

EMERGENCY CONTACT TELEPHONE NUMBERS

AMBULANCE	
FIRE BRIGADE	
POLICE	
SES	
ELECTRICIAN	
POWER SUPPLY CO.	
GAS LEAKS	
WATER CO.	
POISONS INFO CENTRE	
ACCIDENT TOWING	

EMERGENCY MANAGEMENT HANDBOOK

Codes



MEDICAL EMERGENCY



FIRE



BOMB THREAT



PERSONAL THREAT



GAS LEAK



POWER FAILURE-



TRAFFIC ACCIDENT

TRAFFIC ACCIDENT

CODE GREY

- Check for any threatening situation and remove or control if safe to do so.
- Alert persons nearby and request assistance
- Assist any person in immediate danger (only if safe to do so)
- Notify First Aid Personnel and Chief Warden
- Notify the Ambulance service by dialing “000”
- Designate someone to meet and direct the ambulance to the location of the casualty
- Remain with casualty and provide appropriate support. Do not move unless exposed to a life threatening situation.
- Extinguish any fire (if safe to do so)
- If threat to life exists evacuate immediately, closing off area.

EMERGENCY SERVICES CO-ORDINATOR RESPONSIBILITIES

Insert Name.....

- Point of contact for emergency services
- Control of response to any Emergency
- Ensure ease of access for Emergency Response Vehicles
- Central Point of contact for media in emergency situations
- Immediate notification to event co-ordinator of any emergencies
- Be on-site and contactable during the event
- Go over safety procedures before and during the event
- Develop an evacuation plan
- Select suitable assembly areas and advise Event Committee members, Security staff and event volunteers.
- Train Event Committee members, security staff, and event volunteers on emergency contingency plans.
- Ensure First Aid facilities are in operation prior to the event

LOST CHILD

CONTROL CENTRE

- NOTIFY EVENT CO-ORDINATOR (insert name) & security staff.
- STAY with child until security staff attend location, attempt to calm child and ask name
- SECURITY STAFF MEMBER to escort child to CONTROL CENTRE and transfer information if available (name and age of child)
- STAFF at Control Centre to write down description of child and give information to event co-ordinator.
- OFFER ONLY PLAIN WATER TO CHILD. No other food or drink to be offered as child may have unknown allergies.
- CHILD is NOT TO LEAVE the Control Centre staff members care without satisfactory recognition of adult parent/sibling or Guardian by the Child.
- If in doubt of attempted reunion NOTIFY POLICE on 000
- COMPLETE “Suspicious Persons” form and hand to Police on their arrival.

POWER FAILURE

CODE YELLOW

- Ensure the Chief Warden is notified
- Check for any unsafe electrical hazards and remove persons from area if unsafe
- Isolate the Electrical Supply at the source
- Notify the on call Electrician.....
- Report to the Chief Warden regarding any actions taken
- Standby for further instructions from Chief Warden

Generator available on day from:.....

GAS LEAK

CODE BROWN

- Ensure the Chief Warden is notified
- Isolate the Gas Supply at the source
- Notify the Fire Brigade by dialing “000”
- Notify the Gas Supply Company on
- Shut down any Air Conditioning to prevent the spread of flammable or toxic gases
- Remove any ignition source (if safe to do so)
- Turn Off the Electricity Supply
- Report to the Chief Warden regarding any actions taken
- Control the Evacuation to the Assembly Area
- Remain at the assembly area until further advised by Emergency Services.

LOST PROPERTY

CONTROL CENTRE

- ANY GOODS OF VALUE/MONIES FOUND during the event are to be taken directly to the CONTROL CENTRE.
- STAFF at Control Centre to complete lost property form and secure goods.
- A description of the goods and/or its last known location is to be asked for by Staff prior to returning goods to member of public claiming to have lost them. If goods are valuable and staff are not satisfied that person claiming them is the genuine owner, contact security staff and Chief Warden
- All monies are to be handed over to Police at the end of the day if unclaimed.

MEDICAL EMERGENCY

CODE BLUE

- CHECK for any threatening situation and REMOVE or CONTROL it if safe to do so.
- REMAIN with the casualty and provide appropriate support.
- NOTIFY FIRST AID PERSONNEL
- Notify Chief Warden
- Notify the Ambulance Service by dialing 000
- Designate someone to meet and direct the ambulance to the location of the casualty

NOTE

**Provide support and appropriate assistance.
Try not to leave casualty alone unless emergency help arrives**

BOMB THREAT CHECK LIST

CODE PURPLE

DO NOT HANG UP

CIRCLE WHICH APPLIES

VOICE	SPEECH	MANNER	TELEPHONE	BACKGROUND
Man	Fast	Calm	Local	Music
Woman	Slow	Angry	STD	Talk
Child	Distinct	Emotional	Public	Typing
Unknown	Impeded	Loud	Private	Children
	Stutter	Soft	Mobile	Traffic
	Nasal	Pleasant		Machines
	Hesitant	Raspy		Aircraft
	Uneducated	Intoxicated		Trains
	Other	Other		Trams
				Other

**NOTIFY THE CHIEF WARDEN
DO NOT INFORM OTHER PERSONS
FOLLOW DIRECTIONS GIVEN BY CHIEF WARDEN**

Date Time Duration of call

Number called Your Name

Your Number

BOMB THREAT CHECKLIST

CODE PURPLE

DO NOT HANG UP

KEEP NEXT TO EACH PHONE-

Try to record the **EXACT** wording of the threat

Ask the following questions:

WHEN is the bomb going to explode

WHERE did you put the bomb

WHEN did you put it there

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 now

WHAT is your address

ESTIMATE : Age
Accent (specify)

FIRE

CODE RED

- Alert persons nearby and request assistance
- Assist any person in Immediate Danger (only if safe to do so)
- If internal close the door on the fire to contain the spread
- Notify Chief Warden and call Fire Brigade on “000”
- Extinguish the fire if safe to do so
- If threat to life exists – EVACUATE immediately, closing off area.
- Check that all areas have been cleared and inform the Chief Warden
- Control the evacuation to the immediate assembly area
- Maintain control of all persons at the assembly area

PERSONAL THREAT

CODE ORANGE

- Notify Security Personnel and chief Warden
- Notify the Police by dialing “000” and request assistance
- Do not say or do anything that may encourage irrational behaviour
- Alert other Emergency Control Personnel in your vicinity
- INITIATE action to:
restrict entry to building/areas if possible
confine or isolate the threat from other building occupants or public
- Report to Chief Warden regularly the status of the occupants/public safety
- Evacuation should be considered (only when safe to do so)
- Have as many people as possible complete a “Description of Offender” Form

BOMB THREAT

CODE PURPLE

- Call Police on “000” and notify Chief Warden
- Do Not say or do anything that may encourage irrational behaviour
- Ensure that all doors are left open
- DO NOT TOUCH any suspicious object
- If a suspicious object is found or if the threat is specifically identified in a given area, then a full evacuation may be considered.
- **DO NOT TOUCH**
- **CLEAR THE AREA**
- **NOTIFY EMERGENCY CONTROL ORGANISATION IMMEDIATELY**
- **FOLLOW THE DIRECTIONS GIVEN**
- **PREVENT ALL PERSONS FROM ENTERING THE AREA WHERE DEVICE IS LOCATED**