



Snobs Creek Holiday Park

Emergency Management Plan

**515 Goulburn Valley Highway
Eildon Vic 3713**

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May 2026

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PART A – BACKGROUND INFORMATION

Emergency Management Plan - Policy, Aim, and Authority

It is our policy to eliminate wherever possible and otherwise minimize any foreseen emergency situations.

The aim of this plan is to consider the most likely emergencies that may be encountered during the operation of or within the Holiday Park, and to develop the most efficient procedures to eliminate or minimize the risk, threat or consequence.

As the Business Owner of Snobs Creek Holiday Park, this plan has my full support.

| | |
|------------------------|--|
| Name | Snobs Creek Holiday Park |
| Street address | 515 Goulburn Valley Highway, Eildon Vic 3713 |
| Postal address | PO Box 82, Eildon Vic 3713 |
| Phone no. | 03 5774 2903 |
| Email address | enquiry@snobscreek.com.au |
| Owner name | Snobs Creek Holiday Park Trust |
| General Manager's name |  Bruce Vance 01/05/2026 |



Park Overview

Management live off-site, 12 km from the Snobs Creek Holiday Park. The Holiday Park is located on the corner of Snobs Creek Road and the Goulburn Valley Highway, Eildon. 'The Lodge' located at the rear of the park is currently unused and unoccupied.

As seen from below Park site occupancy, most sites are occupied by 'annuals' who have developed their sites with UMD's, caravans and rigid wall annexes. These sites are occupied on a holiday / weekend style basis with the peak period over the summer holiday periods. Only 10 sites are occupied full time by part 4 site tenants.

| TYPE OF SITE | NUMBER OF SITES | NUMBER OF THOSE SITES THAT MAY FLOOD | NUMBER OF SITES WITH READILY MOVED STRUCTURES | APPROX. NUMBER OF PEOPLE IN PARK (PEAK SEASON) | APPROX. NUMBER OF PEOPLE IN PARK (NON-PEAK SEASON) |
|--|-----------------|--------------------------------------|---|--|---|
| Sites for residents ('part 4 site tenants') | 19 | Nil | 10 | 25 | 25 |
| 'Annuals' - Sites for long-term holiday use - permanently developed. | 71 | Nil | 82 | 160 | 20 |
| Motel rooms owned by park for tourist hire | 12 | Nil | Nil | 55 | 10 |
| On-site vans owned by park for tourist hire | Nil | Nil | Nil | - | - |
| Managers Residence | 1 | Nil | Nil | - | - |
| Powered sites (for tourist hire) | Nil | Nil | Nil | - | - |
| Unpowered sites (for tourist hire) | Nil | Nil | Nil | - | - |
| TOTAL | 103 | Nil | 92 | 228 | 43 |
| Amenities Block/s | Nil | | | Peak season is: Christmas to Easter & Long Weekends | |
| Laundry | 1 | | | | |
| Games Rooms/ Cinema | Nil | | | | |
| Swimming Pools | 1 | | | | |
| Camp Kitchen/BBQ Shelters | Nil | | | | |
| Waste water dump Point for Caravans | Nil | | | | |
| Number of Sewerage treatment plants/septic tank systems | 2 | | | | |
| OTHER (Describe) | | | | | |

PART B – EMERGENCY CONTACTS

| Contact Details | PHONE(S) |
|--|---|
| Business Owner – Bruce Vance | 03 5774 2585 |
| After hours emergency phone number | 0418 630 530 |
| Kim Campbell – Administration Manager | 03 5774 2585 |
| Victoria State Emergency Service (VICSES) |  www.ses.vic.gov.au |
| VICSES Flood and Storm Information Line <i>(operates during significant flood and storm events)</i> | 1300 842 737 (1300 VIC SES) |
| Bureau of Meteorology <i>(automated land weather and flood warning information)</i> | 1300 659 217 www.bom.gov.au/hydro/flood/vic/ |
| Country Fire Authority 000 (emergency) |  FOR EMERGENCIES DIAL '000' www.cfa.vic.gov.au |
| Victorian Bushfire Information Line | 1800 240 667 |
| Police 000 (emergency) | 5774 2104 Eildon Station 5772 1040 Alexandra Station 131 444 Police Assistance Line |
| Ambulance Victoria 000 (emergency) | 000 (emergency) |
| Victorian Poisons Information Centre | 13 11 26 |
| Murrindindi Shire Council | (03) 5772 0333 www.murrindindi.vic.gov.au |
| VicRoads <i>(traffic hazard reporting and advisory service)</i> | 13 11 70 www.vicroads.vic.gov.au |
| Goulburn Broken Catchments Mgt. Authority | (03) 5822 2288 www.gbcma.vic.gov.au |
| Goulburn Murray Water (Lake & Stream) | 1800 013 357 1800 064 184 (24hr) Environmental, Operational and Compliance Emergencies |

