



# Emergency Management Plan

## Farm + Lake Camps

Camp Coolamatong  
P: 5156 6511

39 Cranswick Road, Banksia Peninsula Victoria, 3875  
[www.campcoolamatong.com](http://www.campcoolamatong.com)

[coolamatong@suvic.org.au](mailto:coolamatong@suvic.org.au)

## In an Emergency

<b>1. Verify</b>	<b>Verify the Report</b>	Confirm with other campers, campsite staff, emergency services or other reliable people the accuracy of the information about the emergency						
<b>2. Notify</b>	<b>Notify Camp Staff &amp; Emergency Services</b>	By the quickest means possible notify: <ul style="list-style-type: none"> <li>• Camp Coolamatong staff; and</li> <li>• Emergency Services</li> </ul>						
<b>3. Assess</b>	<b>Assess the danger posed</b>	Observe what is happening to decide: <ul style="list-style-type: none"> <li>• Has the danger passed;</li> <li>• Is the danger increasing or decreasing;</li> </ul>						
<b>4. Act</b>	<b>Take action based on assessment</b>	<ul style="list-style-type: none"> <li>• Sound the fire alarm (located in pantry at farm, or kitchen at lake camp)</li> <li>• Move people away from the danger</li> <li>• Collect camper medical forms and medication</li> </ul>						
<b>5. Assemble</b>	<b>All leaders and campers proceed to Assembly Areas:</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;"><b>Assembly Areas</b></th> </tr> <tr> <th style="text-align: center;"><i>Farm Camp Site</i></th> <th style="text-align: center;"><i>Lake Camp Site</i></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">The Volleyball court</td> <td style="text-align: center;">Deck – adjacent Dining</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• Priority at all times is safety of human life</li> <li>• Do not return to buildings or cabins</li> <li>• Identify any campers not accounted for</li> </ul>	<b>Assembly Areas</b>		<i>Farm Camp Site</i>	<i>Lake Camp Site</i>	The Volleyball court	Deck – adjacent Dining
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<b>6. Refuge</b>	<b>Move to Refuge area:</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;"><b>Refuge Areas</b></th> </tr> <tr> <th style="text-align: center;"><i>Farm Camp Site</i></th> <th style="text-align: center;"><i>Lake Camp Site</i></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Dining Hall</td> <td style="text-align: center;">Dining Hall. Move to Farm Camp site if necessary - only proceed to farm if directed or it is clearly safe to do so</td> </tr> </tbody> </table>	<b>Refuge Areas</b>		<i>Farm Camp Site</i>	<i>Lake Camp Site</i>	Dining Hall	Dining Hall. Move to Farm Camp site if necessary - only proceed to farm if directed or it is clearly safe to do so
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Dining Hall	Dining Hall. Move to Farm Camp site if necessary - only proceed to farm if directed or it is clearly safe to do so							
<b>7. Wait</b>	<b>Keep group together in Refuge Area until further notice</b>	<ul style="list-style-type: none"> <li>• Stay in Refuge Area unless told to do so by Coolamatong Director, SU staff or Emergency Services</li> <li>• In consultation with Coolamatong Director, 2 leaders may be sent together to find missing camper</li> <li>• Leaders may be sent to perform tasks.</li> </ul>						

## Emergency Services phone Numbers

(Farm Camp landline: dial '0' first to get an outside line)

<b>(Dial) 000 - Fire</b>		<b>Police</b>		<b>Ambulance</b>	
Fire:	03 5152 3000	Fire:	03 5156 6548		
Bairnsdale		Paynesville			
Police:	03 5152 0500	Hospital:	03 5150 3333		
Bairnsdale		Bairnsdale			
Paynesville	03 5156 7462	Poison Information	13 11 26		
Water Police		Line			
SES Bairnsdale	132 500	Nurse on Call	1300 60 60 24		
Parks Victoria	13 19 63	Plumber (Jamie)	0413 678 338		
Bairnsdale office	5152 0600	Electrician (Paul)	0419 440 644		

