issued via your emergency broadcaster during a flood:

- **Prepare to evacuate** – means you should act quickly and take immediate action to protect your life and property. Be ready to leave your property.
- **Evacuate immediately** – you must leave immediately as there is a risk to lives. You may only have minutes to evacuate in a flash flooding situation. Do not return to your workplace until you are sure it is safe to do so. You do not need to wait to be told to evacuate.

During a flood

When flooding has begun:

- Never drive, ride, swim, or walk-through floodwater.
- Floodwater can be deeper than you think and can hide damaged roads and bridges.
- Floodwater is dirty, dangerous, and deadly.
- Tune in to your emergency broadcasters: ABC Local Radio, Commercial Radio, designated Community Radio Stations, and SKY NEWS Television.
- In life-threatening emergencies, call Triple Zero (000).
- For SES emergency assistance during floods and storms call 132 500.
- Stay away from all waterways including drains and culverts.
- Stay away from fallen powerlines as electricity travels easily through water.
- Be aware that animals such as snakes, rats, spiders, and other pests may be on the move during a flood. These animals can come into houses and other buildings or hide around sandbags.
- Keep in contact with neighbours.

When you leave early or evacuate:

- Try to leave as early as possible as roads can be closed by floodwater.
- Take the emergency kit
- Turn off the electricity, gas, and water as you leave.
- Go to a Relief Centre or to stay with friends or family in a non-flooded area.
Be prepared to leave early.

If activated, Relief Centres can provide:

- Temporary accommodation
- Financial help
- Personal support
- Drinks and meals
- Basic clothing and personal needs
- Assistance with contacting family and friends
If you choose to shelter with a friend or relative, tell authorities where you are staying.

After a flood

Flood dangers do not end when the water begins to fall. To make sure you stay safe:

- Keep listening to local emergency broadcasters.
- Do not return home until you are sure that it is safe. Once you return to your home:
- Investigate the structural safety of your building.
- Drink bottled water or boil all drinking water until advised that the water supply is safe.

- Throw away any food or medicines that may have been in contact with floodwater or affected by power outages.
- When entering a building, use a torch to light your way. Never use matches or cigarette lighters as there may be gas inside.
- Keep the electricity and gas off until checked and tested by a professional.
- Take photographs of all damage for insurance.
- Clean your home straight away to prevent disease.

Community Information for Lakes Entrance

The Assembly Area

The Assembly area for fire is the Lakes Entrance Mechanics Hall that is located at 18 Mechanics Street, Lakes Entrance. It is not a Neighbourhood Safe Place; it does, however, provide an effective assembly area and the ability to concentrate resources to aid disaster relief. The Lakes Mechanics Hall has parking at the front and is near the EGSC Customer Service Centre that may be useful during relief and recovery. Alcohol at the Assembly Area is strictly forbidden. The Assembly Area for flood is the Palmers Road Community Church that is located at 125 Palmers Road, Lakes Entrance. It is not a Neighbourhood Safe Place; it does, however, provide an effective assembly area and the ability to concentrate resources to aid disaster relief. The Community Church Hall has parking at the rear of the building. Alcohol at the Assembly Area is strictly forbidden.

Staging areas

Staging areas are where emergency services assemble vehicles, crews and equipment and hold their briefings. It is possible that the staging area for Lakes Entrance will be at the Swan Reach Recreation Reserve. All members of the public (not involved in emergency services), should remain clear of staging areas. Lakes Entrance Fire Station and Police Station may also be in operational use and unless necessary, people should avoid these areas. Page | 16 Road closures If a road is closed obey the directions provided. Check the VICROADS website or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification or keep a copy of your rates notice in your glove box which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed on the Road Access Chart.

LOCAL INCIDENT MANAGEMENT PLAN				LAKES ENTRANCE	
WHAT TO DO DURING A LOCAL INCIDENT: FIRE, FLOOD, STORM, ETC					
GET READY NOW <ul style="list-style-type: none"> Develop a personal incident plan Make sure vehicle has fuel Pack an emergency kit Prepare your house 		WHEN TO LEAVE <ul style="list-style-type: none"> When you hear an incident will impact your area Close windows, doors, curtains, turn off gas and appliances When advised by CFA, SES, DELWP, Vic Police, Radio Notify family / friends when you leave 		WHAT MAY BE AT AN ASSEMBLY AREA <ul style="list-style-type: none"> Back up power Ember proofing WiFi TV system Water Heating / Cooling Bathroom/s Pet Area 	
WHAT TO TAKE <ul style="list-style-type: none"> Protective clothing including hat, long sleeve top and pants and sturdy footwear Food and water Phone and charger, radio Flashlights, medication and supplies Torch and batteries Important documents, photos, insurance, USB sticks, etc Pet needs 		WHAT TO EXPECT AT ASSEMBLY AREA <ul style="list-style-type: none"> Limited visibility Limited access Crowded at Assembly Area Loss of power and phone communication 		STAY INFORMED <ul style="list-style-type: none"> ABC Local AM - 720, 828 FM - 100.7, 103.5 ABC National 106.3 FM REG FM - 105.5, 90.7 CRIST - 97.1 FM 3TR - 99.9 FM UHF CB - Channel 40 VicEmergency App (Free) 	
				ASSEMBLY AREAS <ul style="list-style-type: none"> FIRE LAKES ENTRANCE MECHANICS HALL 18 MECHANICS STREET, LAKES ENTRANCE FLOOD LAKES COMMUNITY CHURCH 125 PALMERS ROAD, LAKES ENTRANCE 	
				SPECIAL ADVICE DUE TO SIZE LIMITATIONS, PEOPLE ATTENDING MAY BE ADVISED TO TRAVEL TO OTHER LOCATIONS IN LAKES ENTRANCE	
				Emergency Services <ul style="list-style-type: none"> Police, Fire, Ambulance 000 VicEmergency Hotline 1800 226 226 Bushfire Info Line (VBIL) 1800 240 667 Regional Roads Victoria 13 37 78 State Emergency Service 132 500 	
				VicEmergency (Information) www.emergency.vic.gov.au Regional Roads Victoria (Traffic Information) www.regionalroads.vic.gov.au ABC (News/alerts) www.abc.net.au/emergency East Gippsland Shire Council www.eastgippsland.vic.gov.au Bureau of Meteorology (Weather) www.bom.gov.au	



Bairnsdale Campus Specific Information

The **E**mergency **K**it is located: Errinundra Room Cupboard

[The Emergency Kit Checklist – See Appendices - Forms](#)

AED location: Reception

General Information	
Service Name	Gippsland Lakes Complete Health
Physical Address	Bairnsdale 281-285 Main Street Bairnsdale Vic 3875
Operating Days	Mon-Fri
Operating Hours	8.30am – 4.45pm
Phone	03 5155 8300
Email	hello@glch.org.au
Fax	03 5153 1087
Website	www.glch.org.au
Number of buildings/sites	2
Relocation Location / address and phone number	18-28 Jemmeson St Lakes Entrance 03 5155 8300
Number of service users	1
Total Number of Staff	320
Methods used for communications to our service's community	Email, phone, social media, mail. Facebook, Gippsland Lakes Complete Health Facebook Web page www.glch.org.au Instagram Gippsland Lakes Complete Health on Instagram

Building information summary

Fire suppression systems	
System	Area/Location
Extinguishers x 10	Ground Floor (GF) HR Office, GF Counselling Office, GF Room 15, GF Reception, GF Mitchell Room, GF Room 2, GF Snowy Room, Front Door of House, Kitchen in House.
Fire Blanket x 3	All GF Tea Rooms, Kitchen in House.
Hose Reel	GF CEO Office, 2 nd Floor Main Stairs, 2 nd Floor Toilets.

Alarms			
Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	GF and 2 nd Floor hallways.	CFA	Reception
Intruder:	GF HR Office, GF Reception, GF Aged & Disability Utilities Room, Front Door of House.	Chubb Fire & Security GPO Box 1605 Sydney NSW 2001 Phone number 131 518	At each panel.
Other: Duress	All Clinical Rooms on Ground Floor.	Quote Voice Code; BE100 Line code VMP1221	Reception

Communication systems

System	Location
Emergency Lighting	Throughout hallways
Emergency Exit Signs	Ground Floor (GF) HR Office, GF Counselling Office, GF Reception, GF Room 16, GF Waiting Room, GF Walkway, GF Staff Exit, 2 nd Floor Stairs.
2-Way Radio	GF Reception, GF Aged & Disability Utilities Room, 2 nd Floor Utilities Room.
Communications	Emergency Phone and Emergency Mobile phone
	P.A. system
	Two-way radios x5

Building and site hazards

Hazard Description	Location
Lithium-ion batteries	Maintenance shed
Fuel and lubricants >20Lt	Maintenance shed
Chemical Safety Data Sheets	In the Cleaners' Stores, GLCH Chemical Register

Responding to an emergency

In case of an emergency

Always call 000 (triple zero) if there is an immediate danger to life

- Convene your Incident Management Team.
- Notify DFFH Gippsland Division on 1800 309 916 if the emergency results in changes to service delivery, and again when normal services have resumed.

- If Gippsland Lakes Complete Health facilities are unusable due to flood, fire, or storm damage, contact 1300 650 172 (24hours a day 7 days a week)

Key organisational roles

Key Roles	Name	Phone	Phone (AH)	Mobile
Approved Provider or Person with Management or Control Representative	Anne -Maree Kaser	0417 102 922	0417 102 922	0417 102 922
Responsible Person / Primary Nominee	Kathy Dickinson	0437 559 197	0437 559 197	0437 559 197
First Aid Officer	N/A	N/A	N/A	N/A
OHS Representative	Sherryn Hewett	03 5155 8300	N/A	N/A
OHS Advisor	Chris Lonergan	0410 004 363	0410 004 363	0410 004 363
Bulk Messaging System Operator (e.g., SMS)	Jeremy Stewart	0488 365 312	0488 365 312	0488 365 312

Key organisational and DFFH contacts

Position	Name	Phone	Mobile
Emergency Evacuation / relocation contacts	DFFH Gippsland	1800 309 916	
DFFH Program and Service Advisor	Kathy Dickinson to contact DFFH	0437 559 197	0437 559 197

Hazard Description	Location
Shared Driveway	Princess Highway Car Park Entry.

Local / other organisations contacts

Organisation	Name	Phone	Location/address
Service's evacuation location/relocation	Lakes Entrance -relocate to Bairnsdale	(03) 5155 8300 Emergency Phone:	Gippsland Lakes Complete Health Bairnsdale 281-285 Main Street Bairnsdale 3875
	Bairnsdale - relocate to Lakes Entrance	(03) 5155 8300 Emergency Phone:	18-28 Jemmeson Street Lakes Entrance 3909

Police	Bairnsdale Open 24 Hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
	Bruthen – Not open 24 Hours	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Lakes Entrance Not open 24 Hours	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Metung- Use Lakes Entrance Police	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Nowa Nowa Use Bruthen Police	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Paynesville Use Bairnsdale Police 24 hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
Hospital/s	Bairnsdale Hospital 24 Hours		122 Day Street Bairnsdale VIC 3875
Gas Emergency		1800 819 783	
Electricity	Ausnet	131 799	
Water Corporation East Gippsland Water	8.30-5pm Mon - Friday	(03) 5150 4444	133 Macleod Street Bairnsdale
	General Enquiries 8.30-5pm Mon - Friday	1800 671 841 Fax: (03) 5150 4477	133 Macleod Street Bairnsdale
	24 Hour – Report service faults, service difficulties and wastewater emergencies	1300 134 202	
Interpreter Service	24 Hours Australia Wide	131 450	
	Free Interpreting Service enquiries about free services	1300 575 847	

Facility Plumber	Lakes Entrance & Bairnsdale: Inlet Plumbing	0428 583 219	
Facility Electrician	Lakes Entrance Electrical Hodak Automotive	0418 839 589 (03) 5155 2722	
Local Government	East Gippsland Shire Council	03 5153 9500 Free call 1300 555 886	273 Main Street Bairnsdale Vic 3875 Mon – Fri 8.30 – 5.00pm
Waste	East Gippsland Water	1300 134 202	
	Tambo Waste	1300 131 807	
	Med X Waste Disposal	1300 116 339	
Critical Plant	Bairnsdale Refrigeration Airconditioning (BRAC)	(03) 5152 2749	
	Pharmacy Fridges- Ben O'Connor	0428 583 219	
	Inlet Plumbing	0428 583 219	
Information Technology	Telstra Support Network	1800 815 851	
	Telstra TIPT Faults	1800 287 289	
Vic Emergency	24 Hour	1800 226 226	
SES Victoria	Headquarters	132 500	168 Stuart St Southbank Vic 3006
CFA	Headquarters	(03) 9262 8444	8 Lakeside Dr Burwood Vic 3151
WorkSafe Victoria	Emergency 24 Hr	132 360	
	Advisor 7.30am – 6.30pm Monday - Friday	1800 136 089	1 Malop Street Geelong Vic 3220

Emergency Assembly areas

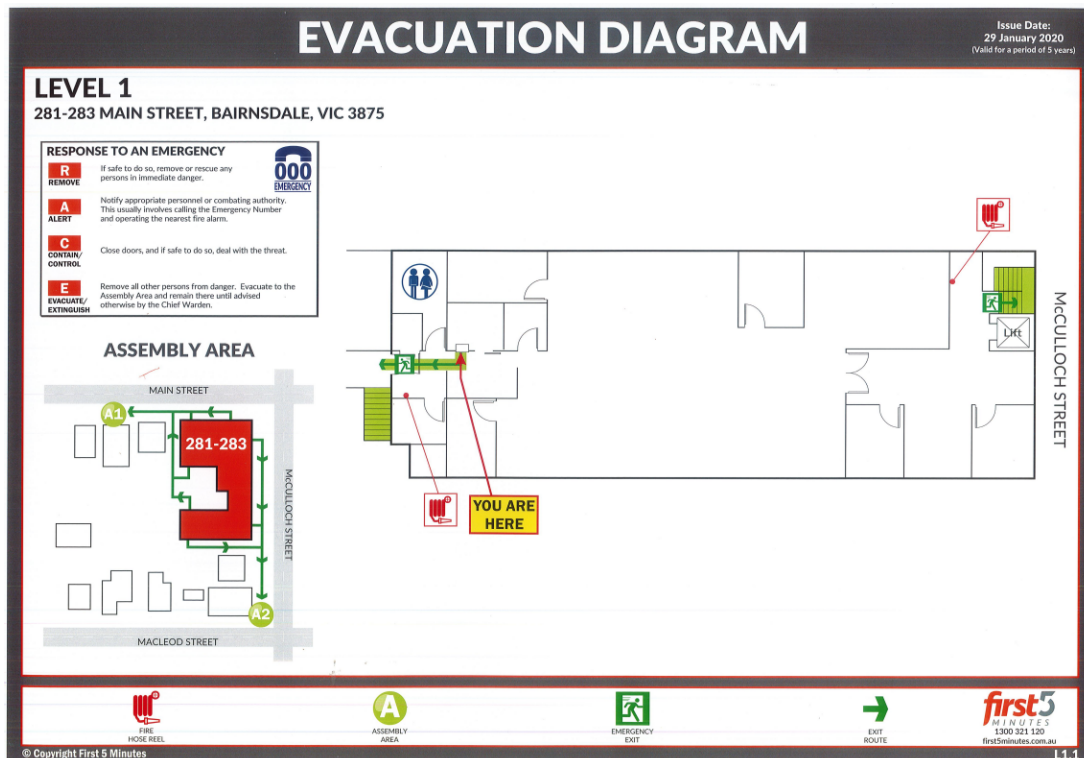
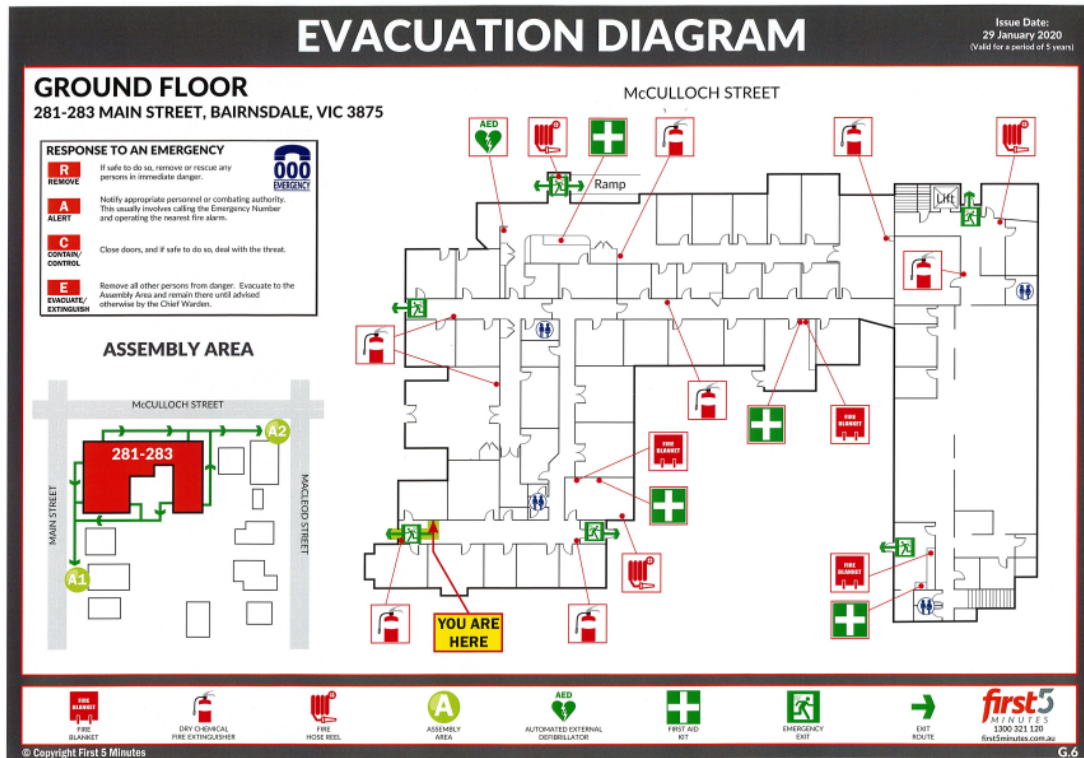
Emergency assembly area 1	Cnr McLeod and McCulloch streets
Emergency assembly area 2	Front gate 285 Main Street, Bairnsdale.

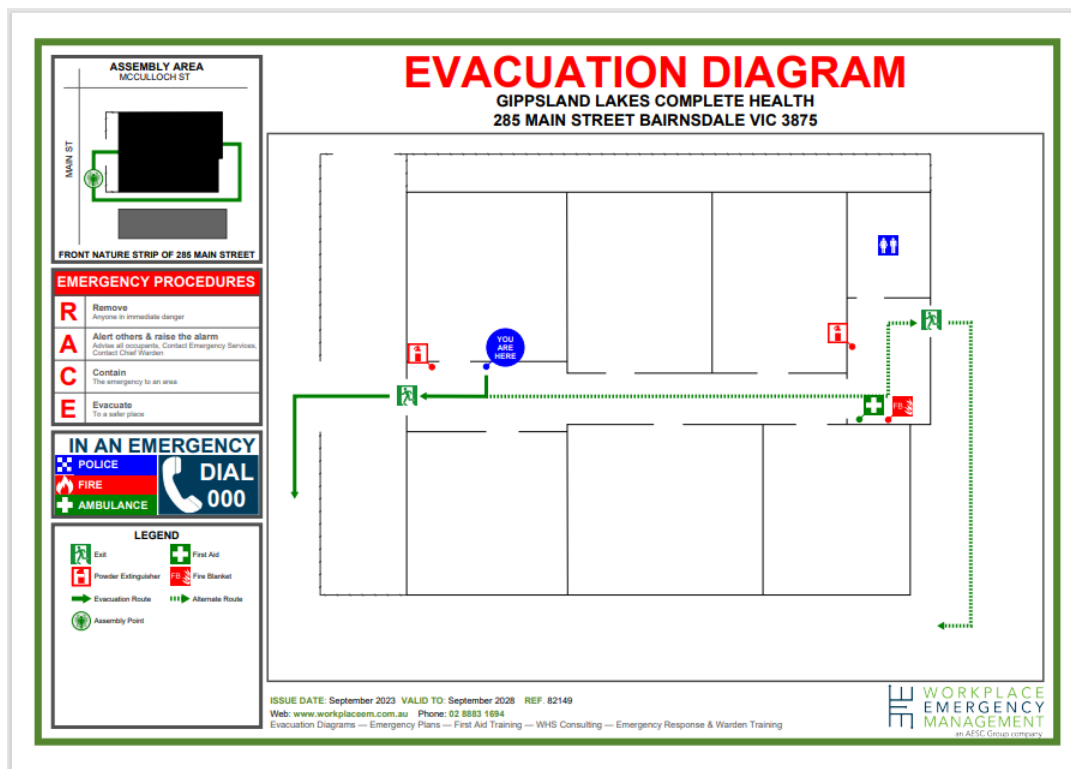
Incident Response Team Contacts

Bairnsdale		
Chief Warden	Shelly Wilde	5155 8300

Deputy Chief Warden	Customer Service	5152 0001
Communications Officer	Customer Service	5152 0001
First Aid Officer	Pauline Bommer / Bronwyn Kenny / Kim Patterson	0417 926 418 / 5152 0075 / 5152 0052

Evacuation Diagram examples below for Bairnsdale. For a full suite of Evacuation maps for Bairnsdale see Site Map's folder in Emergency Box.