PART C – EMERGENCY RISK ASSESSMENT

Risk Management Matrix

| Likelihood | | Consequences | | | | |
|----------------|---|---------------|-----------------------|---------------------------------|-----------------|--------------|
| | | Insignificant | Minor | Moderate | Major | Catastrophic |
| | | 1 | 2 | 3 | 4 | 5 |
| Almost Certain | A | | | | | |
| | | | | | | |
| Likely | B | | | | | |
| | | | | | | |
| | | | | | | |
| Possible | C | | Snake Bite (L) | Fire in Caravan/UMD (H) | | |
| | | | Vehicle Accident (L) | Personal Injury (M) | | |
| | | | | Water Supply Fault (M) | | |
| Unlikely | D | | Power Failure (L) | Tree / Branch fall as Sites (M) | Bushfire (H) | |
| | | | | Swimming/Pool Incident (M) | Petrol Fire (M) | |
| | | | | | | |
| Rare | E | | Chemical Accident (L) | Gas Cylinder Fire (L) | Earthquake (L) | |
| | | | Bomb Threat (L) | Armed Robbery (L) | | |
| | | | Flooding (L) | Electrocution (L) | | |
| | | | Disease (L) | | | |
| | | | Sewerage Overflow (L) | | | |

Legend

Level of risk

E = Extreme risk

Recommended action – refer to following pages for details

NIL identified risk NIL history

Detailed research and management planning required at senior levels. Action must be taken to reduce consequences or likelihood.

H = High risk

TWO identified risks

Senior management attention required, further research might be required. Some action must be taken.

M = moderate risk

FIVE identified risks

Management responsibility must be specified, specific monitoring or response procedures required.

L = low risk

TWELVE identified risks

Managed by routine procedures.

Total 19

| Threats | Source | | Associated Hazards | Likelihood | Resources | | Emergency Service Liaison |
|------------------------------|----------|----------|------------------------|------------|-----------------------|-----------|--|
| | Internal | External | | | Required | Available | |
| Bush Fire impact in Park | ✓ | ✓ | Unit Damage | Unlikely | Pump / Hoses Hydrants | Yes | CFA |
| Fire In Caravan/UMD | ✓ | | Explosion | Unlikely | Pump / Hoses Hydrants | Yes | CFA |
| Swimming/Pool Incident | ✓ | ✓ | Personal Injury | Unlikely | First Aid | Yes | CFA Ambulance |
| Personal Injury | ✓ | ✓ | | Possible | First Aid | Yes | Ambulance Police |
| Fallen Tree / Branch at Site | ✓ | | | Likely | Tractor / Chain Saw | Yes | Ambulance |
| Water Supply Failure | ✓ | ✓ | Fire Fighting Problems | Likely | Static Water Storage | Yes | Bromley Plumbing |
| Gas Cylinder Fire | ✓ | | Explosion / Fire | Rare | Pump / Hoses Hydrants | Yes | CFA |
| Petrol Fire | ✓ | | Explosion / Fire | Unlikely | Extinguisher | Yes | CFA |
| Power Failure | ✓ | ✓ | Lighting & Fridges | Unlikely | Generator | Yes | SP Ausnet |
| Disease | ✓ | | | Rare | First Aid | Yes | Ambulance |
| Vehicle Accident | ✓ | ✓ | | Unlikely | First Aid | Yes | Ambulance Police |
| Chemical Accident | ✓ | | Fire / Explosion | Rare | Extinguisher | Yes | Ambulance / EPA |
| Electrocution | ✓ | | | Rare | First Aid | Yes | Ambulance |
| Snake Bite | ✓ | ✓ | | Possible | First Aid | Yes | Ambulance |
| Drinking Water Contamination | ✓ | | | Rare | | | Ambulance EPA |
| Bomb Threat | ✓ | | | Rare | | | Police |
| Flooding | | ✓ | Drowning | Rare | Evacuate | Yes | SES |
| Earthquake | | ✓ | Personal Injury | Rare | | | Police/Ambulance SES |
| Sewerage Overflow - Plant | ✓ | ✓ | Illness & Env. Hazard | Possible | Plumber/Pump Out | Yes | Bromley Plumbing / Henry The Third Pump |
| Armed Robbery | | ✓ | Personal Injury | Rare | | | Police Ambulance |