## Camp Coolamatong Location

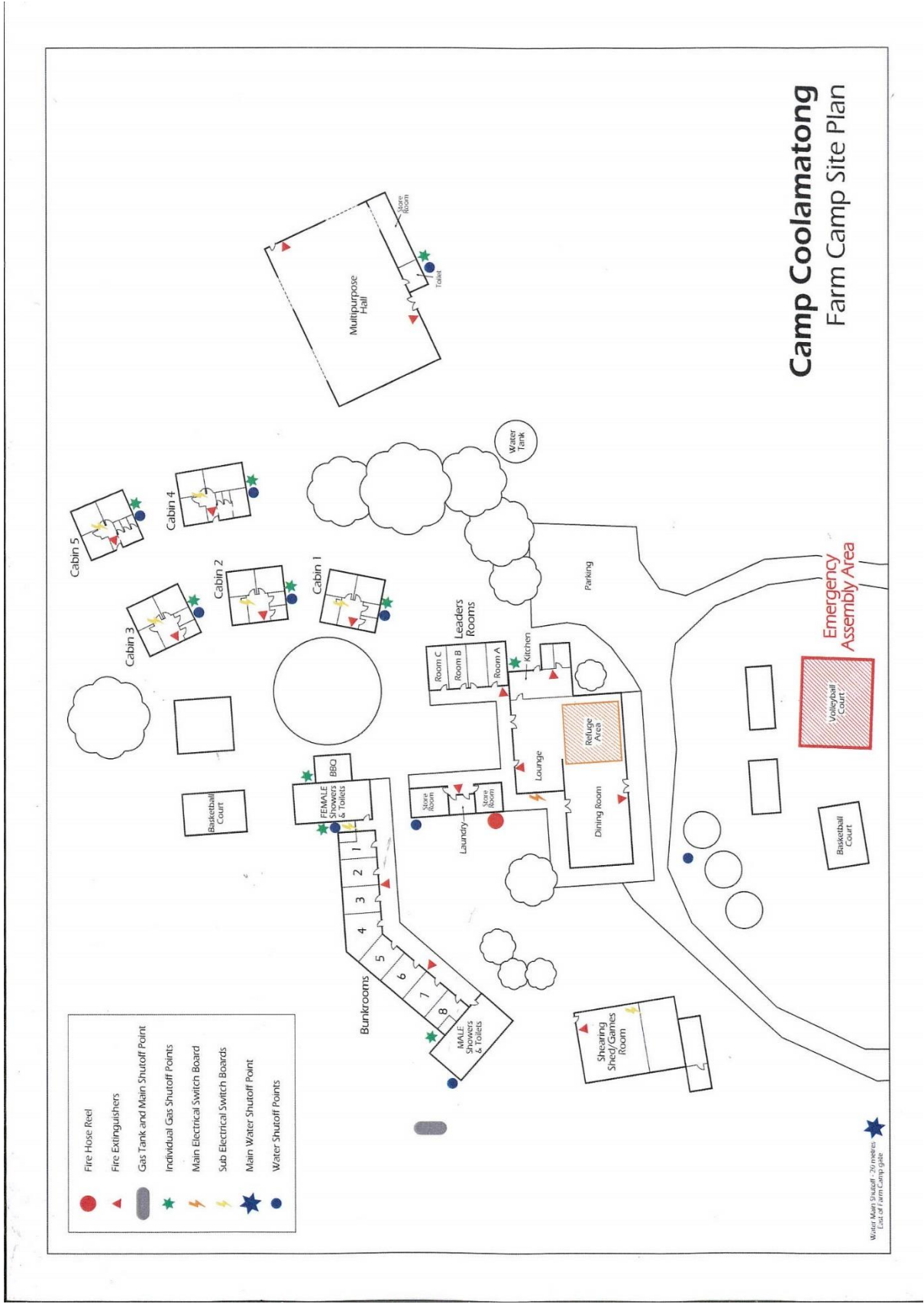
- Farm Camp** - 38 Cranswick Road, Banksia Peninsula Vic 3875     **5156 6511**
- Lake Camp** – 76 Cranswick Road, Banksia Peninsula Vic 3875     **5156 6315**
- Office** – 39 Cranswick Road, Banksia Peninsula Vic 3875     **5156 6511**
- SU Victoria Office** – 455 Springfield Road, Mitcham, Vic, 3132     **9482 5700**