Transport

Bairnsdale is a major regional hub. During an emergency, roads coming in and going out of Bairnsdale may be closed. The preference is to stay off the road for personal safety and the safety of others. If essential transport is required to move people or supplies, Gippsland Lakes Complete Health at Bairnsdale has a fleet of 32 vehicles. The fleet vehicles may be available for transport of people and supplies subject to approval from authorities and can be booked through GLORIA.

Road Closures- Bairnsdale

If a road is closed obey the directions provided. Check the VICROADS website <https://traffic.vicroads.vic.gov.au/> or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed in the Road Access Table.

Road Access Table

Responsibility and Authority	Road Access Level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted- Level B Essential services assessment	Emergency Services Safety Assessment Teams Residents and business owners (at the discretion of the incident controller)
	Authorised- Level C Residents, Media, Recovery services, B Access	Level B plus: Residents Business owners Recovery and relief services Council/VicRoads Accredited media
Road Authority	Authorised- Level D Level C Access, others authorised	Levels B & C plus: Road owners Employees Persons bringing supplies for people/animals
	Road Open	Open to all

Lakes Entrance Local Incident Management Plan- Community Information Booklet Page 17

Bairnsdale

The Mitchell River flows from the southern slopes of the Great Dividing Range, wrapping around the north and eastern boundaries of the Bairnsdale township before flowing into Jones Bay (the Gippsland Lakes) via the silt jetties.

Four townships/settlements lie on the eastern side of the Mitchell River: Wy Yung, Lucknow, Eastwood, and Bairnsdale East.

Flooding from the Mitchell River occurs regularly in this region (roughly once every few years) and at various levels. When this occurs, there is a risk to public safety from deep waters, road closures, damage to agricultural assets and financial impacts to landowners.

Floodwaters can greatly increase travel times for residents moving through Bairnsdale where main access routes are cut and become unsafe for travel. Key features of the Bairnsdale community which sustain impacts during a flood include:

- Princess Highway and Bullumwaal Road (the linkages between settlements),

- Picnic Point farms, Howitt Park,
- Wy Yung Football Oval,
- Bairnsdale Riverside Caravan Park,
- Bairnsdale Skate Park (Davison Oval).

Are you at risk of flood?

You may be at risk of being impacted by a flood in Bairnsdale if you live or work at a property situated low in the floodplain, or you require access through a road/bridge which is located near the river or low-lying floodplain. Even areas far from the river may be at risk if the flood is large enough to cause significant flooding.

You should familiarise yourself with the following map and read further to understand key roads and areas which may be impacted. Not every road or property can be listed, and it is important to be aware of your surroundings whenever the Bureau of Meteorology or VICSES have issued a flood warning.

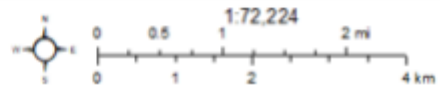
- The local Bairnsdale streamflow gauge will help you understand what areas may be impacted by floodwaters during an event. In general, you may have between 5 and 9 hours of warning time for peak flood waters to reach from the Glenaladale gauging station to Bairnsdale.
- The Mitchell River bends around Bairnsdale and first breaks its banks at low-lying areas such as the Wy Yung Football oval, along the Mitchell River Walking Track, and at the east-end of Macleod St.
- During moderate to major events, access to the Lind Bridge may be lost along Bullumwaal and Pound Swamp Hill Rd.
- Floods measuring more than 6.8meters on the Bairnsdale gauge may cut access along Paynesville Rd, downstream from the Princes Highway bridge.
- For larger and less frequent floods greater than 8.2 meters on the Bairnsdale gauge access along the Princes Highway Bridge at Bairnsdale may be lost due to flooding of the roads on approach to the bridge.

The land around Bairnsdale has a history of flooding, including in 1990, 1998, 2007, and 2016, and several smaller events in between. A 'major' event occurs at or above 6.5 m on the Bairnsdale gauge and a 1% event measures 8.2 m. In 1998, the flood measured 7.7 m. This flood caused over \$78 million in damages and claimed one life. No two floods are the same, floods like this or worse could occur again. If you live in a low-lying area, you may be at risk of flooding or need to detour around flooded areas. Knowing what to do can save your life and help protect your property.

The below map shows the areas expected to flood during a 1% flood event, along the Mitchell River. A 1% flood means that there is a 1% chance of a flood of this size occurring in any given year. The 1% reads as 9.3m at Glenaladale and 8.2m on the Bairnsdale gauge and is slightly larger than the 2007 flood



Mitc19RvExtentARI100



Mitchell River flood levels at the Glenaladale and Bairnsdale gauging stations

When the Bureau of Meteorology (BoM) issues Flood Warnings they include a prediction of the flood height at the Glenaladale and Bairnsdale gauge. While no two floods are the same, the following table can give you an indication of what you could expect in your area when water levels reach certain heights at this gauge, including when your access may be cut off and when property may be affected. The level of a flood event is shown on the left column, followed by the Glenaladale and Bairnsdale gauge heights.

The below table does not describe impacts for all events or flooding larger than a 1% event. It is important to monitor local gauges to guide your response to potential flooding. This can be done by going to http://www.bom.gov.au/vic/flood/east_gippsland.shtml.

Flood Event	Height in Metres		Impact Level
	Glenaladale	Bairnsdale	
MINOR	3.0	4.0	
MODERATE	4.5	5.5	
50%	3.9	5.6	Some low wetlands and floodplain inundated from Hillside through to the Jones Bay.
20%	5.4	6.5	Bullumwaal Road Reserve (Wy Yung Sporting Ground) inundated to significant depths. Clubroom access may be limited. Flooding at western area of Howitt Park. Bullumwaal and Pound Swamp Hill Roads inundated.
MAJOR	5.5	6.5	
JUL 2016	6.3		Region wide damages ~\$4.8 million. 150 farms affected; losses include about 100 stock, at least 20 km of boundary fencing, about 40 tonnes of stored fodder, 40 ha of crop, two farm sheds and four irrigation pumps
10%	6.4	6.8	Shallow flooding in the Bairnsdale Riverside caravan park and Davison Oval. Flooding around the east-end of Macleod St, and south along Paynesville Rd and Suding Rd. Some houses along Paynesville Road may be isolated. Robb St at risk of a breakout occurring south of Patricia St
5%	7.3	7.1	Bairnsdale Riverside caravan park completely inundated to depths greater than in a 10% AEP event. Wider breakouts from Mitchell River to the west over Paynesville Road and to the east toward Jones Bay. Flooding and isolation of Residential properties associated with these breakouts
JUN 2012	7.4		Region wide damages ~\$17 million
APR 1990	7.6		Region wide damages ~\$20 million, 46 homes inundated in Bairnsdale, 1 loss of life
JUN 1998	7.9	7.7	Region wide damages ~\$78 million, one loss of life

JUN 2007	8.3		Region wide damages ~\$116 million; 1000 homes, 700 primary producers and 200 businesses impacted region wide
2%	8.4	7.7	Deeper and wider reach of flooding throughout the floodplain
1%	9.3	8.2	Flooding of the eastern approach to Princes Hwy bridge. Flood levels at 1% AEP or greater may isolate eastern towns (Wy Yung, Eastwood, and East Bairnsdale) from Bairnsdale. Additional breakouts across Riverbank East Rd, downstream from Bairnsdale, flowing east into Jones Bay



Bairnsdale streamflow gauge.

Staying Informed and Further Information

■ Current warnings (VicEmergency)	emergency.vic.gov.au	1800 226 226
■ Bureau of Meteorology (BoM)	bom.gov.au/vic/warnings	1300 659 217
■ VicRoads Traffic	traffic.vicroads.vic.gov.au	
■ Emergency Broadcasters	ABC Gippsland 828AM SKY NEWS Television	Life-threatening Emergency 000
■ VICSES Social Media	facebook.com/vicses twitter.com/vicsesnews	
■ Preparing for Flood Emergencies	ses.vic.gov.au/get-ready	
■ Creating an Emergency Plan	redcross.org.au/prepare	
■ East Gippsland Catchment Management Authority	egcma.com.au	(03) 5152 0600
■ East Gippsland Shire Council	eastgippsland.vic.gov.au	(03) 5153 9500
■ National Relay Service NRS	relayservice.gov.au	

Bureau of Meteorology Warnings

Warnings are issued by the Bureau of Meteorology (BoM) to tell people about possible flooding.

A Flood Watch means there is a developing weather pattern that might cause floods in one or two days. This service covers the whole state.

A Flood Warning means flooding is about to happen or is already happening.




There are:

Minor

Moderate

Major flood warnings

This service is only available where flood warning systems are in place.







 A Minor Flood Warning means floodwater can:	 A Moderate Flood Warning means floodwater can:	 A Major Flood Warning means floodwater can:
Spill over river banks and cover nearby low lying areas.	Spill over river banks and cover larger areas of land.	Cause widespread flooding.
Come up through drains in nearby streets.	Reach above floor levels in some houses and buildings.	Many houses and businesses are inundated above floor level.
Require the removal of stock in some cases.	Require evacuation in some areas.	Cause properties and whole areas to be isolated by water.
Cover riverside camping areas and affect some low-lying caravan parks.	Affect traffic routes.	Closes major roads and rail routes.
Cover minor roads paths, tracks and low level bridges.	Require the removal of stock in rural areas.	Require many evacuations.
Affect backyards and buildings below floor level.		Affect utility services (power, water, sewage etc).

Flash Flooding

Flash Flooding can occur quickly due to heavy rainfall. You may not receive an official warning.

Stay informed- monitor weather warnings, forecasts and river levels at the BoM website and warnings through VicEmergency.

VICSES Warnings: VICSES utilises the VicEmergency app, website, and hotline to distribute flood warnings and emergency information in Victoria. Communities can also access this information through our social media channels and emergency broadcasters. VICSES warnings aim to provide you with as much information to help you make good decisions to protect yourself and your family and your workplace. The warning level is based on severity, conditions, and the likelihood that the emergency could impact on the community.

WARNING LEVELS	
	EMERGENCY WARNING You are in imminent danger and need to take action immediately. You will be impacted. A Major flood warning usually fits into this category
	WARNING (WATCH AND ACT) An emergency is developing nearby. You need to take action now to protect yourself and others. A Moderate flood warning usually fits into this category.
	ADVICE An incident is occurring or has occurred in the area. Access information and monitor conditions. Can also be used as a notification that activity in the area has subsided and is no longer a danger to you. A Minor flood warning or Flood Watch usually fits into this category.
ADDITIONAL MESSAGES	
	PREPARE TO EVACUATE/ EVACUATE NOW An evacuation is recommended or procedures are in place to evacuate.
	COMMUNITY INFORMATION A newsletter containing updates for communities affected by an emergency. Can also be used as a notification that an incident has occurred but there is no threat to community.
	EMERGENCY ALERT During some emergencies, we may alert communities by sounding a local siren, or by sending an SMS to mobile phones or a voice message to landlines.

Before a flood

- Check if your business is subject to flooding. For more information, contact East Gippsland Shire.
- Review this emergency management plan.
- Check if you could be cut off by floodwater.
- Know the safest way to go for employees leaving the property and plan an alternative route.
- Check insurance policies to ensure your equipment, property and business are covered for flood damage.
- Keep a list of emergency numbers near the telephone.
- Check the emergency kit for expired items.
- Stay alert for weather warnings and heavy rainfall. When a flood is likely
- Act. Follow your emergency plan.
- Listen to the radio for information and advice.
- Stack possessions on benches and tables with electrical goods in the highest places.
- Anchor objects that are likely to float and cause damage.
- Move rubbish bins, chemicals, and poisons to the highest place.
- Put important papers, valuables, photos, and other special personal items into your emergency kit.
- Raise stock, business records and equipment onto benches and tables.
- If you are likely to be isolated, have enough food, drinking water, medicine, fuel and other needs to last at least three days.

Preparing for Flood– - [Emergency Contact and Flood Preparation Checklist – Appendices - Forms.](#)

Evacuation During a flood.

Police, SES, and other emergency service providers may advise you to evacuate to keep you safe. It is important that you follow this advice.

There are **two** types of evacuation notices that may be issued via your emergency broadcaster during a flood:

Prepare to evacuate – means you should act quickly and take immediate action to protect your life and property. Be ready to leave your property.

Evacuate immediately – you must leave immediately as there is a risk to lives. You may only have minutes to evacuate in a flash flooding situation. Do not return to your workplace until you are sure it is safe to do so. You do not need to wait to be told to evacuate.

During a flood

When flooding has begun:

- Never drive, ride, swim, or walk-through floodwater.
- Floodwater can be deeper than you think and can hide damaged roads and bridges. Floodwater is dirty, dangerous, and deadly.
- Tune in to your emergency broadcasters: ABC Local Radio, Commercial Radio, designated Community Radio Stations, and SKY NEWS Television.
- In life-threatening emergencies, call Triple Zero (000).
- For SES emergency assistance during floods and storms call 132 500.
- Stay away from all waterways including drains and culverts.
- Stay away from fallen powerlines as electricity travels easily through water.
- Be aware that animals such as snakes, rats, spiders, and other pests may be on the move during a flood. These animals can come into houses and other buildings or hide around sandbags.
- Keep in contact with neighbours.

When you leave early or evacuate:

- Try to leave as early as possible as roads can be closed by floodwater.
- Take the emergency kit
- Turn off the electricity, gas, and water as you leave.
- Go to a Relief Centre or to stay with friends or family in a non-flooded area.

If activated, Relief Centres can provide:

- Temporary accommodation
 - Financial help
 - Personal support
 - Drinks and meals
 - Basic clothing and personal needs
 - Assistance with contacting family and friends
- If you choose to shelter with a friend or relative, tell authorities where you are staying.

Be prepared to leave early.

After a flood

- Flood dangers do not end when the water begins to fall. To make sure you stay safe:
- Keep listening to local emergency broadcasters.
- Do not return home until you are sure that it is safe. Once you return to your home:
- Investigate the structural safety of your building.
- Drink bottled water or boil all drinking water until advised that the water supply is safe.
- Throw away any food or medicines that may have been in contact with floodwater or affected by power outages.
- When entering a building, use a torch to light your way. Never use matches or cigarette lighters as there may be gas inside.
- Keep the electricity and gas off until checked and tested by a professional.
- Take photographs of all damage for insurance.
- Clean your home straight away to prevent disease.

Severe Thunderstorm Warnings

Thunderstorms are classified as severe when there is potential to cause significant localised damage through wind gusts, large hail, tornadoes, or flash flooding.

Severe Thunderstorm Warnings are issued to the community by BoM.

Severe Weather Warnings These warnings are issued to the community by BoM when severe weather is expected that is not directly related to severe thunderstorms or bushfires.

Examples of severe weather include damaging winds and flash flooding.

Community Information:

If you are Isolated in Bairnsdale and ordered to evacuate, monitor Vic emergency app and ABC news for the address of the Emergency Assembly site.



Nowa Nowa Campus Specific Information

The Emergency Kit is store at Reception in the Cupboard

[The Emergency Kit Checklist- See Appendices - Forms.](#)

(AED Location Front Door)

General Information	
Service Name	Gippsland Lakes Complete Health. Nowa Nowa campus
Physical Address	6 Bridge Street, Nowa Nowa VIC 3887
Operating Days	Monday & Wednesday. Thursday community group
Operating Hours	0830-1300
Phone	51558300
Email	Hello@glch.org.au
Fax	Unknown
Website	Glch.org.au
Number of buildings/sites	2
Relocation Location / address and phone number	Gippsland Lakes Complete Health. Lakes Entrance campus 18-26 Jemmeson St Lakes Entrance 3909 51558300
Number of service users	1
Total Number of Staff	3
Methods used for communications to our service's community	Local newsletter

Building information summary

Fire suppression systems	
System	Area/Location
Fire extinguisher x 2	Front Foyer. SES Hallway
Fire blanket	Kitchen
Emergency fire break glass	Near rear toilets

Alarms			
Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Nil		
Intruder:	Procedure Room	Chubb monitoring	Consult room 1
Other:	Internal duress.	Internal monitoring	Kitchen

	Reception, 3 Consult rooms		
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Communication systems

Type	Location	Switch locations
Emergency lighting	Throughout hallways	Switchboard
Emergency Exit signs	All external doors Middle passage	Switchboard
Power supply	Nil	
Communications	Mobile phones	As per procedure

Building and site hazards

Hazard Description	Location
Cleaning chemicals	Safety Data Sheets – Cleaners' Store, GLCH Chemical Register .

Responding to an emergency

In case of an emergency

Always call 000 (triple zero) if there is an immediate danger to life

Convene your Incident Management Team.

Notify DFFH Gippsland Division on 1800 309 916 if the emergency results in changes to service delivery, and again when normal services have resumed.

If Gippsland Lakes Complete Health facilities are unusable due to flood, fire, or storm damage, contact 1300 650 172 (24hours a day 7 days a week)

Key organisational roles

Key Roles	Name	Phone	Phone (After Hours)	Mobile
Approved Provider or Person with Management or Control Representative	Anne -Maree Kaser	0417 102 922	0417 102 922	0417 102 922
Responsible Person / Primary Nominee	Kathy Dickinson	0437 559 197	0437 559 197	0437 559 197
First Aid Officer	Cheryl Bush	51558356	5156 4613	51558356
OHS Representative	Paul Hopkins	0419 663 655	0419 663 655	0419 663 655
OHS Advisor	Chris Lonergan	0410 004 363	0410 004 363	0410 004 363
Bulk Messaging System Operator (e.g., SMS)	Jeremy Stewart	0488 365 312	0488 365 312	0488 365 312

Key organisational and DFFH contacts

Position	Name	Phone	Mobile
Emergency Evacuation / relocation contacts	DFFH Gippsland	1800 309 916	
DFFH Program and Service Advisor	Kathy Dickinson to contact DFFH	0437 559 197	0437 559 197

Local / other organisations contacts

Organisation	Name	Phone	Location/address
Service's evacuation location/relocation	Nowa Nowa - relocate to Lakes Entrance	(03) 5155 8300 Emergency Phone:	18-28 Jemmeson Street Lakes Entrance 3909

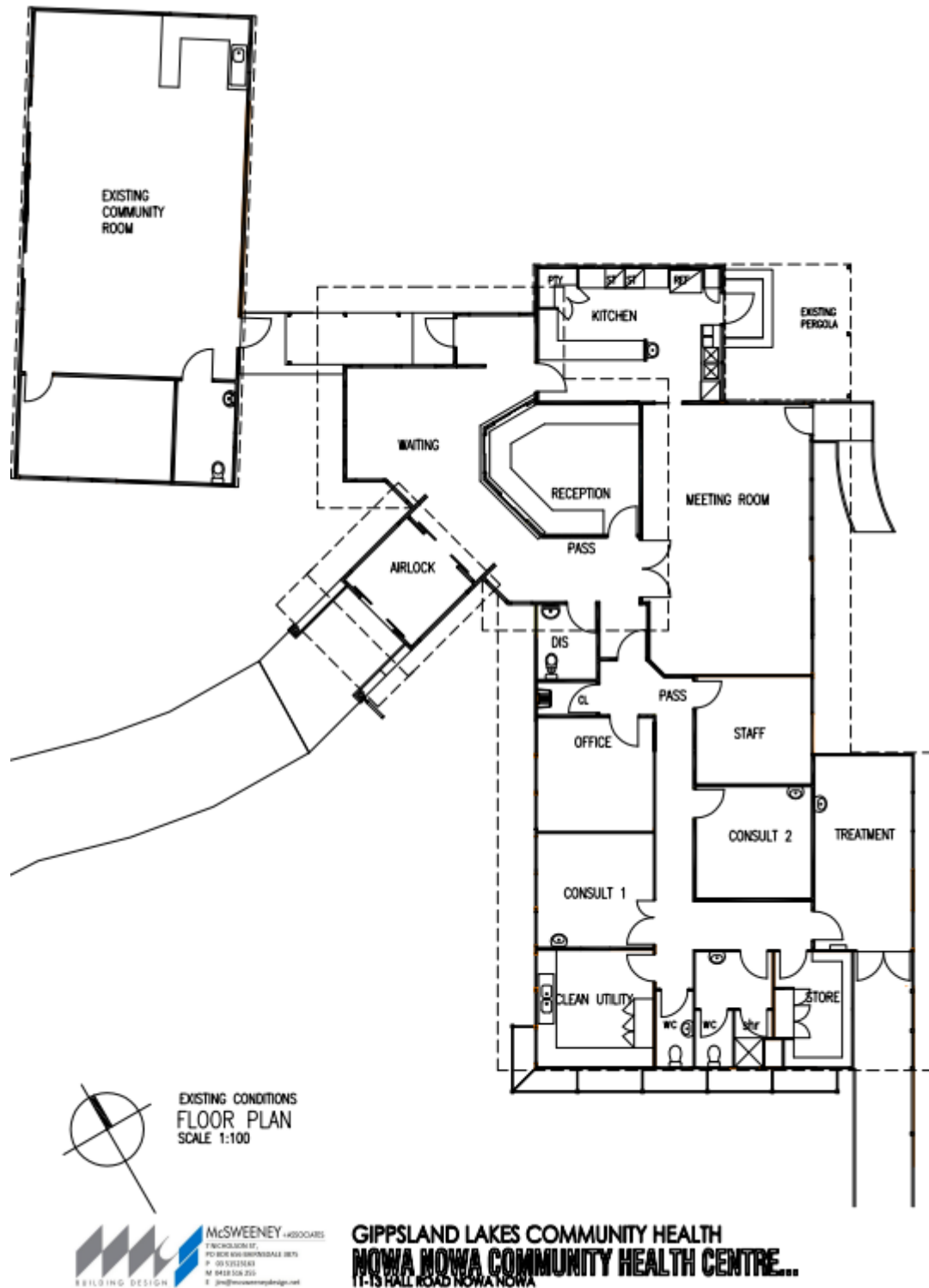
Police	Bairnsdale Open 24 Hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
	Bruthen – Not open 24 Hours	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Lakes Entrance Not open 24 Hours	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Nowa Nowa Use Bruthen Police	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
Hospital/s	Bairnsdale Hospital 24 Hours		122 Day Street Bairnsdale VIC 3875
Gas Emergency		1800 819 783	
Electricity	Ausnet	131 799	
Water Corporation East Gippsland Water	8.30-5pm Mon - Friday	(03) 5150 4444	133 Macleod Street Bairnsdale
	General Enquiries 8.30-5pm Mon- Friday	1800 671 841 Fax: (03) 5150 4477	133 Macleod Street Bairnsdale
	24 Hour – Report service faults, service difficulties and wastewater emergencies	1300 134 202	
Interpreter Service	24 Hours Australia Wide	131 450	
	Free Interpreting Service enquiries about free services	1300 575 847	
Facility Plumber	Lakes Entrance & Bairnsdale: Inlet Plumbing Bairnsdale:	0428 583 219	
Facility Electrician	Lakes Entrance Electrical Hodak Automotive	0418 839 589 (03) 5155 2722	
Local Government	East Gippsland Shire Council	03 5153 9500	273 Main Street