Generic Actions

Probable Occurrences - Prevention /Preparedness triggers initiating main responses

| TRIGGER | KEY ACTION/s (See below) |
|-----------------------------------|--|
| Fire Danger Rating (Extreme) | Advise park occupants Post notices in all communal areas, park office Place out signs |
| Fire Danger Rating (Catastrophic) | Self-evacuation of park occupants Post notices in all communal areas & park office Place out signs Site is closed and no staff available. |
| Total Fire Ban | Advise park occupants Place out signs |
| Heat Wave Alert | Advise park occupants Advise occupants to stay cool & hydrated |
| Storm Warning | Advise park occupants Secure loose items |
| Wind Warning | Advise park occupants Secure loose items |

Event responses Key actions

Management Emergency Responsibilities

On hearing an alarm or becoming aware of an emergency, the Park management will take the following actions:

Seek Help / notify Response Agencies (000) as required to address the risk

AND IF IT IS SAFE TO DO SO

Once other responsibilities have been met, operate fire extinguishers, hose reels and fire blankets

Commence evacuation of their area if circumstances warrant this

Check or direct others to check the area for any abnormal situation

Co-opt persons as required to perform duties

Keep the Management and Agencies advised of actions taken

Due to the uncertain number of personnel likely to be in attendance at any time within the park, the most senior staff member will take initial charge.

During an emergency,

Follow instructions of Response agency

If the area is to be evacuated, instruct occupants on the evacuation route and Emergency Assembly Area to be used.

Ensure an orderly evacuation into an Assembly Area

Assist mobility-impaired persons

If safe to do so, search the area to ensure that all persons are accounted for

If appropriate and necessary (to prevent damage etc), check to ensure that windows and doors are closed

Emergency procedures to be followed by HOLIDAY PARK OWNER/MANAGER

- 1. Communication measures**
 - Alarm is located in park office.
 - Loud speaker / PA System to be used to announce warning /directions to park occupiers;
 - Conduct a door knock throughout park; and
 - Emergency procedures, Caravan Park plan and information sheet to be provided each time to an overnight occupier.
- 2. Response measures**
 - Ensure staff are advised of emergency procedures;
 - Sound alarm when emergency is eminent or occurring and if public notice is appropriate;
 - Contact relevant emergency agencies e.g. CFA, SES or Police; and
 - Decide and implement actions e.g. isolating power, turn off gas bottles if safe to do so.
- 3. Evacuation procedures**
 - Evacuate in a safe manner to Emergency Assembly area (as defined on caravan park plan)

Emergency procedures to be followed by OCCUPIERS AND OTHER PERSONS IN PARK

- 1. Communication measures**
 - Advise park owner/manager or staff of an emergency, or alternatively contact relevant emergency agency; and
 - Advise other residents and occupiers if necessary of emergency.
- 2. Response measures**
 - Ensure people are safe;
 - Turn off power, gas if safe to do so.
 - Act e.g. fight fire with appropriate equipment e.g. extinguisher if safe to do so;
- 3. Evacuation procedures**

Evacuate in a safe manner to closest safe assembly area (as defined on caravan park plan)

Generic Responses for specific Hazards

a. Fire

In the event of fire:

Emergency Control Personnel should -

Alert all persons nearby and request assistance;
Assist any person in immediate danger (only if safe to do so);
Close the door on the fire to contain spread;
Call the fire brigade on "000" & notify Management;
Extinguish the fire (only if safe to do so);
If threat to life exists, evacuate immediately, closing all doors;
Check that all areas have been cleared;
Control the movement of occupants to the Evacuation / Assembly Area;
Maintain control of persons at the Evacuation / Assembly Area.

b. Medical Emergency

In the event of required medical assistance:

Emergency Control Personnel should -

Check for any threatening situation and remove or control it (if safe to do so);

Notify the ambulance service by dialling "000"; or Notify first aid personnel;

Remain with the casualty and provide appropriate support;

Notify Management;

Designate someone to meet the ambulance and direct it to the location of the casualty;

Note: (i) Provide support and appropriate assistance;

(ii) Try not to leave casualty alone unless emergency assistance arrives.

(iii) Do not move a casualty unless they are exposed to a life threatening situation.