### Contacts for Key Camp Coolamatong Staff

Chris Kynoch - Director	0459 151 175
Amy Stork– Assistant Director	0417 774 227
Andy Packett – Maintenance & Property Manager	0407 220 110
Jeremie Buck – Program Leader	0429 177 489
Sara Zumach – Program Leader	0429 479 333
Alisha Hutton – Office	0458 982 082

#### **Location for CFA purposes:**

CFA Directory:  
 SVSE Map 6716  
 Grid Reference 583993



Coolamatong Lake Camp Site



## Introduction

Camp Coolamatong is owned and operated by Scripture Union Victoria, a worldwide Christian organisation. Both campsites are located on the Banksia Peninsula approximately 17km from Bairnsdale and 10km from Paynesville.

Camp Coolamatong occupies over 70 hectares comprising cleared pastures, bush paddocks, lake frontage, staff residences, camp buildings, and farm sheds. Coolamatong operates two distinctively different campsites:

**Farm Camp site:** Consists of dormitory or cabin style accommodation in a pastoral setting with bushland towards the rear of the property.

**Lake Camp site:** Consists of tebin and cabin style accommodation situated on the banks of Lake Victoria in remanent bushland/wetlands.

Management and their families of Camp Coolamatong live adjacent to the Farm Campsite. There are also numerous other full-time and casual staff and volunteers who live off-site.

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

## KEY PRINCIPLES

1. Camp Coordinator and Booking Form
2. List of Campers
3. On site Management
4. Briefing

### **1. CAMP COORDINATOR AND BOOKING FORM**

Groups must have completed a booking form/hire agreement, on which a “Camp Coordinator” is nominated. This person will be the first point of contact for Camp Coolamatong staff. If the camp coordinator leaves the site, he/she must delegate this role and inform Camp Coolamatong staff.

### **2. LIST OF CAMPERS**

Groups must have a list of all campers. Camp Coolamatong requires a copy of this list on arrival and must be notified of any changes during the stay.