		Free call 1300 555 886	Bairnsdale Vic 3875 Mon – Fri 8.30 – 5.00pm
Waste	East Gippsland Water	1300 134 202	
	Tambo Waste	1300 131 807	
	Med X Waste Disposal	1300 116 339	
Critical Plant	Bairnsdale Refrigeration Airconditioning (BRAC)	(03) 5152 2749	
	Pharmacy Fridges- Ben O'Connor	0428 583 219	
	Inlet Plumbing	0428 583 219	
Information Technology	Telstra Support Network	1800 815 851	
	Telstra TIPT Faults	1800 287 289	
Vic Emergency	24 Hour	1800 226 226	
SES Victoria	Headquarters	132 500	168 Stuart St Southbank Vic 3006
CFA	Headquarters	(03) 9262 8444	8 Lakeside Dr Burwood Vic 3151
WorkSafe Victoria	Emergency 24 Hr	132 360	
	Advisor 7.30am – 6.30pm Monday - Friday	1800 136 089	1 Malop Street Geelong Vic 3220
Incident Response Team Contacts			
Nowa Nowa			
Chief Warden	Wayne Dahan	5155 8337 0459 394 533	
Deputy Chief Warden	Customer Service	5155 7501	
Communications Officer	Customer Service	5155 7501	
First Aid Officer	Medical personnel		

Emergency Assembly area

Emergency assembly area 1	Grass area beside the building near the car park
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Evacuation Diagrams



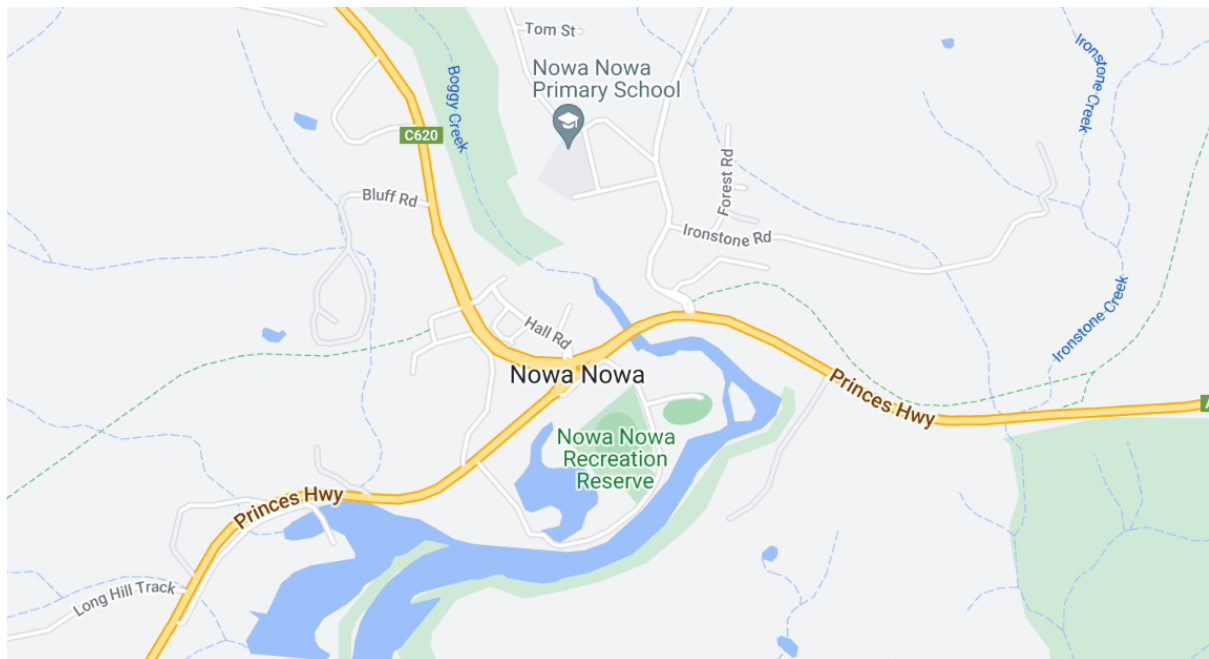
Transport Nowa Nowa

The Gippsland Lakes Complete Health Campus at Nowa Nowa opening hours: Monday & Wednesday 9am – 1pm

Gippsland Lakes Complete Health Nowa Nowa Campus is surrounded by heavily forested areas and access to Bairnsdale and Lakes Entrance may be restricted. During an emergency, the preference is to stay off the road for personal safety and the safety of others.

Road Closures

If a road is closed obey the directions provided. Check the VICROADS website <https://traffic.vicroads.vic.gov.au/> or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed in the Road Access Table below.



Road Access Table

Responsibility and Authority	Road Access Level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted- Level B Essential services assessment	Emergency Services Safety Assessment Teams Residents and business owners (at the discretion of the incident controller)
	Authorised- Level C Residents, Media, Recovery services, B Access	Level B plus: Residents Business owners Recovery and relief services Council/VicRoads Accredited media
Road Authority	Authorised- Level D Level C Access, others authorised	Levels B & C plus: Road owners Employees Persons bringing supplies for people/animals
	Road Open	Open to all

Local Incident Management Plan NOWA NOWA

This plan is developed by community to ensure residents and visitors know where to go, what to take and what to expect if a major incident affects the area
INFORMATION ABOUT WHAT TO DO DURING A LOCAL INCIDENT, FIRE, FLOOD, STORM, ETC.

PHONE NUMBERS

Police, Fire, Ambulance
000

VicEmergency Hotline
1800 226 226

Regional Roads Victoria
13 37 78

State Emergency Service
13 25 00

Hearing Impaired, call text phone
TTY 1800 555 630 or SMS 0416 001 350

East Gippsland Shire Council
1300 555 886 / 5153 9500

UHF
Channel 40

INFORMATION
Nowa Nowa General Store
Nowa Nowa Hotel
Nowa Nowa Camping Park-
Mingling Waters

GET READY NOW
Develop a personal / family incident plan - Practice your plan - Understand the risks
Pack an 'Emergency Kit' including items from 'What to Take'
Prepare your house
Make sure your vehicle has fuel
IF YOUR PLAN FAILS

WHAT TO WEAR
FIRE
Natural fibre (wool or cotton), long sleeve top and long pants, solid footwear (leather), wide brimmed hat, smoke mask, goggles, leather gloves, towel
FLOOD
Solid footwear (leather), warm clothing, wet weather

PUBLICATIONS
CFA - Fire Ready Plan
SES - Emergency Toolkit
Red Cross - Emergency REDIPlan
Facebook CFA, SES, DELWP
Smart Phone / tablet - ABC App (free)
VicEmergency App

WHEN TO LEAVE
When you hear that an incident is impacting or will impact on the Omeo District
When advised by **CFA, DELWP, SES, Victoria Police** or local radio
When leaving your home, close all windows and doors, close curtains, drapes, blinds, turn off lights, gas and appliance
LEAVE EARLY

WHAT TO TAKE
Essential clothing, photos, personal items, woollen blanket, food and drinking water
Prescriptions and medications for 7 days / toiletries for 3 days
Documents - photographs, passport, titles, bank accounts, birth, marriage and insurance certificates
Mobiles, charger, portable radio, torch and batteries
Pets are owners responsibility (food, leads, cages, bowls)

WHAT TO EXPECT
Limited visibility during fires or storms
Limited or restricted access into and/or out of Omeo area
Assembly area will be crowded and you may receive directions from authorities
Loss of power and telephone communications
Do not rely on electricity supply for fire fighting purposes.
Remember, cordless telephones rely on power which may be unavailable
Do not drive in smoke, flood waters

WEBSITES
VicEmergency (Information)
www.emergency.vic.gov.au

Regional Roads Victoria (traffic information)
www.vicroads.vic.gov.au

ABC (news / alerts)
www.abc.net.au/emergency

East Gippsland Shire Council
www.eastgippsland.vic.gov.au

Bureau of Meteorology (weather)
www.bom.gov.au

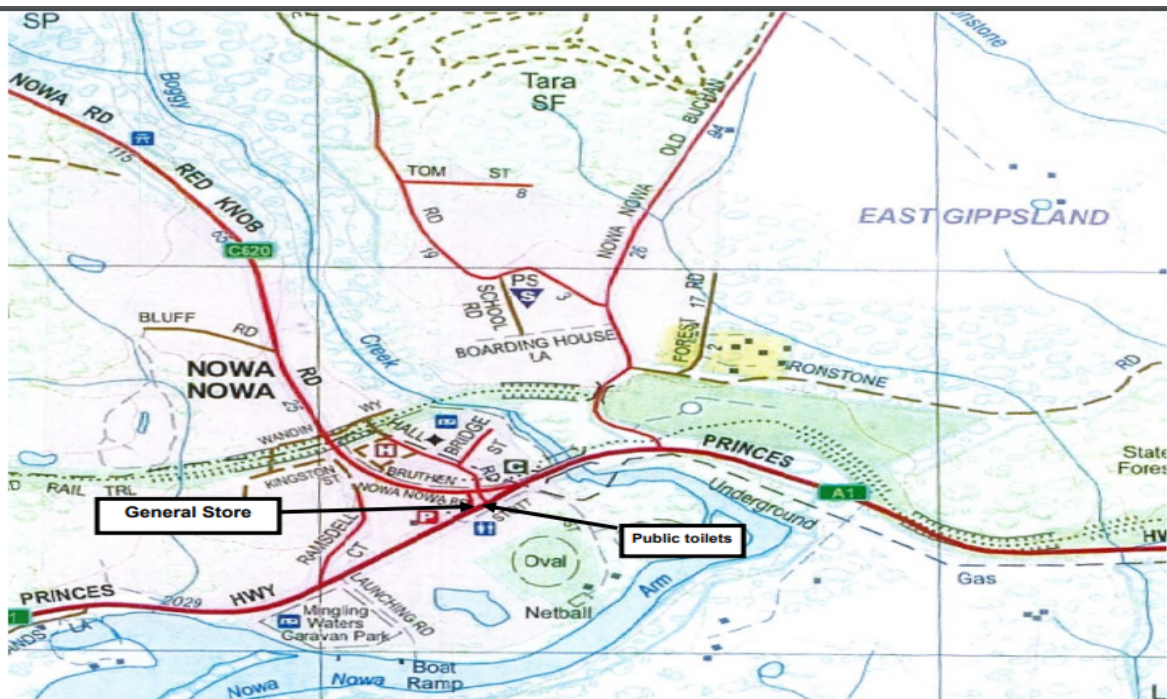
Local radio for Emergency Warnings
ABC Local (AM) - 828
ABC Local (FM) - 100.7, 97.1
ABC Radio National (FM) - 106.3, 98.7, 99.7, 103.5
3TR (FM) - 99.9
REG (FM) - 105.5, 90.7

THERE IS NO DESIGNATED ASSEMBLY AREA FOR NOWA NOWA

WATCH AND ACT' warnings may tell communities to activate their LIMP

EMERGENCY WARNINGS
Poor reception areas - Melbourne ABC radio available via your satellite television system (VAST) using the remote Radio/TV button

May 2021/BM



Nowa Nowa— Local Incident Management Plan

1/BM



Bruthen Campus Specific Information

The Emergency Kit is located at: Reception

[Emergency Kit Checklist – See Appendices - Forms.](#)

The AED (Defibrillator is located at Reception)

General Information	
Service Name	Gippsland Lakes Complete Health. Bruthen campus
Physical Address	51 Main St Bruthen
Operating Days	Monday and Wednesday
Operating Hours	0800-1200
Phone	51558300
Email	hello@Gippsland Lakes Complete Health.org.au
Fax	
Website	<u>Quality Health & Wellbeing Services Gippsland Lakes Complete Health (Gippsland Lakes Complete Health.org.au)</u>
Number of buildings/sites	One
Relocation Location / address and phone number	Gippsland Lakes Complete Health. Bairnsdale campus 281 Main Street Bairnsdale 3875 03 5152 0001
Number of service users	1 Bruthen Neighbourhood House
Total Number of Staff2 - 3 Gippsland Lakes Complete Health staff	
Methods used for communications to our service's community	Local newsletter "Tambo Rambler"

Other services / users of facilities	
Service / User's Name	Bruthen Neighbourhood House
Location	51 Main St Bruthen
Service user / Visitor Numbers	Unknown
Operating Hours/Days	Variable
Emergency Contact Name	Joe Ciemcioch
Phone Number	0497 544 490 <u>info.bdnh@aussiebb.com.au</u>
Mobile Number	0497 544 490

Fire suppression systems

System	Area/Location
Fire extinguisher x 2	Front Foyer. SES Hallway
Fire blanket	Kitchen
Emergency fire break glass	Near rear toilets

Alarms			
Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Nil		
Intruder:	Procedure Room	Chubb monitoring	Consult room 1
Other: [e.g. duress alarm]	Internal duress. Reception, 3 Consult rooms	Internal monitoring	Kitchen

Utilities			
Utilities	Location	Service provider	Location of Shut-off Instructions
Gas / Propane:	Nil All electric		
Water:	TBC	East Gippsland Water Account no 13-0645-0950-01-5	TBC
Electricity:	TBC	Momentum Health Account No 1413235 NMI 63053648672 Meter Number 4409568	TBC

Communication systems

Type	Location	Switch locations
Emergency lighting	Throughout hallways	Switchboard
Emergency Exit signs	All external doors Middle passage	Switchboard
Power supply	Nil	
Communications	Mobile phones	As per procedure

Responding to an Emergency

In case of an Emergency

Always call 000 (triple zero) if there is an immediate danger to life

Convene your Incident Management Team.

Notify DFFH Gippsland Division on 1800 309 916 if the emergency results in changes to service delivery, and again when normal services have resumed.

If Gippsland Lakes Complete Health facilities are unusable due to flood, fire, or storm damage, contact 1300 650 172 (24hours a day 7 days a week)

Key organisational roles

Key Roles	Name	Phone	Phone (After Hours)	Mobile
Approved Provider or Person with Management or Control Representative	Anne -Maree Kaser	0417 102 922	0417 102 922	0417 102 922
Responsible Person / Primary Nominee	Kathy Dickinson	0437 559 197	0437 559 197	0437 559 197
First Aid Officer	Cheryl Bush	51558356	5156 4613	51558356
OHS Representative	Paul Hopkins	0419 663 655	0419 663 655	0419 663 655
OHS Advisor	Chris Lonergan	0410 004 363	0410 004 363	0410 004 363
Bulk Messaging System Operator (e.g., SMS)	Jeremy Stewart	0488 365 312	0488 365 312	0488 365 312

Key organisational and DFFH contacts

Position	Name	Phone	Mobile
Emergency Evacuation / relocation contacts	DFFH Gippsland	1800 309 916	
DFFH Program and Service Advisor	Kathy Dickinson to contact DFFH	0437 559 197	0437 559 197

Local / other organisations contacts

Organisation	Name	Phone	Location/address
Service's evacuation location number	Bruthen -relocate to Bairnsdale	(03) 5155 8300 Emergency Phone:	Gippsland Lakes Complete Health Bairnsdale 281-285 Main Street Bairnsdale 3875
Police	Bairnsdale Open 24 Hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
	Bruthen – Not open 24 Hours	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
	Lakes Entrance Not open 24 Hours	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909

	Metung- Use Lakes Entrance Police	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Nowa Nowa Use Bruthen Police	(03) 5157 5221 (03) 5157 5640	45 Main Street Bruthen 3885
Hospital/s	Bairnsdale Hospital 24 Hours		122 Day Street Bairnsdale VIC 3875
Gas Emergency	Gas Emergency	1800 819 783	
Electricity	Ausnet	131 799	
Water Corporation East Gippsland Water	8.30-5pm Mon - Friday	(03) 5150 4444	133 Macleod Street Bairnsdale
	General Enquiries 8.30-5pm M–n - Friday	1800 671 841 Fax: (03) 5150 4477	133 Macleod Street Bairnsdale
	24 Hour – Report service faults, service difficulties and wastewater emergencies	1300 134 202	
Interpreter Service	24 Hours Australia Wide	131 450	
	Free Interpreting Service enquiries about free services	1300 575 847	
Facility Plumber	Lakes Entrance & Bairnsdale: Inlet Plumbing Bairnsdale:	0428 583 219	
Facility Electrician	Lakes Entrance Electrical Hodak Automotive	0418 839 589 (03) 5155 2722	
Local Government	East Gippsland Shire Council	03 5153 9500 Free call 1300 555 886	273 Main Street Bairnsdale Vic 3875 Mon – Fri 8.30 – 5.00pm
Waste	East Gippsland Water	1300 134 202	
	Tambo Waste	1300 131 807	
	Med X Waste Disposal	1300 116 339	

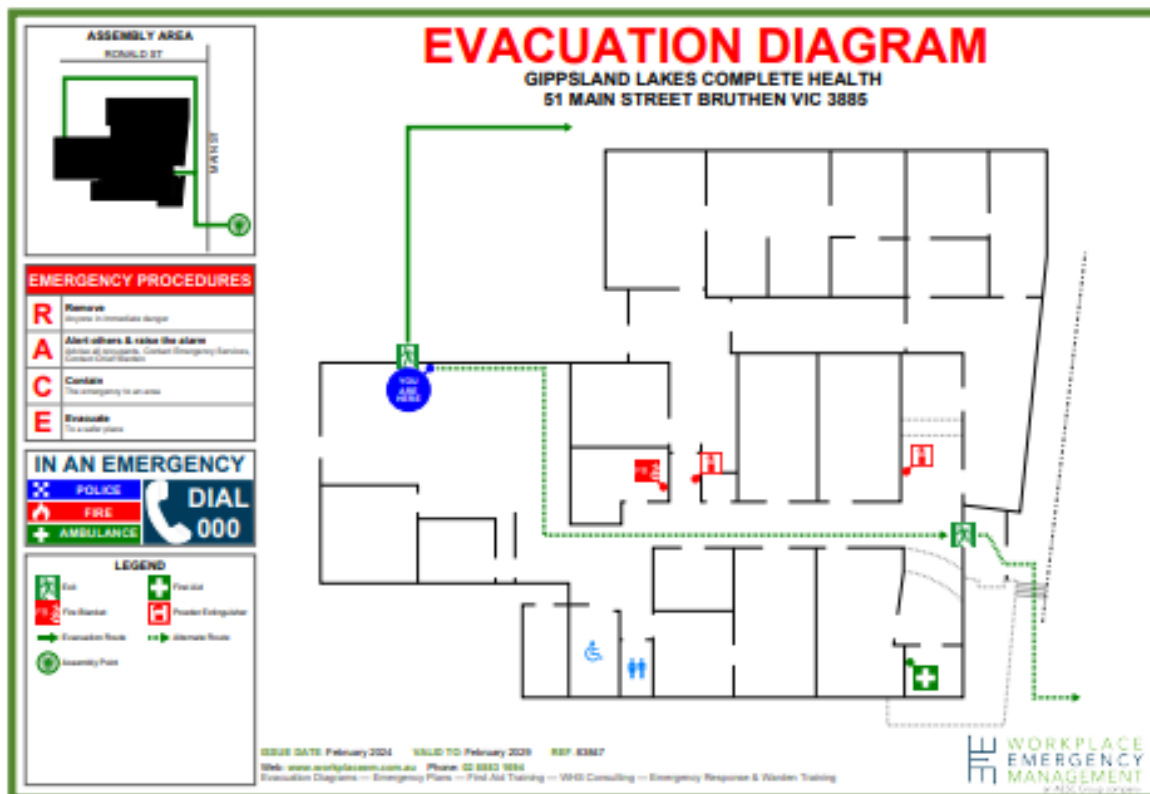
Critical Plant	Bairnsdale Refrigeration Airconditioning (BRAC)	(03) 5152 2749	
	Pharmacy Fridges- Ben O'Connor	0428 583 219	
	Inlet Plumbing	0428 583 219	
Information Technology	Telstra Support Network	1800 815 851	
	Telstra TIPT Faults	1800 287 289	
Vic Emergency	24 Hour	1800 226 226	
SES Victoria	Headquarters	132 500	168 Stuart St Southbank Vic 3006
CFA	Headquarters	(03) 9262 8444	8 Lakeside Dr Burwood Vic 3151
WorkSafe Victoria	Emergency 24 Hr	132 360	
	Advisor 7.30am – 6.30pm Monday - Friday	1800 136 089	1 Malop Street Geelong Vic 3220
Poisons Info Line		13 11 26	