(iv) Defibrillator located at Bar & Bistro. Call after hours emergency phone number 0418 630 530.

c. Gas Leakage

In the event of a gas leak:

Emergency Control Personnel should -

Isolate the gas supply at the source (if safe to do so);

Ensure that Management is notified;

Notify the fire brigade by dialling "000";

Shut down air conditioning to prevent the spread of any flammable and/or toxic gases;

Remove all ignition sources (if safe to do so). Turn off the electrical supply;

Control the movement of occupants to the Evacuation Assembly Area (if required);

Remain at the Evacuation Assembly Area until further advised by emergency services.

d. Severe Storms

In the event of a severe storm:

Emergency Control Personnel should -

Store or secure all loose items external to the building, such as outdoor furniture etc.

Secure all windows (closing curtains/blinds) and external doors;

Tape windows and glass entrances, and protect them with boards;

Isolate/shut off electricity, water and gas services;

Protect valuables, disconnect electrical equipment and cover and/or move it away from windows;

During a severe storm, remain in the building keeping the occupants away from windows;

After the storm, evaluate the need to evacuate if uncontrolled fires, gas leaks or structural damage has occurred as a result of the storm;

Report to Management regarding the status of the occupants' safety.

Tune in radios and listen for and follow any emergency instructions.

e. Personal Threat

In the event of a civil disturbance:

Emergency Control Personnel should -

Ensure Management is notified immediately;

Notify the police by dialling "000" and requesting assistance

Do not do or say anything that may encourage irrational behaviour;

Alert any other Emergency Control Personnel in your vicinity;

Initiate action to:- Restrict entry to the building if possible

Confine or isolate the presence from building occupants.

f. Hazardous Materials

In the event of hazardous material spill:

Emergency Control Personnel should if the spill may give off toxic or noxious fumes:

Call the fire brigade on "000" & notify Management;
Provide as much information about the hazardous material as possible;
Turn off the air conditioner and recirculating fans - ventilate to the open air if possible;
Notify all persons in the building to evacuate, (ensure evacuation Assembly Area is upwind);

If the spill is a suspected flammable material:

Remove any ignition sources;
Evacuate all persons in immediate danger under instruction from the Authority, (ensure Evacuation Assembly Area is 200 meters clear of spill);
Do not attempt to re-enter affected area;
Control the movement of occupants to the Evacuation Assembly Area (if required);
Remain at the Evacuation Assembly Area until advised by emergency services.

g. Earthquakes

In the event of an earthquake:

Emergency Control Personnel should -
Instruct occupants to keep away from windows and seek shelter under a table or desk;

After the earthquake

Evaluate the need to evacuate if uncontrolled fires, gas leaks or structural damage has occurred;
Evacuation Assembly Area (if required) is to be clear of trees, powerlines, buildings etc.
Isolate / shut off electricity, water and gas services if necessary;
Arrange medical assistance where required;
Report to the Chief Warden regarding the status of the occupants' safety and to seek instruction;
Tune in radios and follow any emergency instructions.

i. Evacuation information

| | DESCRIPTION |
|---|---|
| Evacuation / assembly area(s) | Primary: Grassy area between pool and Goulburn Valley Highway Secondary: Green Reserve at rear of holiday park |
| Evacuation route(s) | Proceed on foot, do not take vehicles |
| Hazardous substances storage area | Workshop |
| LIKELY Municipal Relief/Recovery Centre (determined based on need and incident) | Eildon Community Centre, High Street Eildon |

Perceived Emergencies - Minimising the risks

Based on our 'EMERGENCY RISK ASSESSMENT' the following items have been specifically addressed as the initial potential emergencies priority and their likely impact based on experience in business, as well as the past history of the Park, from observation and recorded information and talking to people in the area.

The following is a brief description of the measures we will employ to overcome or minimise the risks based on the considerations as set out in the following pages.

Bush Fire: The natural bushland in our area has the potential to be the source of a bush fire threat. There is little we can do to reduce the risk of fire starting on neighbouring properties, however we promote fire awareness amongst our residents and staff. The grass is kept low in the Park.

Within the Park we keep the leaves raked, the trees trimmed and the grass mowed, so minimising the chances of fires taking hold. On a regular basis we also inspect the areas between sites to ensure there are no fire hazards. Staff are trained of the use of fire equipment and fire awareness; as well as discussions and practise in relation to the evacuation procedure. 'The Can I—Can't I' leaflets which are made available to everyone in the Park and fire readiness information is displayed. We maintain our fire fighting equipment every 6 months.