### **3. ON SITE MANAGEMENT**

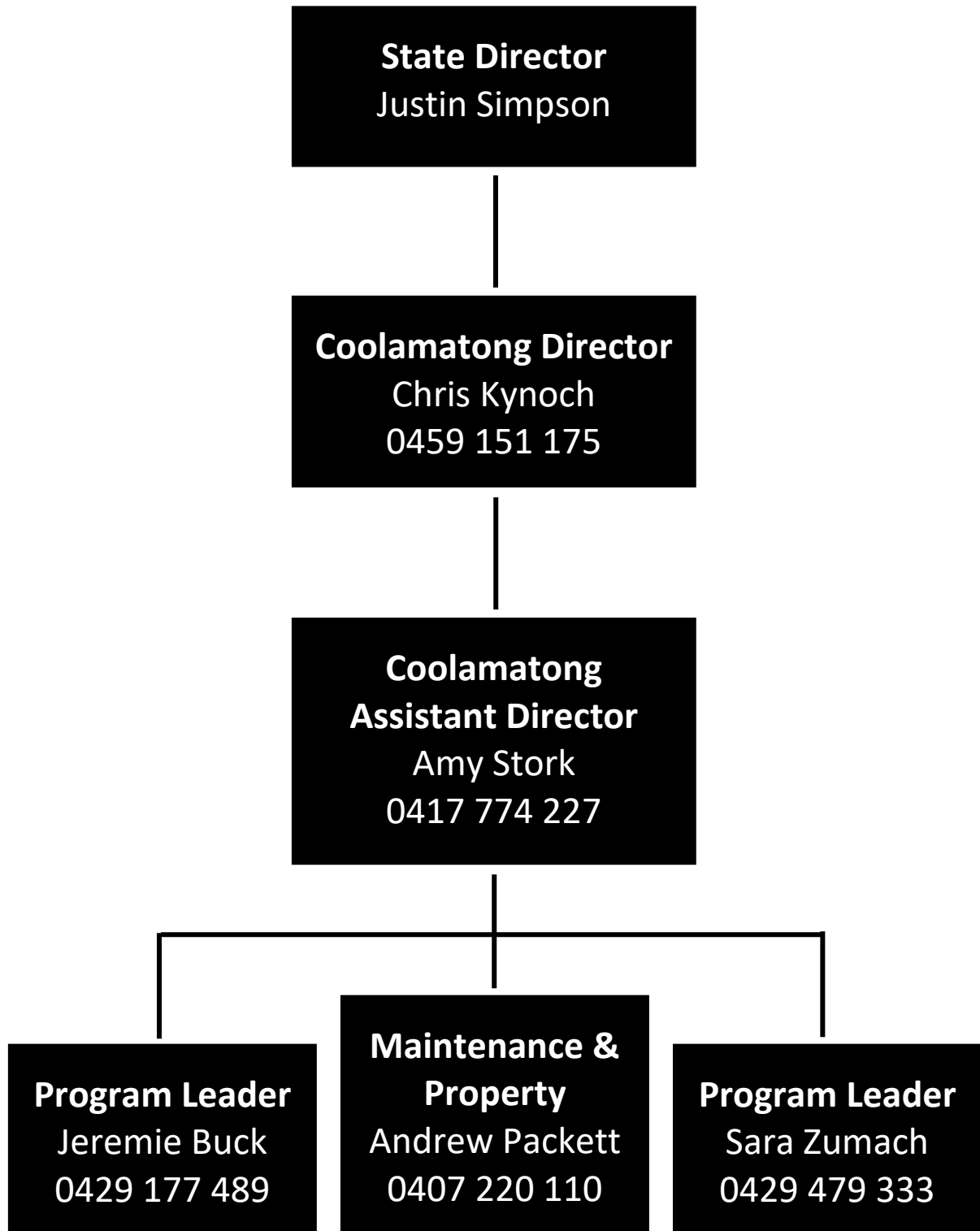
Camp Coolamatong provides 24 hours on call staffing when a group is in camp. The camp coordinator of each group will be informed who is on duty and how to contact management. In many emergency situations, Camp Coolamatong staff will control the incident.

### **4. BRIEFING**

**In addition to the emergency briefing of all campers, it is expected that the camp coordinator will be available for 10-15 minutes shortly after arrival to be briefed by Camp Coolamatong Staff regarding emergency and other procedures.**



## Roles and Responsibilities



## Incident Control Protocols

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

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

At the point of notification of an incident, the most senior Camp Coolamatong staff member present will liaise with the most senior member of the user group/s available to determine who will take charge of the situation until authorities arrive.

Camp Coolamatong management and staff will take responsibility for the facility and grounds of the property.

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

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



# 1. Building Fire

**CALL 000**

User Group Coordinator	Camp Coolamatong Site Staff
<ul style="list-style-type: none"> <li><input type="checkbox"/> Notify Site Management</li> <li><input type="checkbox"/> Assemble Campers in Emergency Assembly area</li> <li><input type="checkbox"/> Collect camper records and medications</li> <li><input type="checkbox"/> Roll Call</li> <li><input type="checkbox"/> Inform site staff of any injuries or missing people within group</li> <li><input type="checkbox"/> Maintain calm within the group</li> <li><input type="checkbox"/> Await further instruction from site management, police or CFA</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Sound bell/fire alarms</li> <li><input type="checkbox"/> Evacuate buildings through designated exits</li> <li><input type="checkbox"/> Meet with User Group to explain situation and instructions.</li> <li><input type="checkbox"/> Isolate services (Gas)</li> <li><input type="checkbox"/> Assist group with gaining Medical assistance if required</li> <li><input type="checkbox"/> Communicate with Emergency Services</li> <li><input type="checkbox"/> Escort group to more comfortable area if appropriate.</li> <li><input type="checkbox"/> Activate fire hoses/extinguishers</li> <li><input type="checkbox"/> Communicate situation and hand over to authorities</li> </ul>

## 2. Bushfire – Initial Response

**CALL 000**

NB – Specific response for Bushfire is detailed in the Bushfire Plan.