Bruthen		
Chief Warden	Wayne Dahan	5155 8337 / 0459 394 533
Deputy Chief Warden	Customer Service	5162 5101
Communications Officer	Customer Service	5162 5101
First Aid Officer	Medical personnel	

Emergency Assembly area

Emergency assembly area 1	Grass area across the service road
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Evacuation Diagram



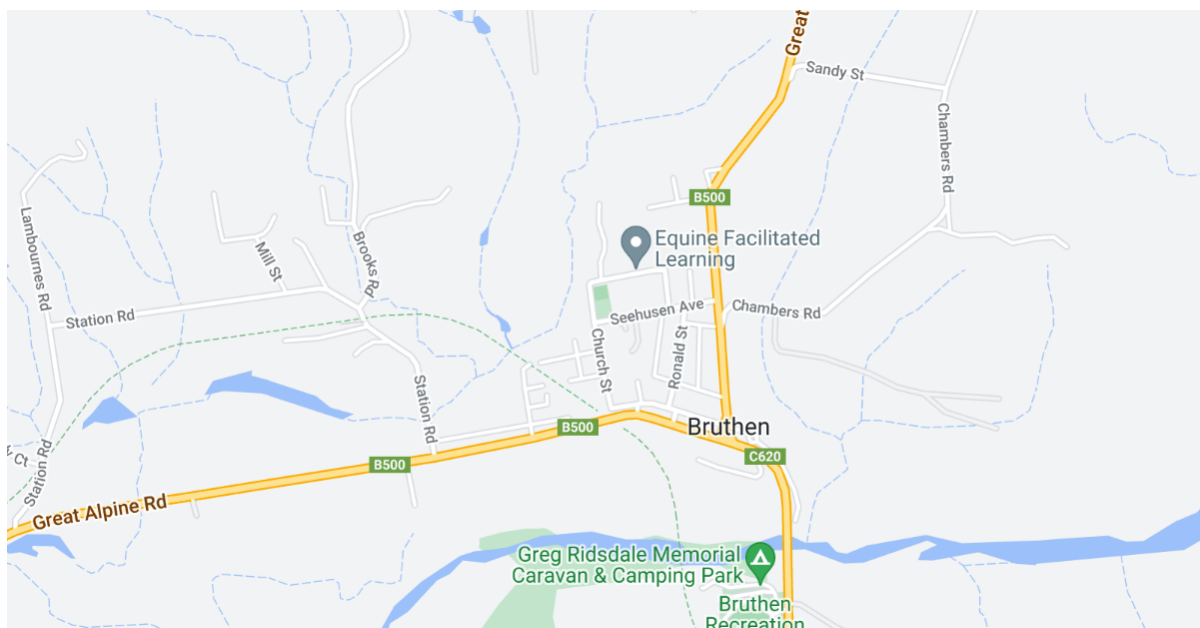
Transport Bruthen

The Gippsland Lakes Complete Health Campus at Bruthen is open Monday 8am – 12pm, Wednesday 8am – 12pm

Gippsland Lakes Complete Health Bruthen Campus is surrounded by heavily forested areas and access to Bairnsdale may be restricted. Gippsland Lakes Complete Health has access to 1 fleet vehicle, one of which is a 11-Seater Bus. During an emergency, the preference is to stay off the road for personal safety and the safety of others. If essential transport is required, the fleet vehicle may be available for transport of people and supplies subject to approval from management and authorities and can be booked through GLORIA.

Road Closures

If a road is closed obey the directions provided. Check the VICROADS website <https://traffic.vicroads.vic.gov.au/> or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed in the Road Access Table below.



Road Access Table

Responsibility and Authority	Road Access Level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted- Level B Essential services assessment	Emergency Services Safety Assessment Teams Residents and business owners (at the discretion of the incident controller)
	Authorised- Level C Residents, Media, Recovery services, B Access	Level B plus: Residents Business owners Recovery and relief services Council/VicRoads Accredited media
		Levels B & C plus:

Road Authority	Authorised- Level D Level C Access, others authorised	Road owners Employees Persons bringing supplies for people/animals
	Road Open	Open to all

Lakes Entrance Local Incident Management Plan- Community Information Booklet Page 17

Community Information

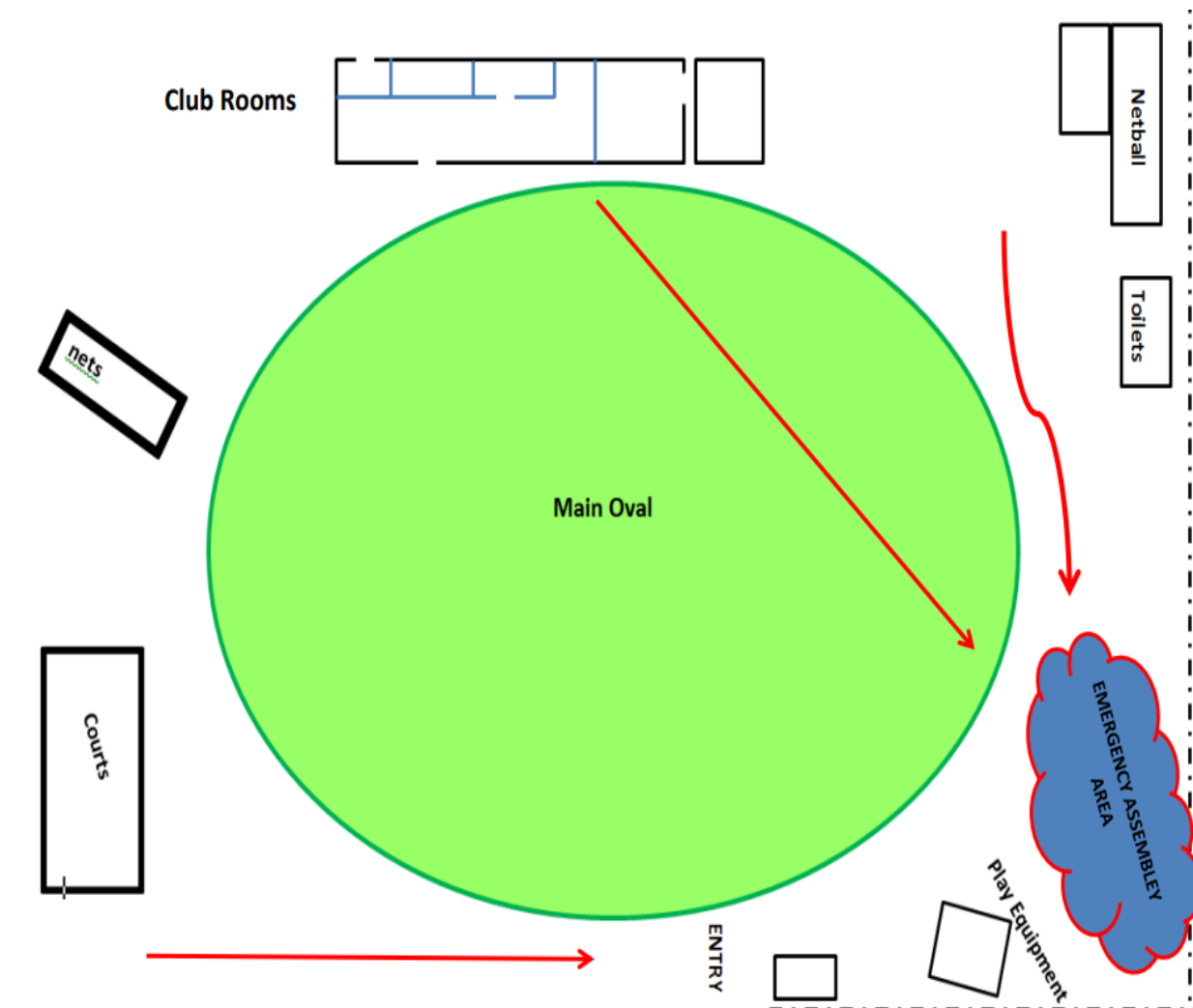
If staff are isolated in Bruthen during an emergency, follow the town Emergency Management Plans/procedures listed below.

Bruthen town emergency Evacuation Procedures

EMERGENCY EVACUATION PROCEDURES

DURING AN EMERGENCY, VERBAL INSTRUCTIONS WILL BE SHOUTED

1. Assist persons in immediate danger – ONLY IF SAFE TO DO SO.
2. Raise the alarm – Alert surrounding personnel (management of the club or hiring group concerned) and notify emergency services – CALL 000. address is: (Bruthen Recreation Reserve, Bruthen Nowa-Nowa Road, Bruthen – eg the Footy Oval, over the Tambo River Bridge at Bruthen).
3. Secure your valuables and close all windows & doors.
4. Gather your family/friends.
6. Proceed to the designated assembly area.
7. Remain in the assembly area until told it is safe to leave.
8. Emergency Assembly area is next to the Play Equipment. DO NOT TRY TO MOVE YOUR CAR UNLESS INSTRUCTED TO DO SO



INFORMATION ABOUT WHAT TO DO DURING A LOCAL INCIDENT, FIRE, FLOOD, STORM, ETC.

PHONE NUMBERS

Police, Fire, Ambulance
000

VicEmergency Hotline
1800 226 226

Regional Roads Victoria
13 11 70

State Emergency Service
13 25 00
Local 5158 0839

Hearing Impaired, call text phone
TTY 1800 122 969

East Gippsland Shire Council
1300 555 886 /
5153 9500

UHF
Channel 40

Bruthen Neighbourhood House
0497 544 490
info.bdnh@aussiebb.com.au

Monitor local radio for Emergency Warnings

ABC 103.6 FM
ABC 720 AM
3TR 99.9 FM
Reg 106.6 FM
90.7 FM

GET READY NOW

Develop a personal / family
incident plan - Practice your
plan - Understand the risks
Pack an 'Emergency Kit' in-
cluding items from 'What to
Take'

Prepare your house
Make sure your vehicle

WHAT TO WEAR

FIRE
Natural fibre (wool or
cotton), long sleeve top
and long pants, solid
footwear (leather), wide
brimmed hat, smoke
mask,
goggles, leather gloves,
towel

FLOOD
Solid footwear (leather),

PUBLICATIONS

CFA - Fire Ready Plan
SES - Emergency Toolkit
Red Cross - Emergency
REDiPlan
Facebook CFA, SES,
DELWP
Smart Phone / tablet - ABC

WHEN TO LEAVE

When you hear that an incident is impacting or
will impact on the Bruthen River District
When advised by **CFA, DELWP, SES,**
Victoria Police or local radio
When leaving your home, close all windows
and doors, close curtains, drapes, blinds, turn
off lights, gas and appliance

**GOTO DESIGNATED
ASSEMBLY AREA**
**Bruthen Mechanics Institute
Precinct**
Main Street, Bruthen

This is a designated 'Assembly Area'
during a local incident - Fire, Flood, Storm,
Accident etc.

**THIS IS NOT A REFUGE OR NEIGHBOUR-
HOOD SAFER PLACE LOCATION**

**'WATCH AND ACT' warnings may tell
communities to activate their LIMP**

EMERGENCY WARNINGS

Poor reception areas -
Melbourne ABC radio available via
your satellite television system (**VAST**)
using the remote Radio/TV button

WHAT TO TAKE

Essential clothing, photos,
personal items, woollen blan-
ket, food and drinking water
Prescriptions and medications
for 7 days / toiletries for 3 days
Documents - photographs,
passport, titles, bank ac-
counts, birth, marriage and
insurance certificates
Mobiles, charger, portable
radio, torch and batteries
Pets are owners responsi-
bility (food, leads, cages,
bowls)

IF LIMP IS ACTIVATED

WHAT TO EXPECT

Limited visibility during fires
or storms
Limited or restricted access into
and/or out of
Bruthen area
Assembly area will be crowd-
ed and you may receive direc-
tions from authorities
Loss of power and telephone
communications
Do not rely on electricity sup-
ply for fire fighting purposes.
Remember, cordless
telephones rely on power
which may be unavailable

WEBSITES

VicEmergency (Information)
www.emergency.vic.gov.au

Regional Roads Victoria
(traffic
information)
www.vicroads.vic.gov.au

ABC (news / alerts)
www.abc.net.au/emergency

East Gippsland Shire
Council
www.eastgippsland.vic.gov.au

Bureau
of Meteorology (weather)
www.bom.gov.au

RESPIRE, REFERRAL INFORMATION

If your looking for
somewhere to go for some
respite and information
Bruthen Neighbourhood
House
36 Main Street, Bruthen
Is open and welcomes
YOU





Metung Campus Specific Information

The Emergency Kit is stored at: Reception

[Emergency Kit Checklist – see Appendices - Forms.](#)

AED (defibrillator) location: Front Door

General Information	
Service Name	Gippsland Lakes Complete Health. Metung campus
Physical Address	Corner of Metung and Hardys Road Metung Vic 3904
Operating Days	Wednesdays. Podiatry & Medical Clinic
Operating Hours	0830-1700
Phone	51558300
Email	Hello@glch.org.au
Fax	Unknown
Website	Glch.org.au
Number of buildings/sites	One
Relocation Location / address and phone number	Gippsland Lakes Complete Health. Lakes Entrance campus 18-26 Jemmeson St Lakes Entrance 3909 51558300
Number of service users	3 Medical, Customer Service, Maternal Child Health
Total Number of Staff	3
Methods used for communications to our service's community	GLCH website, emails, mobile phones

Other services / users of facilities (if applicable)	
Service / User's Name	East Gippsland Skin Cancer Clinic Service User 1
Location	Corner of Metung and Hardys Road Metung Vic 3904
Service user / Visitor Numbers	2, Visitor numbers 6
Operating Hours/Days	Monday, Tuesday, Thursday & Friday
Emergency Contact Name	Dr Tom Alwyn
Phone Number	5100 7722
Fax Number	51007723

Building information summary

Fire suppression systems	
System	Area/Location
Fire extinguisher x 2	Front Foyer, waiting area
Fire blanket	Kitchen
Emergency fire break glass	Reception

Alarms			
Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Break glass reception	Nil	Reception
Intruder:	Hallway, waiting reception	Chubb monitoring	Consult room 1
Other:]	Internal duress. Reception, 2x Consult rooms 1x procedure room	Internal monitoring	Kitchen hallway

Utilities			
Utilities	Location	Service provider	Location of Shut-off Instructions
Gas / Propane:	Rear of building	ELGAS	Unknown
Water:			
Electricity:			

Communication systems		
Type	Location	Switch locations
Emergency lighting	Throughout hallways	Switchboard
Emergency Exit signs	All external doors Middle passage	Switchboard
Power supply	Nil	
Communications	Mobile phones	As per procedure

Building and site hazards

Hazard Description	Location
Cleaning Chemicals	Cleaners' Store – Safety Data Sheets are available in the Cleaners Store and on the GLCH Chemical Register

Responding to an emergency

In case of an emergency

Always call 000 (triple zero) if there is an immediate danger to life

Convene your Incident Management Team.

Notify DFFH Gippsland Division on 1800 309 916 if the emergency results in changes to service delivery, and again when normal services have resumed.

If Gippsland Lakes Complete Health facilities are unusable due to flood, fire, or storm damage, contact 1300 650 172 (24hours a day 7 days a week)

Key organisational roles

Key Roles	Name	Phone	Phone (After Hours)	Mobile
Approved Provider or Person with Management or Control Representative	Anne -Maree Kaser	0417 102 922	0417 102 922	0417 102 922
Responsible Person / Primary Nominee	Kathy Dickinson	0437 559 197	0437 559 197	0437 559 197
First Aid Officer	Cheryl Bush	51558356	5156 4613	51558356
OHS Representative	Paul Hopkins	0419 663 655	0419 663 655	0419 663 655
OHS Advisor	Chris Lonergan	0410 004 363	0410 004 363	0410 004 363
Bulk Messaging System Operator (e.g., SMS)	Jeremy Stewart	0488 365 312	0488 365 312	0488 365 312

Key organisational and DFFH contacts

Position	Name	Phone	Mobile
Emergency Evacuation / relocation contacts	DFFH Gippsland	1800 309 916	
DFFH Program and Service Advisor	Kathy Dickinson to contact DFFH	0437 559 197	0437 559 197

Metung Incident Team Contacts

Chief Warden	Wayne Dahan	5155 8337 / 0459 394 533
Deputy Chief Warden	Customer Service	5155 8400
Communications Officer	Customer Service	5155 8400
First Aid Officer	Medical personnel	

Local / other organisations contacts

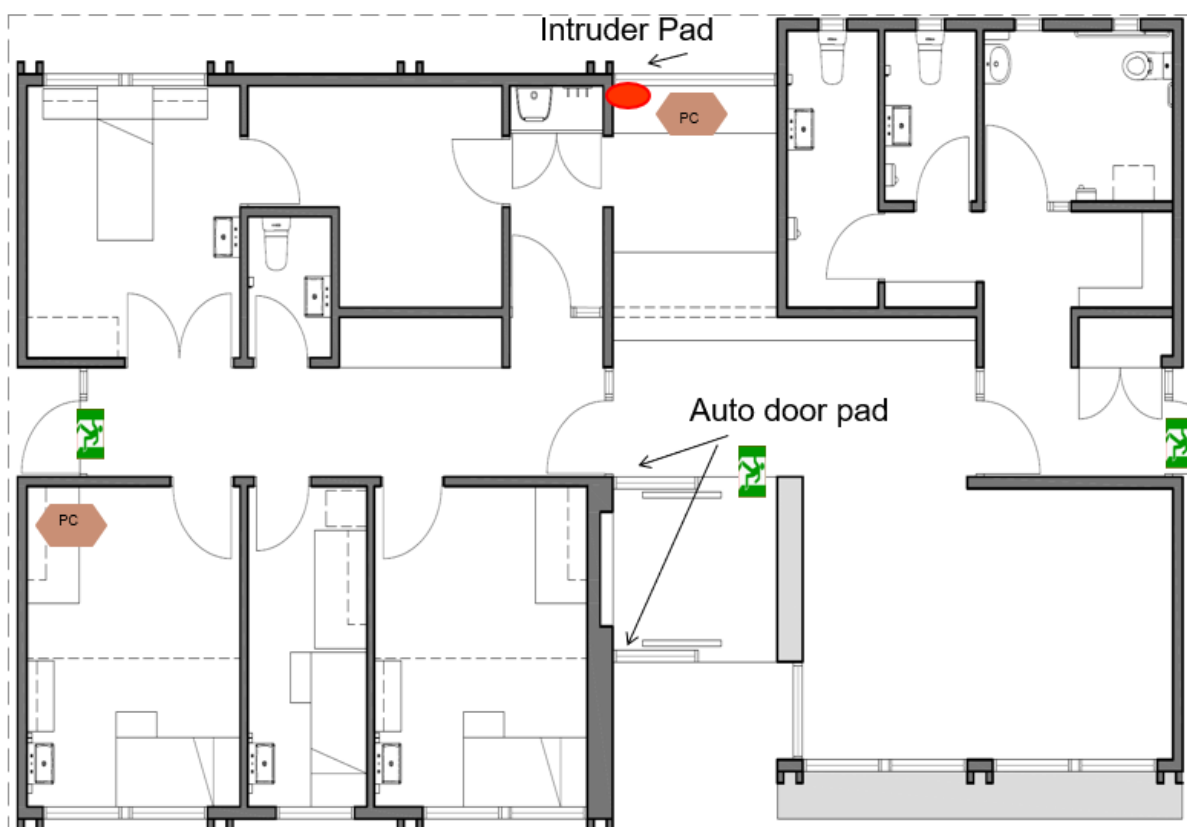
Organisation	Name	Phone	Location/address
Service's evacuation location number	Metung -relocate to Bairnsdale or Lakes Entrance	(03) 5155 8300 Emergency Phone:	Gippsland Lakes Complete Health-Bairnsdale 281-285 Main Street Bairnsdale 3875
	Metung - relocate to Lakes Entrance	(03) 5155 8300 Emergency Phone:	18-28 Jemmeson Street Lakes Entrance 3909
Police	Bairnsdale Open 24 Hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
	Lakes Entrance Not open 24 Hours	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Metung- Use Lakes Entrance Police	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
Hospital/s	Bairnsdale Hospital 24 Hours		122 Day Street Bairnsdale VIC 3875
Gas Emergency		1800 819 783	
Electricity	Ausnet	131 799	
Water Corporation East Gippsland Water	8.30-5pm M-n - Friday	(03) 5150 4444	133 Macleod Street Bairnsdale
	General Enquiries 8.30-5pm Mon - Friday	1800 671 841 Fax: (03) 5150 4477	133 Macleod Street Bairnsdale
	24 Hour – Report service faults, service difficulties and wastewater emergencies	1300 134 202	
Interpreter Service	24 Hours Australia Wide	131 450	
	Free Interpreting Service enquiries about free services	1300 575 847	

Facility Plumber	Lakes Entrance & Bairnsdale: Inlet Plumbing Bairnsdale:	0428 583 219	
Facility Electrician	Lakes Entrance Electrical Hodak Automotive	0418 839 589 (03) 5155 2722	
Local Government	East Gippsland Shire Council	03 5153 9500 Free call 1300 555 886	273 Main Street Bairnsdale Vic 3875 Mon – Fri 8.30 – 5.00pm
Waste	East Gippsland Water	1300 134 202	
	Tambo Waste	1300 131 807	
	Med X Waste Disposal	1300 116 339	
Critical Plant	Bairnsdale Refrigeration Airconditioning (BRAC)	(03) 5152 2749	
	Pharmacy Fridges- Ben O'Connor	0428 583 219	
	Inlet Plumbing	0428 583 219	
Information Technology	Telstra Support Network	1800 815 851	
	Telstra TIPT Faults	1800 287 289	
Vic Emergency	24 Hour	1800 226 226	
SES Victoria	Headquarters	132 500	168 Stuart St Southbank Vic 3006
CFA	Headquarters	(03) 9262 8444	8 Lakeside Dr Burwood Vic 3151
WorkSafe Victoria	Emergency 24 Hr	132 360	
	Advisor 7.30am – 6.30pm Monday - Friday	1800 136 089	1 Malop Street Geelong Vic 3220

Emergency Assembly area

Emergency assembly area 1	Grass area in front of the building
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Evacuation Diagrams



Road Closures

If a road is closed obey the directions provided. Check the VICROADS website <https://traffic.vicroads.vic.gov.au/> or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed in the Road Access Table below.