User Group Coordinator	Camp Coolamatong Site Staff
<ul style="list-style-type: none"> <li><input type="checkbox"/> Notify Site Management</li> <li><input type="checkbox"/> Assemble Campers in Emergency Assembly area</li> <li><input type="checkbox"/> Collect camper records and medications</li> <li><input type="checkbox"/> Roll Call</li> <li><input type="checkbox"/> Inform site staff of any injuries or missing students within group</li> <li><input type="checkbox"/> Campers are requested to dress appropriately (sturdy footwear, long pants, jumpers)</li> <li><input type="checkbox"/> Maintain calm within the group</li> <li><input type="checkbox"/> Await further instruction from site management, police or CFA</li> <li><input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Sound bell/fire alarms</li> <li><input type="checkbox"/> Notify Coolamatong Director and State Director/ERT team</li> <li><input type="checkbox"/> Meet User group in Emergency Assembly area and relocate to Refuge area (Dining Room)</li> <li><input type="checkbox"/> Isolate services (Gas)</li> <li><input type="checkbox"/> Assist group with gaining Medical assistance if required</li> <li><input type="checkbox"/> Activate Bushfire Plan</li> <li><input type="checkbox"/> Communicate situation and hand over to authorities</li> <li><input type="checkbox"/> Await further instruction from authorities</li> </ul>

### 3. Severe Storm & Flood

User Group Coordinator	Camp Coolamatong Site Staff
<ul style="list-style-type: none"> <li><input type="checkbox"/> Assemble campers in designated area (preferably Refuge Area – Dining Room)</li> <li><input type="checkbox"/> Collect camper records and medications</li> <li><input type="checkbox"/> Roll Call</li> <li><input type="checkbox"/> Inform site staff of any injuries or missing students within group</li> <li><input type="checkbox"/> Maintain calm within the group</li> <li><input type="checkbox"/> Await further instruction from site management or authorities</li> <li><input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Assemble campers in designated area (preferably Refuge Area – Dining Room)</li> <li><input type="checkbox"/> Close windows and secure loose objects i.e. garbage bins</li> <li><input type="checkbox"/> Isolate any services that may cause additional hazards, e.g. electricity, gas</li> <li><input type="checkbox"/> Facilitate evacuation with advice from authorities</li> <li><input type="checkbox"/> Assist group with gaining Medical assistance if required</li> <li><input type="checkbox"/> Contact relevant authorities for assistance if required</li> </ul>

## 4. Gas Leak

User Group Coordinator	Camp Coolamatong Site Staff
<ul style="list-style-type: none"> <li><input type="checkbox"/> Assemble campers in Emergency Assembly area</li> <li><input type="checkbox"/> Collect camper records and medications</li> <li><input type="checkbox"/> Roll Call</li> <li><input type="checkbox"/> Inform site staff of any injuries or missing students within group</li> <li><input type="checkbox"/> Maintain calm within the group</li> <li><input type="checkbox"/> Await further instruction from site management or authorities</li> <li><input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Notify authorities</li> <li><input type="checkbox"/> Sound emergency bell</li> <li><input type="checkbox"/> Isolate gas tank at main valve and call professional assistance</li> <li><input type="checkbox"/> Assemble in Emergency Assembly area</li> <li><input type="checkbox"/> If deemed necessary facilitate evacuation in conjunction with authorities</li> <li><input type="checkbox"/> Assist group with gaining Medical assistance if required</li> <li><input type="checkbox"/> Contact relevant authorities for further assistance</li> </ul>