If Metung Road is closed, and evacuation is no longer possible, follow Metung the Emergency Management Plan and go to one of the Emergency Assembly points at either the Metung Yacht Club, or the Metung country club.



Road Access Table

Responsibility and Authority	Road Access Level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted- Level B Essential services assessment	Emergency Services Safety Assessment Teams Residents and business owners (at the discretion of the incident controller)
	Authorised- Level C Residents, Media, Recovery services, B Access	Level B plus: Residents Business owners Recovery and relief services Council/VicRoads Accredited media
Road Authority	Authorised- Level D Level C Access, others authorised	Levels B & C plus: Road owners Employees Persons bringing supplies for people/animals
	Road Open	Open to all

The Metung local area

Metung is located on the eastern side of Lake King which is part of the Gippsland Lakes. Flooding in this community occurs because of flooding in the Gippsland Lakes caused in turn by flooding of the Latrobe, Thomson, Macalister, Avon, Mitchell, Nicholson and/ or Tambo Rivers which flow into the Lakes. Flooding typically occurs one to three days after those rivers have experienced flooding with peaks slow to rise and recede, sometimes taking up to 14 days.

Access to Metung is via the Princes Highway and Metung Road. If Metung Road becomes impassable where it follows the Tambo River below Swan Reach, alternative access is via Nungurner Road. The map below shows the Minor flood level (0.8 metres), the Major level (1.9 metres) and the 1% level, meaning there is a 1% chance of this kind of flood occurring each year:

Your local emergency broadcasters are:

- ABC Radio 828 AM or 100.7 FM
- Gold 1242 AM
- TR FM 99.5 FM
- SKY NEWS Television
- East Gippsland Shire contact details: Phone: 1300 555 886 Email: feedback@egipps.vic.gov.au Web: www.eastgippsland.vic.gov.au

Are you at risk of flood?

Flooding typically occurs in Metung one to three days after the Latrobe, Thomson, Macalister, Avon, Mitchell, Nicholson and/or Tambo Rivers have experienced flooding with flood peaks slow to rise and fall, sometimes taking up to two weeks for floodwater to recede.

Wind can increase the lake levels around Metung by up to 50 centimetres. Metung and Tambo Bay are not at risk of large numbers of properties flooding; however, some roads may be closed.

Properties on Shaving Point may have some flood impact where they front onto Lake King, but flooding does not normally occur above floor level. There are many marinas and jetties around Metung where boats will need their mooring lines adjusted to accommodate the rise and fall in lake height.

Access to Metung is via the Princes Highway and Metung Road. If Metung Road becomes impassable where it follows the Tambo River below Swan Reach, alternative access is via Nungurner Road.

Gippsland Lakes flood levels at the Metung Marina Gauge When the Bureau of Meteorology issues flood warnings they may include a prediction of the flood height at a particular gauge. While no two floods are the same, the following table can give you an indication of what you can expect at certain heights, including when your access may be cut off and when your property may be affected:

1.90 m	MAJOR FLOOD LEVEL 59 properties in Metung will now be flooded at various heights with three properties on Shaving Point isolated.
1.50 m	2007 flood level Metung Road near the yacht club may be closed causing traffic to divert via Stirling Drive. The cellar of the Metung Hotel is flooded.
1.40 m	1998 flood level Metung Road is likely to be flooded at Metung Marina, McMillans of Metung and Shaving Point boat ramp car park.
1.20 m	The toilet block at Shaving Point, the Village Green, Metung Marina car park and the turning circle at the eastern end of Kurnai Avenue may now be flooded. The lawn in front of the Metung Hotel is flooded.
0.80 m	MINOR FLOOD LEVEL Shaving Point boat ramp and car park will be flooded. The lawn of the Metung Hotel and some low lying properties will start to flood.
0.70 m	Boat ramps, car parks and low-lying properties start to flood. Boat mooring lines may need extending.
0.00 m - 0.20 m	Average tidal range.

Major flood levels of 1.90m will see parts of the Metung community isolated and roads closed, particularly in the lower lying areas including Shaving Point.

What warnings mean

Warnings are issued by the Bureau of Meteorology to inform people about the possibility of flooding. A Flood Watch means there is a developing weather pattern that might cause floods. Flood Warnings mean flooding is about to happen or is already happening.

For the Gippsland Lakes, Flood Warnings are generally issued after many days of flooding in communities such as Traralgon, Sale, Stratford, and Bairnsdale and before flooding in the communities around the Gippsland Lakes begins.

A Flood Warning provides predictions of flood impact and the estimated time before the lake will reach levels at various gauges and how long it will take for the waters to recede.

A Minor Flood Warning means:

- Lake levels start to flood waterside car parks and boat ramps.
- Puddling will occur on and beside low-lying roads and properties.
- Storm water drains will start to flood internal roadways and properties.
- Caravan parks may start to flood.
- Some local low-lying roads will start to flood.







A Major Flood Warning means:

- Lake levels have risen and cause extensive flooding in the towns and on lakeside farmland.
- Residential and commercial properties are flooded.
- Major traffic routes will be closed.
- Properties and towns will be isolated.
- Numerous evacuations may be required.

Flash Flooding

- Flash Flooding can occur quickly due to heavy rainfall. You may not receive an official warning.
- Stay informed- monitor weather warnings, forecasts and river levels at the BoM website and warnings through VicEmergency.

The Victoria State Emergency Service (SES) will give information about how the floodwater might affect people and properties. This includes safety messages to remind you what to do.

WARNING LEVELS	
	EMERGENCY WARNING You are in imminent danger and need to take action immediately. You will be impacted. A Major flood warning usually fits into this category
	WARNING (WATCH AND ACT) An emergency is developing nearby. You need to take action now to protect yourself and others. A Moderate flood warning usually fits into this category.
	ADVICE An incident is occurring or has occurred in the area. Access information and monitor conditions. Can also be used as a notification that activity in the area has subsided and is no longer a danger to you. A Minor flood warning or Flood Watch usually fits into this category.
ADDITIONAL MESSAGES	
	PREPARE TO EVACUATE/ EVACUATE NOW An evacuation is recommended or procedures are in place to evacuate.
	COMMUNITY INFORMATION A newsletter containing updates for communities affected by an emergency. Can also be used as a notification that an incident has occurred but there is no threat to community.
	EMERGENCY ALERT During some emergencies, we may alert communities by sounding a local siren, or by sending an SMS to mobile phones or a voice message to landlines.

Remember, you may not receive any official warning. Emergency assistance may not be immediately available. Be aware of what is happening around you to stay safe.

Never wait for a warning to act. Emergency Alert SES may provide alerts to the Metung community through the Emergency Alert telephone warning system. All emergency service providers can use Emergency Alert to warn communities about dangerous situations by voice message to landline telephones or text message to mobile phones.

If you receive a warning, make sure that all people at work are aware of the situation. If you receive an Emergency Alert, you should pay attention and act. It could mean life or death.

Warnings for Metung

For the Gippsland Lakes, Flood Warnings are issued by the Bureau of Meteorology. Flood Warnings provide predictions of flood size, time, and possible peaks of the Gippsland Lakes. It is important to know how the predicted flood levels are likely to impact you as you may be affected before the peak.

Before a flood

- Check if your business is subject to flooding. For more information, contact East Gippsland Shire.
- Review this emergency management plan.
- Check if you could be cut off by floodwater.
- Know the safest way to go for employees leaving the property and plan an alternative route.
- Check insurance policies to ensure your equipment, property and business are covered for flood damage.
- Keep a list of emergency numbers near the telephone.
- Check the emergency kit for expired items.

- Stay alert for weather warnings and heavy rainfall. When a flood is likely
- Act. Follow your emergency plan.
- Listen to the radio for information and advice.
- Stack possessions on benches and tables with electrical goods in the highest places.
- Anchor objects that are likely to float and cause damage.
- Move rubbish bins, chemicals, and poisons to the highest place.
- Put important papers, valuables, photos, and other special personal items into your emergency kit.
- Raise stock, business records and equipment onto benches and tables.
- If you are likely to be isolated, have enough food, drinking water, medicine, fuel and other needs to last at least three days.

Preparing for Floods – [Emergency Contact and Flood Preparation Checklist – See Appendices - Forms.](#)

Evacuation During a flood.

Police, SES, and other emergency service providers may advise you to evacuate to keep you safe. It is important that you follow this advice.

There are **two types of evacuation notices** that may be issued via your emergency broadcaster during a flood:

- **Prepare to evacuate** – means you should act quickly and take immediate action to protect your life and property. Be ready to leave your property.
- **Evacuate immediately** – you must leave immediately as there is a risk to lives. You may only have minutes to evacuate in a flash flooding situation. Do not return to your workplace until you are sure it is safe to do so. You do not need to wait to be told to evacuate.

During a flood

When flooding has begun:

- Never drive, ride, swim, or walk-through floodwater.
- Floodwater can be deeper than you think and can hide damaged roads and bridges. Floodwater is dirty, dangerous, and deadly.
- Tune in to your emergency broadcasters: ABC Local Radio, Commercial Radio, designated Community Radio Stations, and SKY NEWS Television.
- In life-threatening emergencies, call Triple Zero (000).
- For SES emergency assistance during floods and storms call 132 500.
- Stay away from all waterways including drains and culverts.
- Stay away from fallen powerlines as electricity travels easily through water.
- Be aware that animals such as snakes, rats, spiders, and other pests may be on the move during a flood. These animals can come into houses and other buildings or hide around sandbags.
- Keep in contact with neighbours.
- Be prepared to leave early.

When you leave early or evacuate:

If activated, Relief Centres can provide:

- Try to leave as early as possible as roads can be closed by floodwater.
- Take the emergency kit
- Turn off the electricity, gas, and water as you leave.
- Go to a Relief Centre or to stay with friends or family in a non-flooded area.
- Temporary accommodation
- Financial help
- Personal support
- Drinks and meals
- Basic clothing and personal needs
- Assistance with contacting family and friends
If you choose to shelter with a friend or relative, tell authorities where you are staying.

After a flood

Flood dangers do not end when the water begins to fall. To make sure you stay safe:

- Keep listening to local emergency broadcasters.
- Do not return home until you are sure that it is safe. Once you return to your home:
- Investigate the structural safety of your building.
- Drink bottled water or boil all drinking water until advised that the water supply is safe.
- Throw away any food or medicines that may have been in contact with floodwater or affected by power outages.
- When entering a building, use a torch to light your way. Never use matches or cigarette lighters as there may be gas inside.
- Keep the electricity and gas off until checked and tested by a professional.
- Take photographs of all damage for insurance.
- Clean your home straight away to prevent disease.

Severe Thunderstorm Warnings

Thunderstorms are classified as severe, due to their potential to cause significant localised damage through wind gusts, large hail, tornadoes or flash flooding. Severe Thunderstorm Warnings are issued to the community by the Bureau of Meteorology.

Severe Weather Warnings

These warnings are issued to the community by the Bureau of Meteorology when severe weather is expected that is not directly related to severe thunderstorms or bushfires. Examples of severe weather include damaging winds and flash flooding. Flash Flooding happens quickly. There may be little or no warning. The arrival time or depth of a flash flood can usually not be predicted.

If staff are isolated at Metung during an emergency, follow Metung Local Emergency Management Plan Below







LOCAL INCIDENT MANAGEMENT PLAN








METUNG

WHAT TO DO DURING A LOCAL INCIDENT: FIRE, FLOOD, STORM, ETC







GET READY NOW

 Develop a personal incident plan	 Make sure vehicle has fuel
 Pack an emergency kit	 Prepare your house





WHAT TO TAKE

 Protective clothing including hat, long sleeve top and pants and sturdy footwear	 Food and water
 Phone and charger, radio	 Torch and batteries
 Prescriptions, medication and toiletries	 Pet needs
 Important documents, photos, insurance, USB sticks, etc	










WHEN TO LEAVE


 When you hear an incident will impact your area	 Close windows, doors, curtains, turn off gas and appliances
 When advised by CFA, SES, DELWP, Vic Police, Radio	 Notify family / friends when you leave LEAVE EARLY
 DO NOT rely on electricity to fight fires	 DO NOT drive in smoke or flood water

WHAT TO EXPECT AT ASSEMBLY AREA

 Limited visibility	 Limited access
 Crowded at Assembly Area	 Loss of power and phone communication


WHAT MAY BE AT AN ASSEMBLY AREA

 Back up power
 Ember proofing
 WiFi
 TV system
 Water
 Heating / Cooling
 Bathroom/s
 Pet Area
 External power outlets




 ABC Local AM – 828 FM – 100.7, 97.1 ABC Radio National FM 106.3, 98.7, 99.7, 103.5 3TR FM – 99.9 REG FM – 105.5, 90.7 UHF CB – Channel 40

ASSEMBLY AREAS

METUNG YACHT CLUB
METUNG ROAD, METUNG 3904
METUNG COUNTRY CLUB
KINGS COVE BOULEVARD, METUNG 3904

 **AED DEFIBRILLATORS**
METUNG YACHT CLUB, METUNG HOTEL, HEALTH CENTRE, METUNG COUNTRY CLUB, METUNG HOT SPRINGS AND MOSQUITO POINT

STAY INFORMED

	Police, Fire, Ambulance 000 VicEmergency Hotline 1800 226 226 Bushfire Info Line (VBIL) 1800 240 667 Regional Roads Victoria 13 37 78 State Emergency Service 132 500
	VicEmergency (Information) www.emergency.vic.gov.au Regional Roads Victoria (Traffic Information) www.regionalroads.vic.gov.au ABC (News/alerts) www.abc.net.au/emergency East Gippsland Shire Council www.eastgippsland.vic.gov.au Bureau of Meteorology (Weather) www.bom.gov.au
	VicEmergency App (Free)

Paynesville Campus Site Specific Information

The Emergency Kit is stored in the Kitchen on the bench under the First aid kit station.

[Emergency Kit Checklist – See Appendices - Forms.](#)

Map of AED locations in Paynesville



General Information	
Service Name	Home Care Packages. Aged Care.
Physical Address	67b Esplanade Paynesville
Operating Days	5
Operating Hours	0830 - 1800
Phone	51558300
Email	hello@glch.org.au
Fax	
Website	glch.org.au
Number of buildings/sites	1
Relocation Location / address and phone number	GLCH Bairnsdale offices 281-283 Main St Bairnsdale 51558300
Number of service users	1
Total Number of Staff	10
Methods used for communications to our service's community	Phone

Fire suppression systems			
System	Area/Location		
Fire extinguisher	Rear door		
Fire blanket	Kitchen		
Alarms			
Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Nil		
Intruder:	Nil		
Other:	Nil		

Utilities			
Utilities	Location	Service provider	Location of Shut-off Instructions
Gas / Propane:	Nil		
Water:			
Electricity:			

Communication systems	
System	Location
Evacuation plans	Rear door, kitchen and front door

Building and site hazards

Hazard Description	Location
Cleaning Chemicals	Cleaners' Store – Safety Data Sheets are located in the Cleaners' Store and on the GLCH Chemical Register

Responding to an Emergency

In case of an emergency

Always call 000 (triple zero) if there is an immediate danger to life

Convene your Incident Management Team.

Notify DFFH Gippsland Division on 1800 309 916 if the emergency results in changes to service delivery, and again when normal services have resumed.

If Gippsland Lakes Complete Health facilities are unusable due to flood, fire, or storm damage, contact 1300 650 172 (24hours a day 7 days a week)

Key organisational roles

Key Roles	Name	Phone	Phone (After Hours)	Mobile
Approved Provider or Person with Management or Control Representative	Anne -Maree Kaser	0417 102 922	0417 102 922	0417 102 922
Responsible Person / Primary Nominee	Kathy Dickinson	0437 559 197	0437 559 197	0437 559 197
First Aid Officer	Cheryl Bush	51558356	5156 4613	51558356
OHS Representative	Paul Hopkins	0419 663 655	0419 663 655	0419 663 655
OHS Advisor	Chris Lonergan	0410 004 363	0410 004 363	0410 004 363
Bulk Messaging System Operator (e.g., SMS)	Jeremy Stewart	0488 365 312	0488 365 312	0488 365 312

Key organisational and DFFH contacts

Position	Name	Phone	Mobile
Emergency Evacuation / relocation contacts	DFFH Gippsland	1800 309 916	
DFFH Program and Service Advisor	Kathy Dickinson to contact DFFH	0437 559 197	0437 559 197

Local / other organisations contacts

Organisation	Name	Phone	Location/address
Service's evacuation location number	Paynesville -relocate to Bairnsdale	(03) 5155 8300 Emergency Phone:	Gippsland Lakes Complete Health Bairnsdale 281-285 Main Street Bairnsdale 3875
Police	Bairnsdale Open 24 Hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
	Lakes Entrance Not open 24 Hours	(03) 5155 1206 Fax: (03) 5155 4099	1-3 Roadknight Street Lakes Entrance 3909
	Paynesville Use Bairnsdale Police 24 hours	Ph: (03) 5150 2600 Fax: (03) 5150 2610	45-47 Main Street Bairnsdale 3875
Hospital/s	Bairnsdale Hospital 24 Hours		122 Day Street Bairnsdale VIC 3875
Gas Emergency		1800 819 783	
Electricity	Ausnet	131 799	
Water Corporation East Gippsland Water	8.30-5pm Mon - Friday	(03) 5150 4444	133 Macleod Street Bairnsdale
	General Enquiries 8.30-5pm Mon - Friday	1800 671 841 Fax: (03) 5150 4477	133 Macleod Street Bairnsdale
	24 Hour – Report service faults, service difficulties and wastewater emergencies	1300 134 202	
Interpreter Service	24 Hours Australia Wide	131 450	

	Free Interpreting Service enquiries about free services	1300 575 847	
Facility Plumber	Lakes Entrance & Bairnsdale: Inlet Plumbing Bairnsdale:	0428 583 219	
Facility Electrician	Lakes Entrance Electrical Hodak Automotive	0418 839 589 (03) 5155 2722	
Local Government	East Gippsland Shire Council	03 5153 9500 Free call 1300 555 886	273 Main Street Bairnsdale Vic 3875 Mon – Fri 8.30 – 5.00pm
		Municipal Emergency Management Officer (rostered on call and primary contact point during events) memo@egipps.vic.gov.au, 0418 684 976	
Waste	East Gippsland Water	1300 134 202	
	Tambo Waste	1300 131 807	
	Med X Waste Disposal	1300 116 339	
Critical Plant	Bairnsdale Refrigeration Airconditioning (BRAC)	(03) 5152 2749	
	Pharmacy Fridges- Ben O'Connor	0428 583 219	
	Inlet Plumbing	0428 583 219	
Information Technology	Telstra Support Network	1800 815 851	
	Telstra TIPT Faults	1800 287 289	
Vic Emergency	24 Hour	1800 226 226	
SES Victoria	Headquarters	132 500	168 Stuart St Southbank Vic 3006
CFA	Headquarters	(03) 9262 8444	8 Lakeside Dr Burwood Vic 3151
WorkSafe Victoria	Emergency 24 Hr	132 360	

	Advisor 7.30am – 6.30pm Monday - Friday	1800 136 089	1 Malop Street Geelong Vic 3220

Building information summary

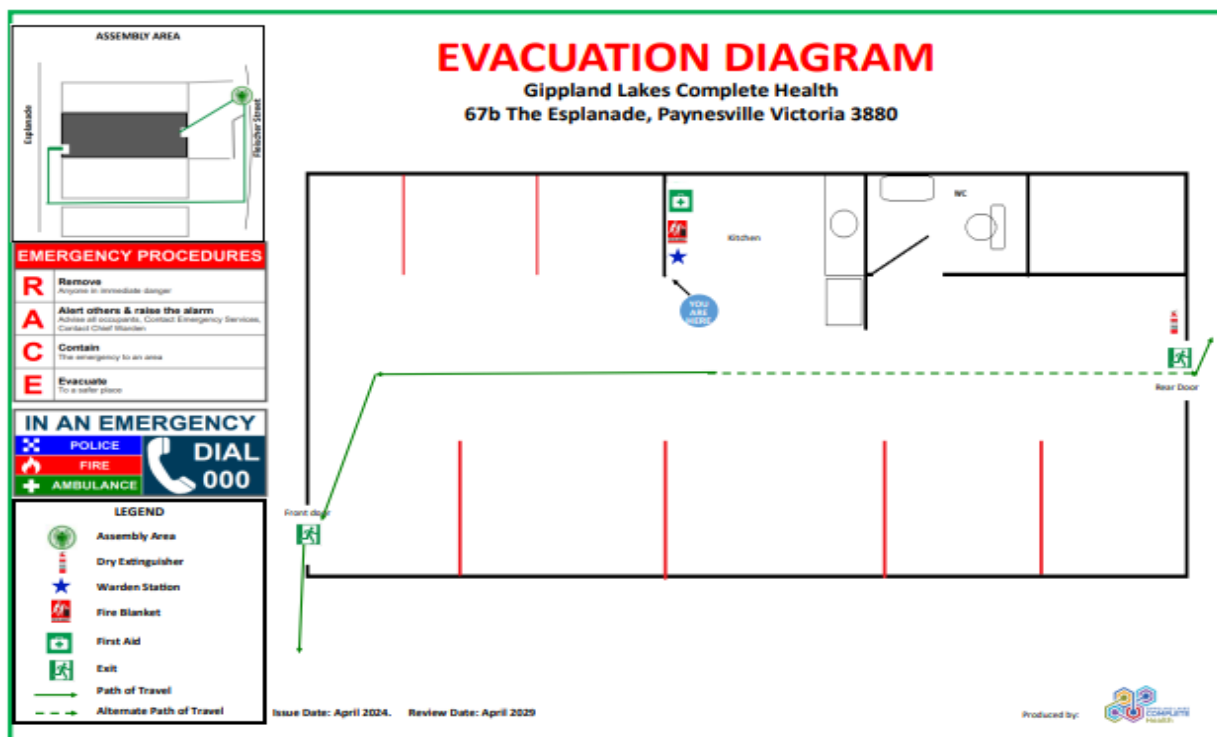
Fire suppression systems			
System		Area/Location	
Fire extinguisher		Rear door	
Fire blanket		Kitchen	
Alarms			
Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Nil		
Intruder:	Nil		
Duress Alarm	Nil		

Utilities			
Utilities	Location	Service provider	Location of Shut-off Instructions
Gas / Propane:	Nil		
Water:	TBC	East Gippsland Water	TBC
Electricity:	TBC	Momentum Health A/c no NMI 63050055073 Meter number 4681049/001	TBC

Emergency Assembly areas

Emergency assembly area 1	Rear Carpark Entrance
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Evacuation Diagrams

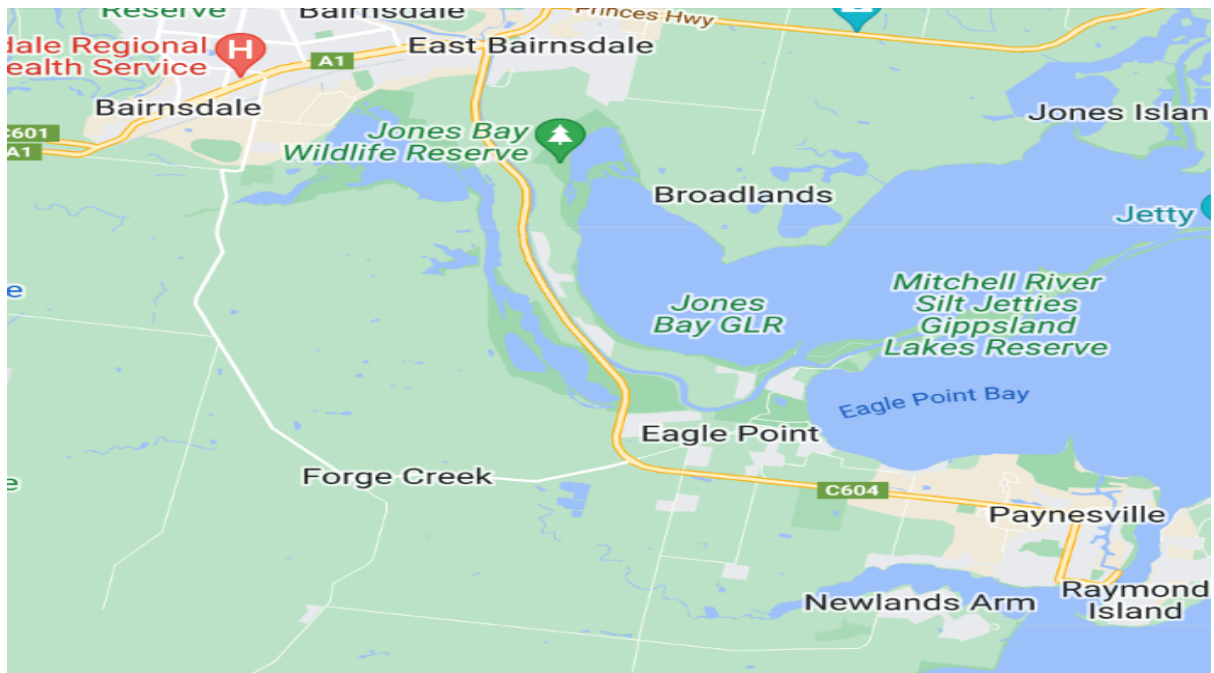


Not to scale

Road Closures

If a road is closed obey the directions provided. Check the VICROADS website <https://traffic.vicroads.vic.gov.au/> or listen to local ABC Radio for closures. Depending on what has occurred, roads may be reopened for local access as soon as safe. Carry a copy of identification which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property. Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home. Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff. During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed in the Road Access Table below.

If Paynesville Road is closed between Paynesville and Bairnsdale, Forge Creek may be an alternative route. Monitor the VIC Traffic Website to identify safest evacuation route. If unable to leave Paynesville, monitor the VIC Emergency app, and ABC Radio for information on local emergency assembly areas. Follow all local instructions.



Road Access Table

Responsibility and Authority	Road Access Level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted- Level B Essential services assessment	Emergency Services Safety Assessment Teams Residents and business owners (at the discretion of the incident controller)
	Authorised- Level C Residents, Media, Recovery services, B Access	Level B plus: Residents Business owners Recovery and relief services Council/VicRoads Accredited media
		Levels B & C plus:

Road Authority	Authorised- Level D Level C Access, others authorised	Road owners Employees Persons bringing supplies for people/animals
	Road Open	Open to all

Lakes Entrance Local Incident Management Plan- Community Information Booklet Page 17

* Local flood information and guidance is available from the SES publication [Paynesville Flood Guide](#), and the SES website [What to do in an emergency - Victoria State Emergency Service - VICSES](#).

Paynesville Incident Response Team Contact Details

Paynesville		
Chief Warden	Wayne Dahan	5155 8337 / 0459 394 533
Deputy Chief Warden	Manager	5152 0075
Communications Officer	Customer Service	5155 7501
First Aid Officer	Kim Stephenson	03 5155 8300

The Paynesville local area

Paynesville is situated on the Gippsland Lakes 15 kilometres from Bairnsdale along the Mitchell River and is bordered by Lake King and Lake Victoria. East Gippsland Shire and Gippsland Ports operate marinas here and there are many private jetties.

Flooding in this community occurs because of flooding in the Gippsland Lakes caused in turn by flooding of the Latrobe, Thomson, Macalister, Avon, Mitchell, Nicholson and/ or Tambo Rivers which flow into the Gippsland Lakes.

The flood event in 2007 flood rose to 1.5 metres above average levels and would have affected the premises of the current GLCH Paynesville office.

Your local emergency broadcasters are:

- ABC Radio 828 AM or 100.7 FM
- Gold 1242 AM
- TR FM 99.5 FM
- SKY NEWS Television
- East Gippsland Shire contact details: Phone: 1300 555 886 Email: feedback@egipps.vic.gov.au Web: www.eastgippsland.vic.gov.au

Flooding typically occurs in the Paynesville community one to three days after the Latrobe, Thomson, Macalister, Avon, Mitchell and/or Tambo Rivers have experienced flooding. Flood peaks are slow to rise and recede, sometimes taking up to two weeks. Wind can increase lake levels around Paynesville by up to 50 centimetres.

Many parts of Paynesville are located above the flood level, however local road closures may require residents to seek alternative routes to Bairnsdale and create access problems to local shops and businesses.

Properties on Burrabogie Island and along Slip Road are the most at risk of isolation and over floor flooding.

In Paynesville there is low-lying community infrastructure such as boat ramps, car parks, and jetties that are impacted by flooding. Boats in marinas and on jetties will need their mooring lines adjusted as the lake heights build and recede.

During June 2007, four major east coast lows formed off the coast of New South Wales and Eastern Victoria, with each one producing heavy rainfall. The last east coast low brought up to 300 millimetres of rainfall in the Gippsland Lakes catchment resulting in lake levels rising 1.3 metres above normal levels.

Flooding could occur again in Paynesville with similar or greater consequences including:

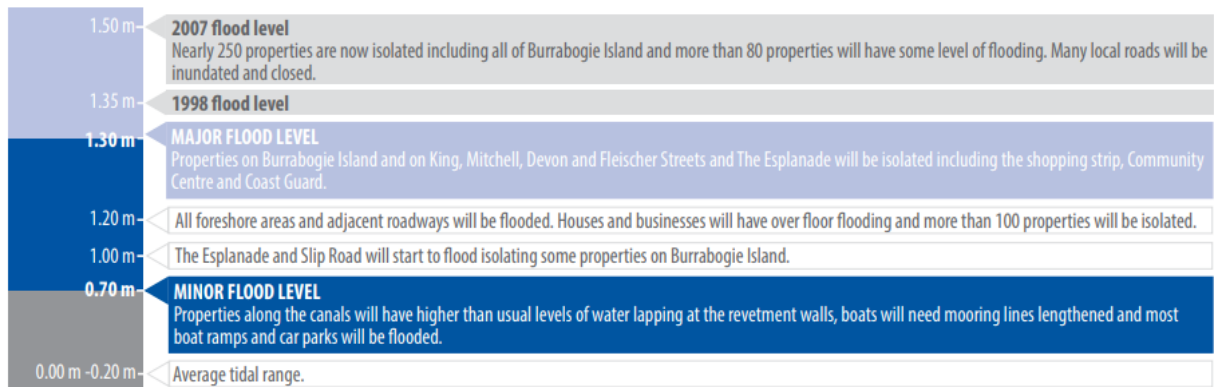
- Many local roads closed.
- Properties isolated for up to two weeks.
- Over floor inundation to residential and business properties especially on Burrabogie Island and The Esplanade.
- Boat ramps, jetties and car parks flooded.
- Access to Raymond Island suspended.

While no two floods are the same, floods like this or worse could occur again. It is important for families, businesses, and locals to be aware of the risks, be prepared and have their emergency plan ready when flooding occurs



Gippsland Lakes flood levels at McMillan Straits at Paynesville Gauge

When the Bureau of Meteorology issues flood warnings they may include a prediction of the height of the McMillan Straits at the Paynesville Gauge. While no two floods are the same, the following table can give you an indication of what you can expect at certain heights on the gauge, including when your access may be cut off and when your property may be affected



What warnings mean

Warnings are issued by the Bureau of Meteorology to inform people about the possibility of flooding. A Flood Watch means there is a developing weather pattern that might cause floods. Flood Warnings mean flooding is about to happen or is already happening.

For the Gippsland Lakes, Flood Warnings are generally issued after many days of flooding in communities such as Traralgon, Sale, Stratford, and Bairnsdale and before flooding in the communities around the Gippsland Lakes begins.

A Flood Warning provides predictions of flood impact and the estimated time before the lake will reach levels at various gauges and how long it will take for the waters to recede.

A Minor Flood Warning means:

- Lake levels start to flood waterside car parks and boat ramps.
- Puddling will occur on and beside low-lying roads and properties.
- Storm water drains will start to flood internal roadways and properties.
- Caravan parks may start to flood.
- Some local low-lying roads will start to flood.







A Major Flood Warning means:

- Lake levels have risen and cause extensive flooding in the towns and on lakeside farmland.
- Residential and commercial properties are flooded.
- Major traffic routes will be closed.
- Properties and towns will be isolated.
- Numerous evacuations may be required.

Flash Flooding

- Flash Flooding can occur quickly due to heavy rainfall. You may not receive an official warning.
- Stay informed- monitor weather warnings, forecasts and river levels at the BoM website and warnings through VicEmergency.
- Flash Flooding happens quickly. There may be little or no warning. The arrival time or depth of a flash flood can usually not be predicted.

The Victoria State Emergency Service (SES) will give information about how the floodwater might affect people and properties. This includes safety messages to remind you what to do.

WARNING LEVELS	
	EMERGENCY WARNING You are in imminent danger and need to take action immediately. You will be impacted. A Major flood warning usually fits into this category
	WARNING (WATCH AND ACT) An emergency is developing nearby. You need to take action now to protect yourself and others. A Moderate flood warning usually fits into this category.
	ADVICE An incident is occurring or has occurred in the area. Access information and monitor conditions. Can also be used as a notification that activity in the area has subsided and is no longer a danger to you. A Minor flood warning or Flood Watch usually fits into this category.
ADDITIONAL MESSAGES	
	PREPARE TO EVACUATE/ EVACUATE NOW An evacuation is recommended or procedures are in place to evacuate.
	COMMUNITY INFORMATION A newsletter containing updates for communities affected by an emergency. Can also be used as a notification that an incident has occurred but there is no threat to community.
	EMERGENCY ALERT During some emergencies, we may alert communities by sounding a local siren, or by sending an SMS to mobile phones or a voice message to landlines.

Remember, you may not receive any official warning. Emergency assistance may not be immediately available. Be aware of what is happening around you to stay safe.

Never wait for a warning to act. Emergency Alert SES may provide alerts to the Paynesville community through the Emergency Alert telephone warning system. All emergency service providers can use Emergency Alert to warn communities about dangerous situations by voice message to landline telephones or text message to mobile phones.

If you receive a warning, make sure that all people at work are aware of the situation. If you receive an Emergency Alert, you should pay attention and act. It could mean life or death.

Warnings for Paynesville

For the Gippsland Lakes, Flood Warnings are issued by the Bureau of Meteorology. Flood Warnings provide predictions of flood size, time, and possible peaks of the Gippsland Lakes at Paynesville.

It is important to know how the predicted flood levels are likely to impact you as you may be affected before the peak. Gippsland Lakes flood levels at McMillan Straits at Paynesville Gauge. Use the table above to figure out when you need to start following your flood emergency plan

Before a flood

- Check if your business is subject to flooding. For more information, contact East Gippsland Shire.
- Review this emergency management plan.
- Check if you could be cut off by floodwater.
- Know the safest way to go for employees leaving the property and plan an alternative route.

- Check insurance policies to ensure your equipment, property and business are covered for flood damage.
- Keep a list of emergency numbers near the telephone.
- Check the emergency kit for expired items.
- Stay alert for weather warnings and heavy rainfall. When a flood is likely
- Act. Follow your emergency plan.
- Listen to the radio for information and advice.
- Stack possessions on benches and tables with electrical goods in the highest places.
- Anchor objects that are likely to float and cause damage.
- Move rubbish bins, chemicals, and poisons to the highest place.
- Put important papers, valuables, photos, and other special personal items into your emergency kit.
- Raise stock, business records and equipment onto benches and tables.
- If you are likely to be isolated, have enough food, drinking water, medicine, fuel and other needs to last at least three days.

Preparing for Floods – [Emergency Contact and Flood Preparation Checklist – See Appendices - Forms.](#)

Evacuation During a flood,

Police, SES, and other emergency service providers may advise you to evacuate to keep you safe. It is important that you follow this advice.

There are **two types of evacuation notices** that may be issued via your emergency broadcaster during a flood:

- **Prepare to evacuate** – means you should act quickly and take immediate action to protect your life and property. Be ready to leave your property.
- **Evacuate immediately** – you must leave immediately as there is a risk to lives. You may only have minutes to evacuate in a flash flooding situation. Do not return to your workplace until you are sure it is safe to do so. You do not need to wait to be told to evacuate.

During a flood

When flooding has begun:

- Never drive, ride, swim, or walk-through floodwater.
- Floodwater can be deeper than you think and can hide damaged roads and bridges. Floodwater is dirty, dangerous, and deadly.
- Tune in to your emergency broadcasters: ABC Local Radio, Commercial Radio, designated Community Radio Stations, and SKY NEWS Television.
- In life-threatening emergencies, call Triple Zero (000).
- For SES emergency assistance during floods and storms call 132 500.
- Stay away from all waterways including drains and culverts.
- Stay away from fallen powerlines as electricity travels easily through water.
- Be aware that animals such as snakes, rats, spiders, and other pests may be on the move during a flood. These animals can come into houses and other buildings or hide around sandbags.
- Keep in contact with neighbours.

Be prepared to leave early.

When you leave early or evacuate:

- Try to leave as early as possible as roads can be closed by floodwater.
- Take the emergency kit
- Turn off the electricity, gas, and water as you leave.
- Go to a Relief Centre or to stay with friends or family in a non-flooded area.

If activated, Relief Centres can provide:

- Temporary accommodation
 - Financial help
 - Personal support
 - Drinks and meals
 - Basic clothing and personal needs
 - Assistance with contacting family and friends
- If you choose to shelter with a friend or relative, tell authorities where you are staying.

After a flood

Flood dangers do not end when the water begins to fall. To make sure you stay safe:

Keep listening to local emergency broadcasters.

- Do not return home until you are sure that it is safe. Once you return to your home:
- Investigate the structural safety of your building.
- Drink bottled water or boil all drinking water until advised that the water supply is safe.
- Throw away any food or medicines that may have been in contact with floodwater or affected by power outages.
- When entering a building, use a torch to light your way. Never use matches or cigarette lighters as there may be gas inside.
- Keep the electricity and gas off until checked and tested by a professional.
- Take photographs of all damage for insurance.
- Clean your home straight away to prevent disease.

Severe Thunderstorm Warnings

Thunderstorms are classified as severe, due to their potential to cause significant localised damage through wind gusts, large hail, tornadoes or flash flooding. Severe Thunderstorm Warnings are issued to the community by the Bureau of Meteorology.

Severe Weather Warnings

These warnings are issued to the community by the Bureau of Meteorology when severe weather is expected that is not directly related to severe thunderstorms or bushfires. Examples of severe weather include damaging winds and

Community Information

If isolated at Paynesville during an emergency, proceed to the neighbourhood safer place listed below.

Neighbourhood Safer Place

Paynesville - AJ Freeman Reserve Oval 1, Main Road, between King and Ashley Street

Appendices

Position Description- Chief and Deputy Warden



ROLES AND RESPONSIBILITIES

Chief Wardens have the authority of the Emergency Planning Committee to direct Gippsland Lakes Complete Health staff, contractors, patients, and visitors following the declaration of an incident/emergency or during an exercise.

PRE-EMERGENCY	<ul style="list-style-type: none"> • Become familiar with the building layout, evacuation routes and assembly points detailed on each building evacuation diagram. • Ensure a Deputy is trained and available during any leave of absence. • Ensure operational knowledge of communication equipment such as PA system and 2-way radios • Maintain current contact details for all area wardens • Ensure area wardens are aware of their roles and responsibilities. • Ensure area wardens are trained in accordance with training requirements. • Provide induction to new area wardens relating to emergency procedures. • Establish a method for communicating with area wardens during an emergency. • Identify people with disabilities in your area and discuss the Emergency Evacuation Guidelines for People with Disability – Participate in regular exercises/drills.
DURING AN EMERGENCY	<ul style="list-style-type: none"> • Put on White Warden Vest and remain calm. - Ensure the safety of yourself and other personnel. • Ascertain the nature of the emergency (refer to Fire Indicator Panel in the event of a Fire Alarm). • Establish communications with your team and determine the most appropriate course of action. • Assume control of the situation and initiate a safe evacuation of the area, if necessary. • If there are any people with disabilities in the building direct nearest Warden to assist the individual to evacuate (if required). • Notify the appropriate emergency services and wait for your team's status reports. • If appropriate, brief emergency services and standby for their direction. • Monitor the evacuation process and assess any potential need to move assembly area/muster point to a safer location.