## 5. Off Site Activity Critical Incidents

**CALL 000**

User Group Coordinator	Camp Coolamatong Site Staff
<ul style="list-style-type: none"> <li><input type="checkbox"/> Assess situation, immediate dangers to self and group</li> <li><input type="checkbox"/> Assemble group</li> <li><input type="checkbox"/> Roll call</li> <li><input type="checkbox"/> Administer first aid as required</li> <li><input type="checkbox"/> If not with site staff - notify Coolamatong Staff as soon as possible</li> <li><input type="checkbox"/> If unable to contact via phone – send two staff to get help (allowing appropriate number of staff to supervise remainder of group)</li> <li><input type="checkbox"/> Take appropriate actions relevant to situation with advice from site management or authorities</li> <li><input type="checkbox"/> Maintain calm within remainder of group</li> <li><input type="checkbox"/> In the event that police/authorities are notified; user group coordinator must contact relevant people i.e. School Principal</li> <li><input type="checkbox"/> Await further instruction from site management or authorities.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Notify authorities as required</li> <li><input type="checkbox"/> Assess situation, immediate dangers to self and group</li> <li><input type="checkbox"/> Provide first aid assistance to user group as required</li> <li><input type="checkbox"/> Provide user group with advice regarding evacuation and appropriate action to take</li> <li><input type="checkbox"/> Remain available to communicate with user group and authorities</li> </ul>

- **In the event that Site Staff are or are not present at the incident they will offer advice to their best knowledge of appropriate action. It is up to the discretion of the user group to make a final decision on actions to be taken.**
- **Camp Coolamatong will take no responsibility in the case that the user group does not heed their advice and wishes to take their own course of action.**

## 6. Missing Person On Site

User Group Coordinator	Camp Coolamatong Site Staff
<ul style="list-style-type: none"> <li><input type="checkbox"/> Notify Site Management</li> <li><input type="checkbox"/> Assemble campers in designated assembly area</li> <li><input type="checkbox"/> Collect camper records and medications</li> <li><input type="checkbox"/> Roll call – establish all missing persons</li> <li><input type="checkbox"/> Document events and procedures that are taken including time each event occurs</li> <li><input type="checkbox"/> Provide medical forms of missing persons to Camp Coolamatong management</li> <li><input type="checkbox"/> Maintain calm within remainder of group</li> <li><input type="checkbox"/> In the event that police/ authorities are notified; user group coordinator must contact relevant people i.e. School Principal</li> <li><input type="checkbox"/> Await further instruction from site management or authorities</li> <li><input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Collect missing persons’ medical form from user group staff</li> <li><input type="checkbox"/> Establish where missing person was last sighted to determine where person/s may be lost</li> <li><input type="checkbox"/> Carry out initial search 10-15min</li> <li><input type="checkbox"/> If initial search is unsuccessful immediately notify Bairnsdale Police</li> <li><input type="checkbox"/> Remain on site and available to communicate with authorities</li> </ul>

## 7. Missing Person Off Site

User Group Coordinator	Camp Coolamatong Site Staff
<ul style="list-style-type: none"> <li><input type="checkbox"/> Assemble group</li> <li><input type="checkbox"/> Roll call – establish all missing persons</li> <li><input type="checkbox"/> Remain in current location</li> <li><input type="checkbox"/> Document events and procedures that are taken including time each event occurs</li> <li><input type="checkbox"/> Allocate appropriate number of staff to supervise remainder of group. Remaining staff to conduct initial search</li> <li><input style="color: red;" type="checkbox"/> Nominated staff to conduct initial search for 10-15 mins of immediate area and retrace the last 5 mins. <i>Do not involve other children.</i></li> <li><input type="checkbox"/> If initial search is unsuccessful notify Site Management immediately</li> <li><input type="checkbox"/> Maintain calm within remainder of group</li> <li><input type="checkbox"/> In the event that police/authorities are notified; user group coordinator must contact relevant people i.e. School Principal</li> <li><input type="checkbox"/> Await further instruction from site management or authorities.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish where missing person was last sighted to determine where person/s may be lost</li> <li><input type="checkbox"/> Collect medical form and medication of missing person</li> <li><input type="checkbox"/> Carry out initial search 10-15min</li> <li><input type="checkbox"/> If initial search is unsuccessful immediately notify Bairnsdale Police or Water Police if on Boat Trip/Overnight Hike at Bunga Arm or Rotomah Island</li> <li><input type="checkbox"/> Remain on site and available to communicate with authorities</li> <li><input type="checkbox"/> No person shall leave the assembly area unless under the direction of the person in charge at the time; i.e. CFA, Police, Site Management.</li> </ul>



## 8. Strangers/Intruders

User Group Coordinator	Camp Coolamatong Site Staff
<ul style="list-style-type: none"> <li><input type="checkbox"/> Report strangers/intruders to Site Management</li> <li><input type="checkbox"/> If it is determined that the person is an intruder follow steps below.</li> <li><input type="checkbox"/> Assemble group</li> <li><input type="checkbox"/> Roll call</li> <li><input type="checkbox"/> Maintain calm within group</li> <li><input type="checkbox"/> Await further instruction from site management or authorities.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Notify authorities as required</li> <li><input type="checkbox"/> Assess situation and establish if the person is an intruder.</li> <li><input type="checkbox"/> In the case that the person is an intruder, Site Management will establish the danger of the intruder and escort from property.</li> <li><input type="checkbox"/> If the person cannot be escorted the local police will be called</li> <li><input type="checkbox"/> Hand over to Police on arrival</li> </ul>

## 9. Outbreak of Disease or Illness

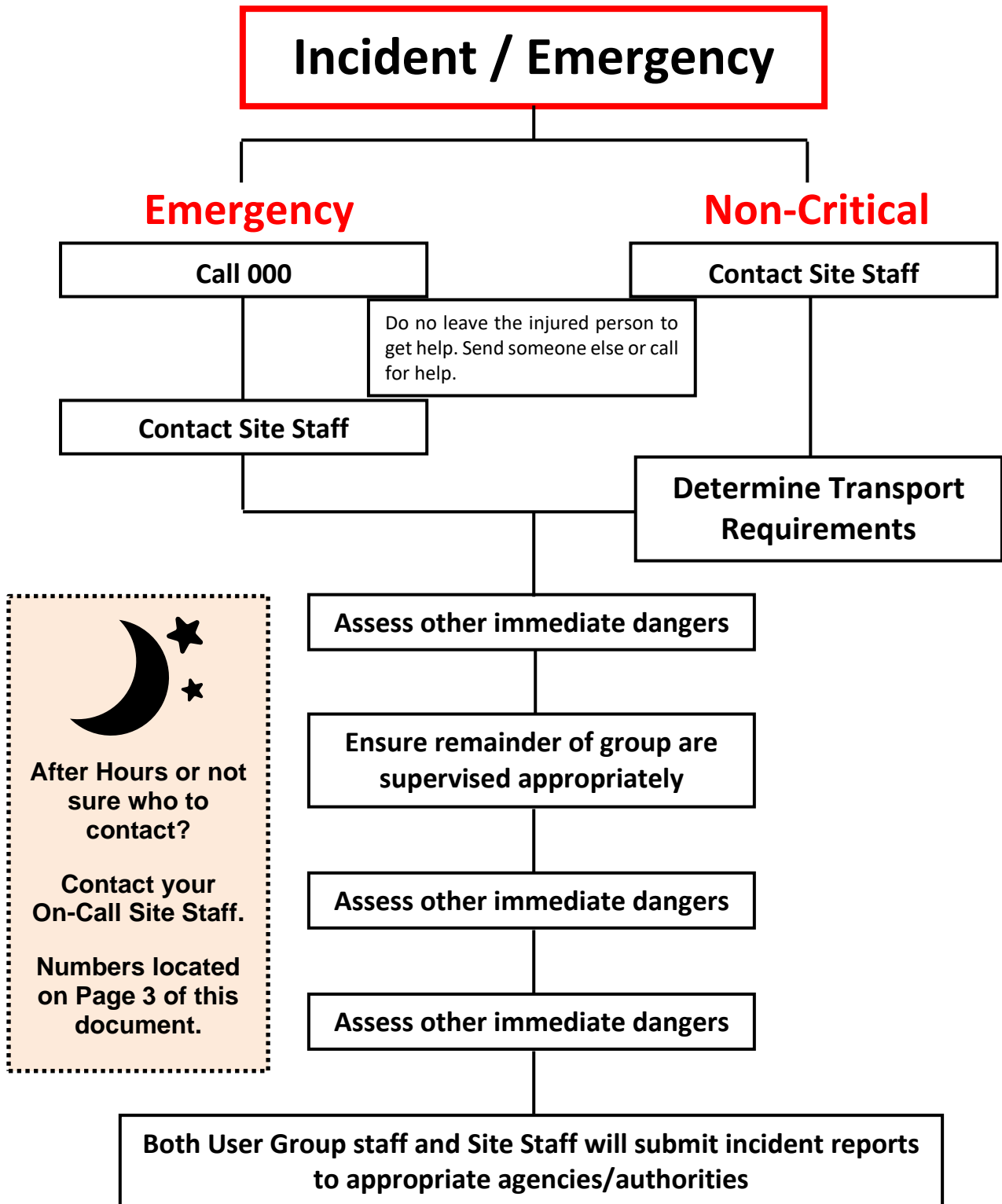
Evidence of a contagious sickness will result in that person being isolated from the rest of the group. They will be placed in the designated sick room and no other campers are permitted to attend to them.