	<ul style="list-style-type: none"> • Ensure a log is maintained including the record of attendance at the evacuation point which can be used during the debrief and secured for future reference. • Liaise with other wardens to ensure no one leaves the evacuation point until they have signed the attendance sheet and all clear has been given by emergency services.
POST EMERGENCY	<ul style="list-style-type: none"> • When the emergency incident is rendered safe and authority is given by the emergency services, or Emergency Management Response Team, instruct Wardens to direct occupants back to their building. • If there are any people with disabilities at the assembly area, ensure they are made aware of the situation and direct wardens to assist them to return to work area (if required). • Compile a report of the incident and record it onto RiskMan • Liaise with the Health and Safety Advisor regarding a debrief for the wardens and first aid officers involved in the incident

Position Description Deputy Warden



ROLES AND RESPONSIBILITIES

The Deputy Chief Warden shall assume the responsibilities normally carried out by the chief warden if the chief warden is unavailable, otherwise assume the role of Warden and assist as required.

TRAINING REQUIREMENTS- CHIEF WARDEN AND DEPUTY CHIEF WARDEN

Operate as part of an emergency control organisation (IRT) Lead an emergency control organisation (IRT) Fire Awareness/Extinguisher Training Participate in one emergency exercise	3 yearly- annual refreshers will be offered. As required
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Area Warden Position Description



AREA WARDEN ROLES AND RESPONSIBILITIES

Fire Wardens have the authority of the Emergency Planning Committee to direct staff, contractors, patients, and visitors following the declaration of an incident/emergency or during an exercise

PRE-EMERGENCY	<ul style="list-style-type: none"> • Ensure you are trained in accordance with training and competence requirements. Become familiar with the building layout, evacuation routes and assembly points detailed on each building evacuation diagram. - Identify people with disabilities in your area and discuss the Emergency Evacuation Guidelines for People with Disability. - Participate in regular exercises/drills.
DURING AN EMERGENCY	<ul style="list-style-type: none"> • Put on Orange/Red vest and remain calm. • Take the two-way radio and other items from the Warden Station • Ensure the safety of yourself and other personnel. • Ascertain the nature of the emergency. • Establish communications with your team and determine the most appropriate course of action. • If immediate evacuation is required, initiate controlled evacuation, otherwise wait for instructions from the Chief Warden. • If safe to do, search your designated area to ensure all persons are accounted for (staff, students, visitors, and contractor-) - Assist people with disabilities to evacuate safely in accordance with Emergency Evacuation Guidelines for People with Disability. • Ensure orderly flow of persons during an evacuation. • Ensure that all fire and smoke doors are closed. • On successful evacuation report to the Chief Warden, provide status report and await further instructions. • Direct persons to relevant assembly area • Prevent persons from re-entering the evacuation zone or building. • Ensure a log is maintained including the record of attendance at the evacuation point (No-one is to leave the assembly point until all clear is given by the Chief Warden or Emergency Services)
POST EMERGENCY	<ul style="list-style-type: none"> • When the emergency incident is deemed safe and authority is given by the emergency services, and upon instruction of Chief Warden, assist building occupants to return to their building. • If there are any people with disabilities at the assembly area/muster point ensure they are made aware of the situation, ask them if they require assistance to return to work area and inform Chief Warden. • Compile a report of your observations during the incident to provide to the Chief Warden. • Attend the debrief as directed by Chief Warden or Emergency Management Response Team

TRAINING REQUIREMENTS	
Operate as part of an Incident ECO (IRT)	3 yearly- annual refreshers will be offered.
Participate in two emergency or incident exercises (desktop and field)	As required Annually
Participate in one emergency evacuation exercise	As required
Participate in one multi-agency exercise	

Position Description - Emergency Management Response Team Leader



The Emergency Management Response Team Leader (EMRTL) has overall responsibility for the management of all activities and personnel deployed to resolve an incident.

To provide an appropriate response to an incident or emergency, the EMRTL shall assume the responsibilities set out below.

INCIDENT SCENE	<ul style="list-style-type: none"> • Communicate with Chief Warden to obtain details about the incident and what actions have been taken to date. • Assess the situation and seek information as required. • Ensure that necessary response actions are underway in accordance with Emergency Management plans and procedures. • Ascertain the Incident Level and assess which stakeholders require notification. • notify these stakeholders or assign this task to a suitable delegate. • Identify and establish a site for the Forward Command Centre. • Stand up the Emergency Management Response Team and all support teams as required. • Direct actions of the EMRT at the incident site, where appropriate. • Supervise Gippsland Lakes Complete Health emergency response and interface with Emergency Services. • If required, escalate to the CIMT in accordance with the Incident Alert Matrix.
BRIEFING	<ul style="list-style-type: none"> • Ensure briefings occur at all levels of the EMRT structure and each area conducts briefings with their section. • When time permits, brief the CIMT Leader and Incident Communications Team Leader on the situation.
SETTING OBJECTIVES	<ul style="list-style-type: none"> • Identify the preferred incident objective and strategies. • Develop alternative incident objectives and strategies, and identify the risks and likely outcomes associated with each.
WELFARE	<ul style="list-style-type: none"> • Ensure staff shifts have been rotated and provide regular timeouts for staff as required. • Assess and support staff members to cope with the situation. • Ensure Psychological First Aid is available for staff coming off shift, and at the conclusion of the Incident, if required.
COMMUNICATIONS	<ul style="list-style-type: none"> • Obtain approval from the CEO to authorise the issue of emergency alert messages to the relevant Gippsland Lakes Complete Health community (staff and students, Volunteers, Medical Personnel, or an affected area or building). • Continue to provide Situation Reports (Sit-Reps) to the CIMT Leader.
RELATIONSHIPS	<ul style="list-style-type: none"> • Manage the interface with organisations and people working beyond the incident management structure.

	<ul style="list-style-type: none"> • Manage the interface with communities and people affected by or likely to be affected by the incident. • Act as the liaison point between the Command Centre, CIMT and Incident Communications officer.
DURING THE EMERGENCY	<ul style="list-style-type: none"> • Seek clarification with Emergency Services or Agencies about any casualties or fatalities, the extent of the cordon, and any ongoing issues. • Assess any anticipated regulatory impacts or damage to the environment or infrastructure and report to the CIMT.
DEBRIEFING	<ul style="list-style-type: none"> • Ensure debriefs are conducted both at shift handovers and at the conclusion of the incident.
POST-EMERGENCY	<ul style="list-style-type: none"> • If possible, compile and preserve all information in an Incident Tracking Log and deliver to the CIMT for integration into the incident record. • Review team actions taken during the incident and make recommendations for improvements. • Lead the post-incident review with the EMRT to discuss lessons learned, strengths, weaknesses, and corrective actions. • Participate in a post-incident review with the CIMT.
RECORDS	<ul style="list-style-type: none"> • Maintain a chronological and timed record of the decisions made personally in relation to the incident.
RECOVERY	<ul style="list-style-type: none"> • Remain at the incident site while the area is cordoned off and support forensics teams and regulators investigating the incident site. • With the CIMT, examine the emergency management framework and arrangements to identify any gaps in understanding or corrective actions. • Stand down relevant members of the EMRT when no longer required. • Stand up relevant members of the EMRT team when CIMT determines the incident has effectively transitioned to recovery phase. • Participate in ongoing CIMT meetings as appropriate.
TRAINING REQUIREMENTS	
Operate as part of an Incident ECO (IRT) Lead an emergency control organisation (IRT) Participate in two emergency or incident exercises (desktop and field) Participate in one emergency evacuation exercise Participate in one multi-agency exercise	3 yearly- annual refreshers will be offered. Annually Annually As required

Emergency Management Response Team Position Description



EMERGENCY MANAGEMENT RESPONSE TEAM MEMBER ROLES AND RESPONSIBILITIES

Emergency Management Response Team (EMRT) Members support the Gippsland Lakes Complete Health by providing specialist advice and expertise to help respond to and to resolve an incident. EMRT membership comprises the following portfolios:

- Health, Safety and Emergency Management
- Facilities
- Support Services
- Strategic Communications
- Properties

To provide an appropriate response to an incident or emergency, an EMRT Member shall assume the responsibilities set out below.

INCIDENT MANAGEMENT	<ul style="list-style-type: none"> • Obtain information on the current and projected incident situation from the EMRT Leader and available external sources. • Review and provide specialist advice to support the Gippsland Lakes Complete Health in its emergency response. • Liaise as appropriate with Emergency Services and Combat Agencies. • identify the need for and supply specialist resources to support the emergency response and maintain a register of all resources utilised during the incident. • Provide the EMRT Leader with current information for inclusion in Situation Reports (Sit-Reps). • Ensure legislative and statutory responsibilities, codes of practice and Australian standards are monitored, interpreted, communicated, and applied as required during an emergency. • Ensure effective communication and consultation processes are followed for the management of the emergency.
PLANNING	<ul style="list-style-type: none"> • Develop, contribute to, and manage appropriate Action Plans. Estimate future requirements and escalate as appropriate.

	<ul style="list-style-type: none"> • Ensure that the EMRT Leader is in possession of relevant and timely information relating to the incident. • Contribute to briefings and post-Incident debriefings, as required.
BRIEFING	<ul style="list-style-type: none"> • Ensure that the EMRT Leader is in possession of relevant and timely information relating to the incident. • Contribute to briefings and post-event debriefings, as required.
WELFARE	<ul style="list-style-type: none"> • Consider the welfare of first responders, staff, students, and the community, and organise support as required. • Ensure staff rosters are rotated, and all response personnel are given adequate food, water, rest, and psychological support.
RECORDS	<ul style="list-style-type: none"> • Maintain a detailed record of the incident and actions personally undertaken. • Ensure all recovery matters are handed over to the appropriate individual or department.
POST-EMERGENCY	<ul style="list-style-type: none"> • Assist the Gippsland Lakes Complete Health in resuming normal operations after an emergency. • Participate in the post-incident EMRT review to discuss lessons learned, strengths, weaknesses, and corrective actions.
TRAINING REQUIREMENTS	
<p>Operate as part of an Incident ECO (IRT)</p> <p>Participate in two emergency or incident exercises (desktop and field)</p> <p>Participate in one emergency evacuation exercise</p> <p>Participate in one multi-agency exercise</p>	<p>3 yearly- annual refreshers will be offered.</p> <p>As required Annually</p> <p>As required</p>

Forms

Emergency Kit Checklist Template

The Emergency Kit Contents:	✓
Service's information	
List of emergency contacts and staff information (contained in the plan)	
Copy of facility site plan and the plan including evacuation routes	
General equipment and supplies	
Torch with replacement batteries or wind-up torch (batteries checked and charged)	
Whistle	
First Aid Kit	
Portable battery powered radio (batteries checked and charged)	
Pens, markers, paper	
Plastic garbage bags and ties	
Antibacterial wipes, hand sanitiser gel and surgical face masks	
heavy-duty gloves	
Woollen Blanket (Metung, Childrens Centre, Paynesville, Bruthen, Nowa Nowa)	
Date Emergency Kit Checked:	
Next check date:	

Personal Emergency Evacuation Plan Template:

PEEP Details

Name of person needing assistance:		Phone:	
Email:		Other contact method:	
Building:		Floor/room number:	
Relevant Floor Warden(s):		Phone:	
Date PEEP first completed:		Date PEEP last reviewed:	

The following questions will assist with determining the support required:

Do you have an assistance animal?

- ☐ Yes. If yes, please describe (e.g. guide dog)
- ☐ No

Have you completed a local area induction and been made aware of the local emergency evacuation procedures?

- ☐ Yes. Please include the date of induction was completed
- ☐ No. Contact Manager of your work area.

3. Awareness of emergency; how do you wish to be informed of the building evacuation?

- ☐ Existing alarm system
- ☐ In person communication
- ☐ Mobile phone, via SMS
- ☐ Mobile phone, verbally
- ☐ Visual alarm system
- ☐ Pager/vibrating system
- ☐ Other device or method (please specify):

4. How would you like to receive evacuation procedure updates?

- ☐ Email
- ☐ Personal update

- ☐ Braille
- ☐ Text
- ☐ Other (please specify)

5. What type of assistance do you require?

- ☐ Walking guidance or aid.
- ☐ Wheelchair assistance.
- ☐ Other (please specify)

6. What equipment will you require that emergency services should be aware of?

- ☐ Manual wheelchair.
- ☐ Harness
- ☐ Other (please specify)

Egress Procedure.

From the responses in the previous section a personalized egress procedure can be developed.

By what method and by which evacuation route(s) will you be evacuated?

(Step-by-step details – add steps if required)

1.
2.
3.
4.

What is your alternative safe refuge? (Local emergency evacuation map and identify isolated stairwell (fire-safe holding area)

.....

5. Have you checked that the egress procedure is effective?

- ☐ Yes. Record date:
- ☐ No

Please attach diagram of preferred route for assisted evacuation. Please show location of person requiring assistance, alternative safe refuge, and the path of travel to a place of safety (fire isolated stairwell).

<INSERT DIAGRAM>

Armed Intruder Checklist/Report

Number of Intruders: ☐ One ☐ Two ☐ Three More.....

Sex: ☐ Male ☐ Female ☐ 'on't know

Estimated Age:

Accent (specify):

Possible Nationality: ☐ Australian ☐ Asian ☐ European ☐ North American

Other

Voice: ☐ Loud ☐ Soft **Speech:** ☐ Fast ☐ Slow

☐ Light ☐ Deep ☐ Clear ☐ Muffled

☐ Disguised ☐ Stutter ☐ Lisp

Manner: ☐ Calm ☐ Excited

Idiosyncrasies:

☐ Vague ☐ Cold ☐ Nervous cough

☐ Drunk ☐ Sober ☐ Catch phrases

Other Other

Particulars (Describe for each intruder on a separate form)

Hair: Colour Length Shape

Eyes: Colour

Height:

Weight: **Build:** **Posture:**

Walk:

Scars: **Tattoos:**

Hands/Gloves:

Clothing: **Footwear:**

Carry bags:

CHECK LI-T - PART 2

Did you recognise the intruder/s? YES / NO

Who do you think it was?

VEHICLE/S

Vehicle Type/Model Colour

Registration No

TYPE OF WEAPONS (Circle)

HANDHELD ☐ Revolver ☐ Automatic Pistol ☐ Not Sure

SHOULDER WEAPON ☐ Rifle ☐ Shotgun

☐ Not Sure

SIZE/WEIGHT ☐ Heavy/Big ☐ Light/Small

☐ Sawn Off

COLOUR OF WEAPON Metal

Woodwork

Sling (if any)

ADMINISTRATIVE DATA (completed by victim of hold-up)

Name (Printed)..... Position

Section..... Signature

Date Time

HAND PARTS 1 AND 2 TO CHIEF WARDEN

ACTIONED BY

Name (Printed)..... Position

Section..... Signature

Date Time

ACTION TAKEN

.....

Bomb Threat Check List

Exact wording of threat:

.....

.....

.....

Sex of Caller:

☐ Male

☐ Female

☐ 'on't know

QUESTIONS TO ASK: (You may not be given all answers)

WHEN is the bomb going to explode?ampm

WHERE did you put the bomb?

WHAT does the bomb look like?

WHAT kind of bomb is it?

WHAT will make the bomb explode?

DID YOU place the bomb?

WHY did you place the bomb?

WHAT is your name?

WHERE are you?

Immediate Action

Note timeampm

Contact Reception (Ext **).

(If unanswered/out of hours contact the Police on 000)

Advise your supervisor

Do not discuss the threat with the media or other unauthorised people.

Await further instructions and complete the checklist on the next page.

Call Information Checklist

Caller

Sex:

☐ Male

☐ Female

☐ 'on't know

Estimated Age:

.....

Accent (specify):

.....

Possible Nationality:

☐ Australian

☐ Nth American

☐ European

☐ Asian

☐ Other

Voice: ☐ Loud ☐ Soft **Speech:** ☐ Fast ☐ Slow
☐ Light ☐ Deep ☐ Clear ☐ Muffled
☐ Disguised ☐ Stutter ☐ Lisp

Manner: ☐ Calm ☐ Excited

Idiosyncrasies:

☐ Vague ☐ Cold ☐ Nervous cough
☐ Drunk ☐ Sober ☐ Catch phrases
☐ Other ☐ Other

Did you recognise the voice? YES / NO

Who do you think it was?

Did the caller know the area?

BACKGROUND INFORMATION

☐ Public telephone ☐ Private telephone ☐ Local call
☐ STD call ☐ Street noises ☐ Vehicle noises
☐ Music ☐ Machinery Other

Administrative Data

Name: Dept:

Where call taken:

Extension Number:

Time of call:

Date of call:



GIPPSLAND LAKES
COMPLETE
Health

Emergency Phone & Mobile Phone Record Form Lakes Entrance

Procedure for Internal emergency:

1. Person discovering the emergency assesses the situation and calls 000.
2. Person discovering the emergency- Calls the emergency number to notify reception.
3. Reception records details of call using this form.
4. Reception Staff: Announce code via internal PA System: Attention Attention Attention CODE _____ Evacuate Evacuate Evacuate This is not a drill
5. Wait instructions from Chief Warden
6. Chief warden is provided with information on the situation and if 000 has been called.
7. Chief warden takes over management of the situation.

Procedure for Emergency Management Communications:

Use this form to record incoming information for the Emergency Management Response Team

Name of caller		Time	
Zone/Area calling from			
Nature of Emergency			
<u>Other relevant information</u>	<input type="checkbox"/>	Fire	
	<input type="checkbox"/>	Internal Emergency	
	<input type="checkbox"/>	Evacuation	
	<input type="checkbox"/>	Medical Emergency	
	<input type="checkbox"/>	External Emergency	
	<input type="checkbox"/>	Bomb	
	<input type="checkbox"/>	Personal Threat	
	<input type="checkbox"/>	Duress/Lockdown/Threatening behaviour	
Dedicated Emergency phone numbers- Lakes Entrance 5155 8400 Bairnsdale 5152 0001	Emergency mobile phone numbers – Lakes Entrance- 0492 155 852 271 The Esplanade Lakes Entrance - 0447 083 169 Bairnsdale-0448 319 535 STEP- 0477 732 862 LEAHA- 0429 049 800		
Chief Fire Warden- Wayne Dahan 0459 394 533 Deputy Warden Geoff Stanton 0417 874 840 Deputy Warden Charmaine Johns 0407 504 015			
Executive Manager Corporate Services 0429 483 008 Executive Manager STEP 0400 275 904 Executive Manager Clinical and Nursing 0429 483 008) OHS Advisor 0410 004 363			

Enter the incident into RiskMan and email this completed form to HS@glch.org.au

Procedure for Internal emergency:

1. Person discovering the emergency assesses the situation and calls 000.
2. Person discovering the emergency- Calls the emergency number to notify reception.
3. Reception records details of call using this form.
4. Reception Staff: Announce code via internal PA System: Attention Attention Attention CODE _____ Evacuate Evacuate Evacuate This is not a drill.
5. Wait instructions from Chief Warden
6. Chief warden is provided with information on the situation and notified if 000 has been called.
7. Chief warden takes over management of the situation.

Procedure for Emergency Management Communications:

Use this form to record incoming information for the Emergency Management Response Team

Name of caller		Time	
Zone/Area calling from			
Nature of Emergency			
Other relevant information	<input type="checkbox"/> Fire <input type="checkbox"/> Internal Emergency <input type="checkbox"/> Evacuation <input type="checkbox"/> Medical Emergency <input type="checkbox"/> External Emergency <input type="checkbox"/> Bomb <input type="checkbox"/> Personal Threat <input type="checkbox"/> Duress/Lockdown/Threatening behaviour		
Dedicated Emergency phone numbers- Lakes Entrance 5155 8400 Bairnsdale 5152 0001	Emergency mobile phone numbers – Lakes Entrance- 0492 155 852 271 The Esplanade Lakes Entrance - 0447 083 169 Bairnsdale-0448 319 535 STEP- 0477 732 862 LEAHA- 0429 049 800		
Chief Warden- Shelly Wilde Deputy Warden- Wayne Dahan or nominated warden 0459 394 533			
Executive Manager Corporate Services 0429 483 008 Executive Manager FYCS- 5155 7511 OHS Advisor 0410 004 363			

Enter the incident into RiskMan and email this completed form to HS@glch.org.au



Emergency Mobile Phone Record Form LEAHA

Procedure for Internal emergency:

8. Person discovering the emergency assesses the situation and calls 000.
9. Person discovering the emergency- Calls the emergency number to notify reception.
10. Reception records details of call using this form.
11. Contact Chief Warden and or CEO
12. Chief warden is provided with information on the situation and if 000 has been called.
13. Chief warden takes over management of the situation.

Procedure for Emergency Management Communications:

Use this form to record incoming information for the Emergency Management Response Team

Name of caller		Time	
Zone/Area calling from			
Nature of Emergency			
Other relevant information	<input type="checkbox"/> Fire <input type="checkbox"/> Internal Emergency <input type="checkbox"/> Evacuation <input type="checkbox"/> Medical Emergency <input type="checkbox"/> External Emergency <input type="checkbox"/> Bomb <input type="checkbox"/> Personal Threat <input type="checkbox"/> Duress/Lockdown/Threatening behaviour		
Dedicated Emergency phone numbers- Lakes Entrance 5155 8400 Bairnsdale 5152 0001	Emergency mobile phone numbers – Lakes Entrance- 0492 155 852 271 The Esplanade Lakes Entrance - 0447 083 169 Bairnsdale-0448 319 535 STEP- 0477 732 862 LEAHA- 0429 049 800		
Chief Fire Warden- Wayne Dahan 0459 394 533 Deputy Warden Geoff Stanton 0417 874 840 Deputy Warden Charmaine Johns 0407 504 015			
CEO LEAHA 0409 195 095 OHS Advisor 0410 004 363			

Enter the incident into RiskMan and email this completed form to HS@glch.org.au



Emergency Mobile Phone Record Form STEP

Procedure for Internal emergency:

14. Person discovering the emergency assesses the situation and calls 000.
15. Person discovering the emergency- Calls the emergency number to notify reception.
16. Reception records details of call using this form.
17. Chief warden is contacted.
18. Chief warden is provided with information on the situation and if 000 has been called.
19. Chief warden takes over management of the situation.