On the advice of a trained first aid officer the person may be monitored for a period of time or evacuated.

- The camper should be taken to a doctor or to casualty at Bairnsdale hospital;
- The parent should be contacted;
- If the situation deteriorates the camper needs to be taken home (this is the responsibility of the User Group Coordinator to organise);
- A sick camper should not stay on site for a total period of longer than 18 hours from when they are first reported sick.

## 10. Plan for Other Emergencies

In the case of serious injury, acute asthma attack, drug overdose or any other medical emergency not covered in the above Emergency Management Plan, follow the steps below.



## Contact with Scripture Union Victoria

Coolamatong Farm and Lake Camps are owned and operated by Scripture Union Victoria. An emergency at Camp Coolamatong would be reported to the Scripture Union Emergency Response Team. The Emergency Response Team would liaise with the Coolamatong Director or Assistant Director and organise as necessary for:

- Contacting the media;
- Provision of trained counsellors;
- Emergency services;
- Notification of next of kin (Coolamatong staff only);
- Contact with User Group Emergency Contacts.

## Evacuation Procedures / Policy

A mass evacuation from Camp Coolamatong is to be avoided during times of emergency such as bushfire or natural disaster. In the event of an emergency it is considered too dangerous to have large numbers of campers leaving the Banksia Peninsula. Access to the Peninsula by road can only be made using Lake Victoria Rd and Cranswick Rd. Both these roads are narrow and cars passing are forced to move off the bitumen on to gravel. If Emergency Services were travelling along these roads at speed it would be foolish to have campers trying to exit from the Peninsula.

In the event that an evacuation is necessary Group Coordinators must wait for the Coolamatong Director to authorise for individual cars/buses to leave the camp. This decision will be made in consultation with Police and/or Fire Brigade.

## Emergency Drills / Training Schedule

All Coolamatong's staff have read and are familiar with the procedures as outlined in the Emergency Management Plan.

Staff are familiar with the location and use of safety procedures and equipment.

Twice per annum a review and refresh of procedures occurs in conjunction with a weekly staff meeting. This is documented in staff meeting minutes.

At the commencement of each camp the user group orientation outlines the emergency assembly details and Coolamatong's staff are responsible for conducting this orientation and therefore must be fully aware of the Emergency Management Plan.

### **EMERGENCY MANAGEMENT PLAN REVIEWS**

Activity procedures, first aid, customer service and emergency management are reviewed regularly. The Emergency Management Plan will be reinforced and reviewed bi-annually or following any emergency.