Procedure for Emergency Management Communications:

Use this form to record incoming information for the Emergency Management Response Team

Name of caller		Time	
Zone/Area calling from			
Nature of Emergency			
<u>Other relevant information</u> <i>If the call has come from the Childrens Centre, Notify Executive Managers STEP & CORP and the Chief Warden</i>	<input type="checkbox"/> Fire <input type="checkbox"/> Internal Emergency <input type="checkbox"/> Evacuation <input type="checkbox"/> Medical Emergency <input type="checkbox"/> External Emergency <input type="checkbox"/> Bomb <input type="checkbox"/> Personal Threat <input type="checkbox"/> Duress/Lockdown/Threatening behaviour		
Dedicated Emergency phone numbers- Lakes Entrance 5155 8400 Bairnsdale 5152 0001	Emergency mobile phone numbers – Lakes Entrance- 0492 155 852 271 The Esplanade Lakes Entrance - 0447 083 169 Bairnsdale-0448 319 535 STEP- 0477 732 862 LEAHA- 0429 049 800		
Chief Fire Warden- Wayne Dahan 0459 394 533 Deputy Warden Geoff Stanton 0417 874 840 Deputy Warden Charmaine Johns 0407 504 015			
Executive Manager Corporate Services 0429 483 008 Executive Manager STEP 0400 275 904 Executive Manager Clinical and Nursing 0429 483 008) OHS Advisor 0410 004 363			

Enter the incident into RiskMan and email this completed form to HS@glch.org.au

Emergency Contacts and Flood Preparation Checklist

NOW: Flood preparation

- ☐ Check if your insurance policy cover flooding.
- ☐ Keep this list of emergency numbers near the telephone.
- ☐ Put together an emergency kit and prepare a home or business emergency plan, see ses.vic.gov.au.

When you hear a Flood Watch or weather warning

- ☐ Listen to Severe Weather Warnings for flash flood.
- ☐ Listen to the radio and check the SES website for more information and advice.
- ☐ Go over your emergency plan. Pack clothing and other extra items into your emergency kit and take this with you if you evacuate.
- ☐ Leave early if you intend to evacuate.

When flooding may happen soon (heavy rainfall)

- ☐ Make sure your family members and neighbours are aware of what is happening.
- ☐ Conditions change rapidly, roads and escape routes can be covered or blocked. Don't forget to take pets and your medicine with you.
- ☐ Put household valuables and electrical items as high as possible.
- ☐ Turn off water, gas and electricity at the mains.
- ☐ Secure objects likely to float and cause damage.
- ☐ If you are staying in a caravan or temporary dwelling, move to higher ground before flooding begins.

During the flood

- ☐ For SES emergency assistance, call 132 500.
- ☐ Do not drive, ride, swim or walk through floodwater. This is the main cause of death during floods.
- ☐ NEVER allow children to play in floodwater. This is the main cause of death during floods for children and young people.
- ☐ Stay away from drains, culverts and waterways as water can flow quickly and have strong currents.
- ☐ Stay well clear of fallen trees, powerlines and damaged buildings.

After the flood: recovery

- ☐ If your property has been flooded, check with East Gippsland Shire for information and advice.
- ☐ Have all electrical and gas equipment professionally tested before use.

For more information visit:

-  ses.vic.gov.au
-  facebook.com/vicses
-  twitter.com/vicseswarnings

Life-threatening emergency
Police Fire Ambulance

000 Triple Zero
TTY106

Victoria State Emergency Service (SES)
For SES emergency assistance

132 500

SES Information Line
Operates during major floods or storms

1300 842 737
1300 VIC SES
ses.vic.gov.au

Bureau of Meteorology (BoM)
Weather information, forecasts, warnings

1300 659 217
bom.gov.au

National Relay Service (NRS)

www.relayservice.com.au

The deaf, hearing or speech impaired can call SES or Triple Zero (000) using NRS:

	DIAL	THEN ASK FOR
■ Speak and Listen (SSR) users phone	1300 555 727	132 500
■ TTY / Voice users phone	13 36 77	132 500

Internet Relay users log into

www.iprelay.com.au/call/
then enter: **132 500 or 000**

VicRoads

Road closures and hazard reporting service

13 11 70
vicroads.vic.gov.au

East Gippsland Shire Contact Details

Phone: **1300 555 886**
Email: feedback@egipps.vic.gov.au
Web: www.eastgippsland.vic.gov.au

Weather District: East Gippsland

Catchment: Gippsland Lakes

Emergency Broadcasters

Emergency broadcasters include ABC Local Radio, commercial and designated community radio stations and SKY NEWS Television.

- ABC Radio 828 AM or 100.7 FM
- TR FM 99.5 FM
- 3GV Gold 1242 AM
- SKY NEWS Television

Complete the following and keep this information handy close to the phone:

Your electricity supplier: _____

Your gas supplier: _____

Doctor: _____

Vet: _____

Insurance

Policy Number: _____

Phone Number: _____

Reference Material

This EMP directs the preparedness and response efforts during an emergency. It has been developed in accordance with the Acts, Regulations, Policies and Standards listed below. It should be also used in conjunction with standard operating procedures (SOPs) and approved Business Continuity plans, which complement and coordinate overall efforts and provide more depth and specific knowledge and expertise.

Acts, Regulations, Policies and Standards	
Occupational Health and Safety Act 2004 (Vic)	An Act to promote and improve standards for occupational safety and health in Victoria (Vic)
Occupational Health and Safety Regulation 2017	A guide to implementing the Act
Emergency Management Act 2013 (Victoria)	An Act to provide for the prompt and coordinated organisation of Emergency Management (EM) in Victoria
ISO 31000 Risk Management – Principles and guidelines	A standard to provide principles, framework, and a process for managing risk.
AS 3745 – 2010 Planning for emergencies in facilities	A standard to enhance the safety of people in facilities, by providing a framework for emergency planning, utilising the build facilities as appropriate.
Australasian Inter-Service Incident Management System (AIIMS)	The AIIMS framework is universal and standardised and is employed by most emergency service organisations in Australia. AIIMS objective is to ensure all incident personnel work together for one form of objectives.
Gippsland Lakes Complete Health Business Continuity Management Policy	A set of guidelines to ensure the uninterrupted functioning of services due to an unplanned event.
External Emergency Recovery Policy	A policy to support communities to successfully deal with the impact of an emergency coordinated by the East Gippsland Shire Council
External Emergency Response Policy	A policy to respond to a recover from emergencies coordinated by the East Gippsland Shire Council
Site security and Safety Policy	A guide to providing staff with a safe and secure environment
Lakes Entrance Local Incident Management Plan Community Information Booklet	Information to assist during an emergency.



Solar Battery Storage Emergency Management Plan Lakes Entrance

(Rear of 30 Jemmeson Street Lakes Entrance)



Warden Information

Chief Warden

1. Call 000- Advise 60 Solar Batteries stored onsite.
2. Notify medical reception to announce CODE ORANGE over the PA System
3. Coordinate the evacuation of all GLCH and LEAHA buildings by area wardens.
4. Notify all area wardens of the two evacuation Points- Jemmeson St fleet car park and the car park at the end of Jemmeson Street. Advise wardens by radio DO NOT use 19 Heatherlea Grove.
5. Designate the Deputy Warden or other staff member to notify surrounding residential buildings indicated on the plan below in blue arrows to evacuate to the Emergency Assembly Points identified.
6. Maintain radio contact with area wardens to ensure all areas are clear.
7. Advise wardens stay as far away from the buildings as possible.
8. Wait for emergency personnel to arrive.
9. Liaise with Emergency Personnel.

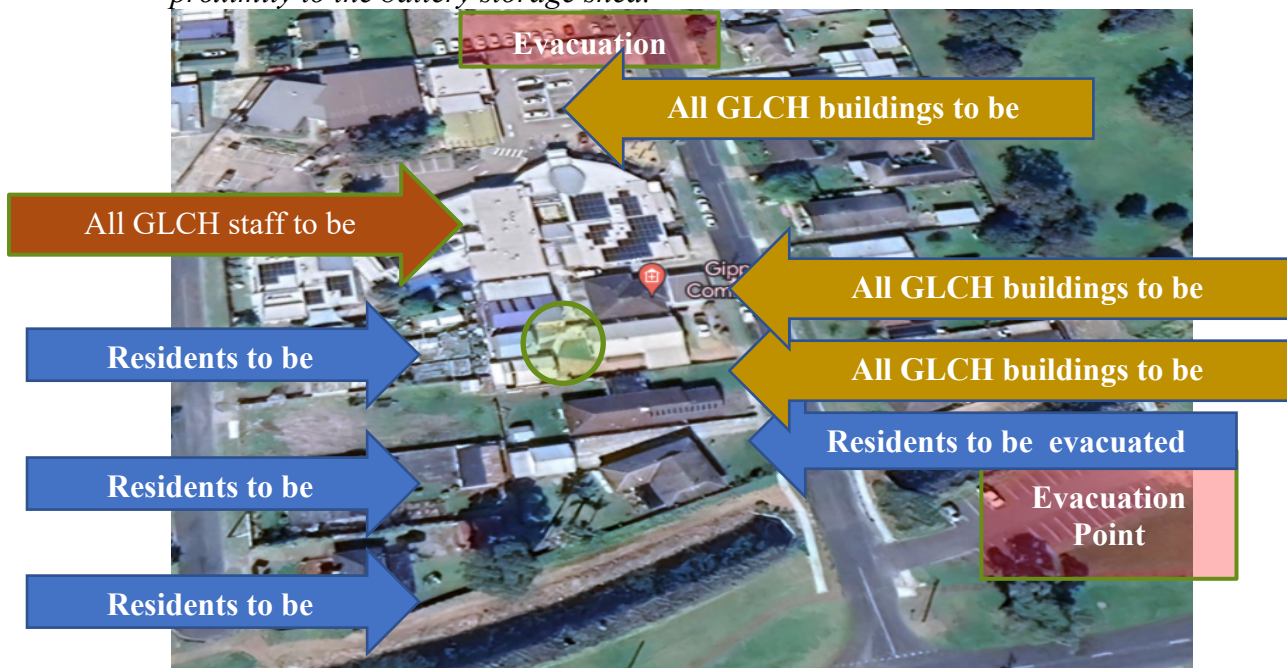
Area Wardens

1. **Do Not attempt to put out the fire.**
2. Evacuate all GLCH buildings.
3. Do Not allow anyone to re-enter the area.
4. Maintain radio contact and follow all instructions issued by the Chief Warden
5. Nominate a staff member to assist with evacuating surrounding residents if requested to do so by Chief Warden.
6. Account for personnel at the assembly points using the attendance sheet.
7. Make sure all names of people in attendance are recoded on the attendance sheet.
8. Wait for the All Clear before returning to site.

In the event of a battery storage area fire, the two evacuation points are:

1. The Fleet Storage car park on Jemmeson Street
2. Staff Car park at the end of Jemmeson Street.

NOTE: 19 Heatherlea Grove MUST NOT be used as an assembly area due to its proximity to the battery storage shed.



Roof Type	TIN ROOF
NMI	6305005692
Solar PV module brand and model	Trina Vertex 500W TSM-500DE18M(II)
Solar PV module dimensions	2176 x 1098 x 35mm
Solar PV module power class	500 Wp
No. of Solar PV modules installed	199
Total PV capacity (kWp)	99.5 kWp
Solar Grid-Tied Inverter brand and model	3 x Selectronic SP Pro SPLC1202 6 x Fronius SYMO 15.0.3-M (Selectronic Certified)
Solar Grid-Tied Inverter Power-class	15 kVA
No. of Solar Grid-Tied Inverters installed	6
Total Inverter capacity (kVA)	90 kVA
No. of PV Distribution Boards (PVDBs)	1
Estimated Annual Energy generation from PV system (kWh)	~ 119,806.77 kWh
Battery	3 x (20 x PowerPlus Eco 3.3kWH Battery) = 198 kWh

Key access code to the Battery Storage Shed	3946
Emergency contact for building access after hours	0427 053 061
Location of Inverters	Battery storage shed
Location of Isolators	Battery Storage Shed
Location of Key to electrical switchboard cupboard	Office behind Medical Reception (Key 14)
Location of solar panel Isolators	Hallway of medical clinic

Emergency Services Information



Battery Storage Area
Generator Storage Area
Access from Hydrant
Isolation switches for solar panels
located in hallway of the clinic.



This is a photo of the front of the Generator and Battery Shed. The generator is located at the front of the shed and the batteries can be accessed by a door at the rear of the shed.



A key lock box is located near the door. The code for the key box is: **3946**

To isolate the solar panels the Electrical



Switchboard Cupboard is in the medical clinic corridor. (See below) The key to the Electrical Switchboard is in the key cabinet in the office behind medical reception. Key number 14 unlocks the Electrical Switchboard cupboard.





Key Code 3946



Battery Shed

Houses batteries, inverters, isolation switches
Fire extinguisher, air conditioning unit.



Fire rated wall between Generator and the Battery shed.



Generator Shed

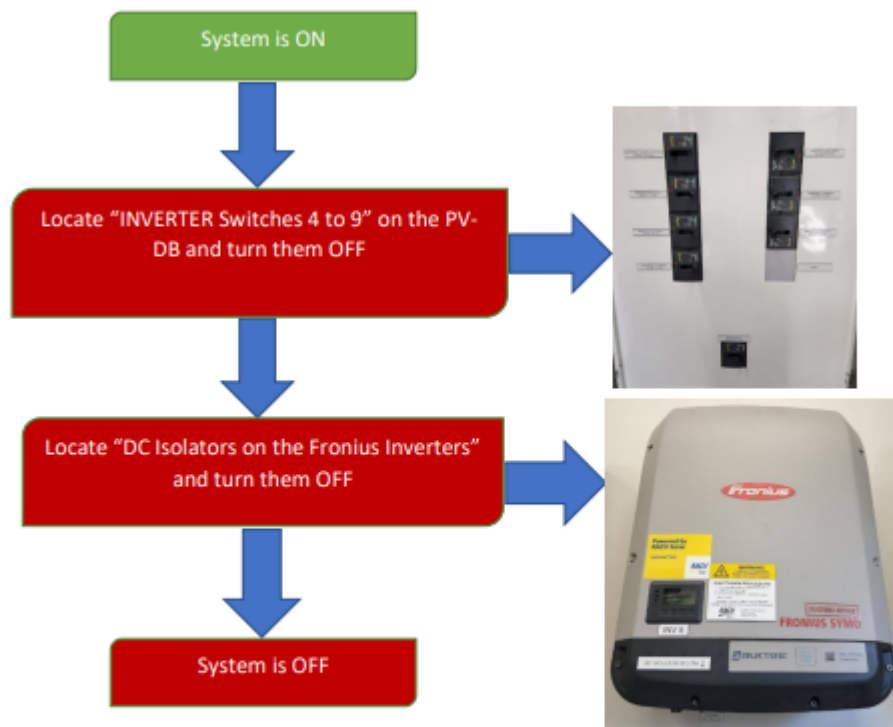
80 Litres of Diesel Fuel plus diesel in tank of generator



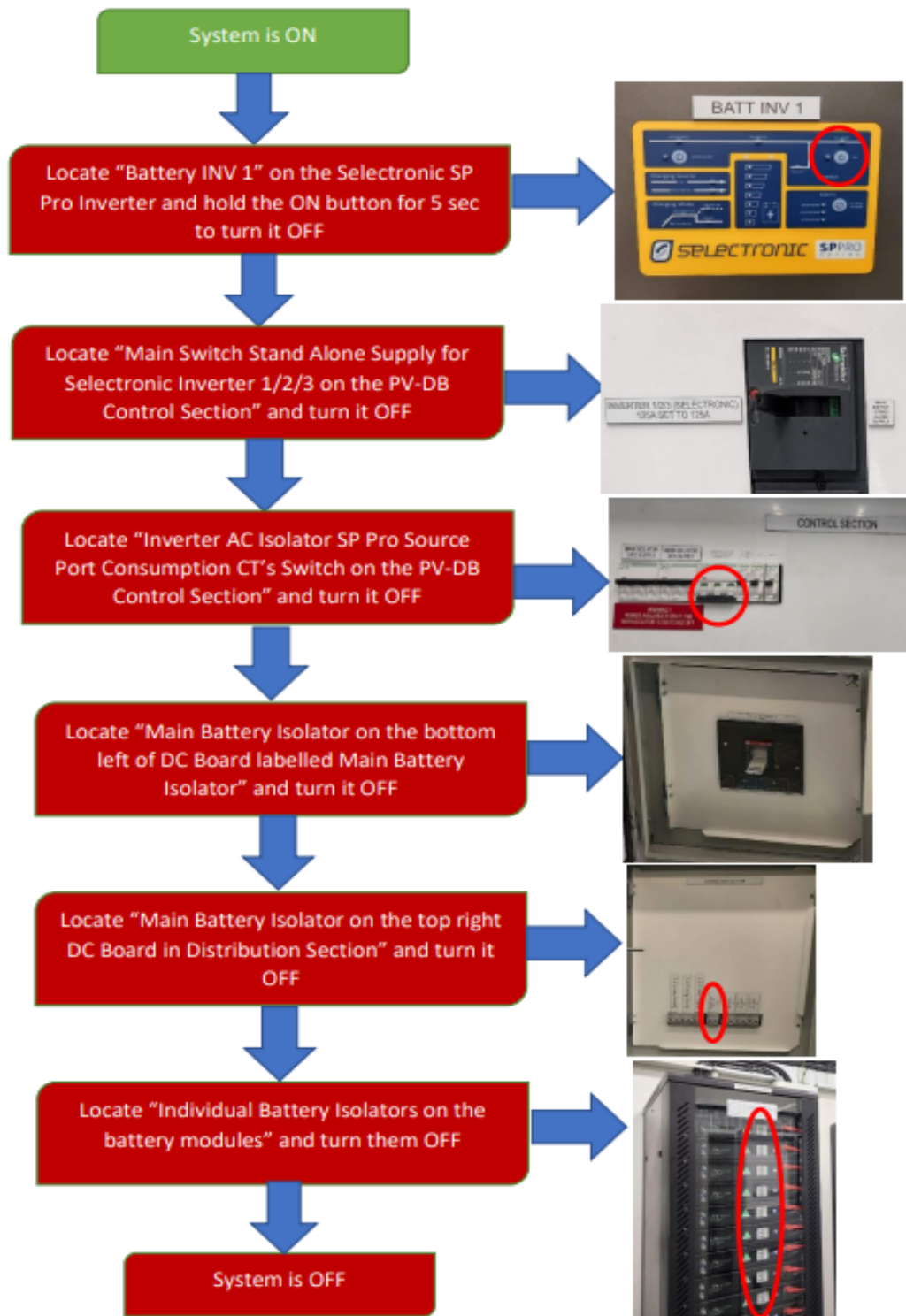
Roller Door for Generator Shed.



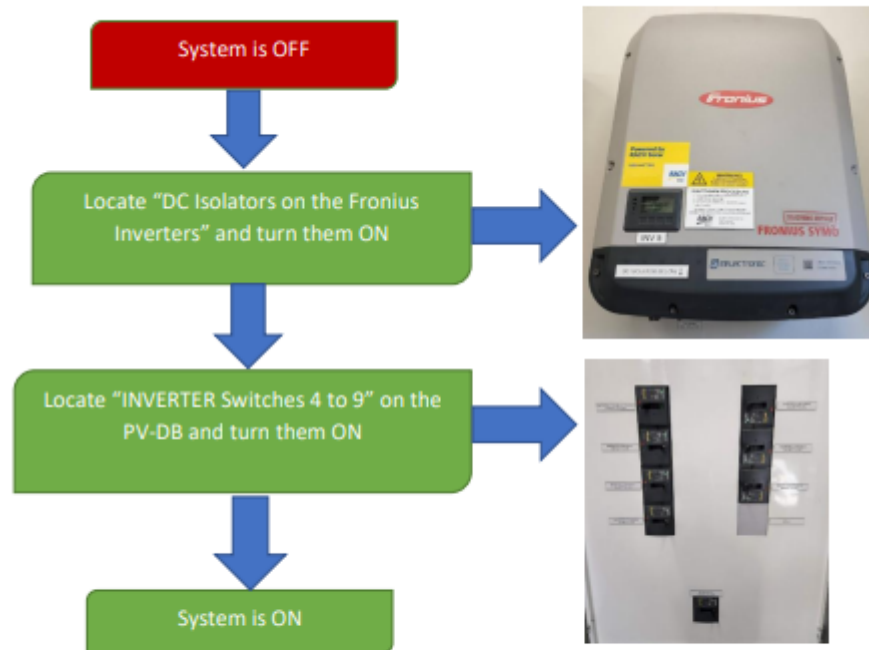
Shutdown procedure for (Solar)



Shutdown Procedure (Batteries)



Startup procedure (Battery)



Startup Procedure (Battery)