Fire In Caravan: All park occupants are required to have working smoke detectors, a fire blanket and a fire extinguisher in their caravans/cabins; and to ensure that they are maintained. We have the extinguishers serviced by arrangement. Occupants have been informed of the need to maintain access distances around caravans and checks are carried out from time to time to ensure these distances are maintained, especially prior to summer.

Gas Cylinder Fire: We use a registered gas plumber to carry out any work on park owned gas equipment in the park and where there appears to be a leak will have the equipment checked and if necessary, rectify the problem. All occupants are advised to ensure their cylinders are positioned with the relief valve facing away from the building / van etc and secured in place. This is checked from time to time to ensure it is maintained this way. We use Elgas as our gas supplier and they ensure that their cylinders are maintained. Warning signs are displayed in the area where cylinders are stored.

Petrol Fire: Equipment for safe handling of fuels is available in the park as well as dry powder extinguishers suitable to fight a petrol fire. All fuels for mowers etc are stored in approved containers and warning signs are displayed in the area of this equipment.

Swimming/Pool Safety: We chemically test our pool water every day while the pool is open. Pool samples are recorded daily as required. Each day the pool is vacuumed by an automatic 'robot'. The pool has an Aust Standards compliant pool fence and self-closing gate. The pool area is covered by video surveillance.

Power Failure: Power failure is to be expected as a potential occurrence. Storms and fires often cause a break down in supply. Snobs Creek Holiday has a backup power system that will automatically turn on after 30 seconds when mains power is interrupted. Backup power is only supplied to the Bar & Grill and boom gates.

Water Supply Failure: We have a water carting truck capable of carting 4000 litre loads. We will close down our washing machines if the tanks are getting low so that there is enough water for toilets & showering only. If water is not restored in 24 hours we may consider evacuating the park.

Disease: When people go holidaying there is a greater possibility than normal of them becoming ill due to a change in the environment and different things they come in contact with to what they have in their daily life. Also relaxed standards of personal hygiene may occur. We combat this by keeping all areas clean and tidy and displaying 'Personal Hygiene / Hand wash posters.

Vehicle Accident: With the amount of vehicle movement that takes place in the park there is the potential for vehicle accidents. To minimise the risk we have a speed limit within the park of 20 KPH. We are constantly alert to residents adhering to the speed limit. We only allow 1 vehicle and towable per site, this ensures that roadways are clear for access and the risk of accident is lessened.

Personal Injury: We anticipate there could always be an emergency requiring ambulance attendance. All local emergency services, Police, Fire, and Ambulance have been issued with gate cards. When emergency services are dispatched by 000 they are issued with a Pin code each time. We will endeavour to have someone meet them at the gate and take them to the patient.

Should the emergency occur during the night we advise occupants to ring the after hour emergency number 0418 630 530.

One defibrillator is located inside the Bar & Bistro.

To minimise the chance of injury, especially through tripping, we keep the communal areas clean, tidy, and well mowed. There is street lighting in the park. We also have security cameras operating at our facility that are monitored. Snobs Creek Holiday Park is a **MUTIPLE HAZARD AREA**. Our facilities are provided without supervision & **ARE TO BE USED AT YOUR OWN RISK**

| | | | |
|---|---|---|---|
| <p>NOTICE</p> <p>SNObs CREEK HOLIDAY PARK</p> <p>THIS IS A MUTIPLE HAZARD AREA</p> <ul style="list-style-type: none"> • DROWNING HAZARD • FALLING HAZARD • ELECTRICAL HAZARD • UNSTABLE GROUND • BEWARE OF UNDERWATER OBJECTS • AVOID INJURY WATCH YOUR STEP • BEWARE OF MACHINERY IN USE • SLIPPERY SURFACES • NO POTABLE WATER <p><small>THESE FACILITIES ARE PROVIDED WITHOUT SUPERVISION & ARE TO BE USED AT YOUR OWN RISK</small></p> | <p>CONDITIONS OF ENTRY & PARK RULES</p> <p>SNObs CREEK HOLIDAY PARK</p> <p>THIS IS A MUTIPLE HAZARD AREA</p> <ul style="list-style-type: none"> • VEHICLES MUST NOT EXCEED 20KMPH • DOGS MUST BE KEPT ON A LEASH • TRAVELLING IN THE BACK OF A UTE IS PROHIBITED • TRAVELLING IN A BOAT ON A TRAILER IS PROHIBITED • ROAD VEHICLES INCLUDING ATV'S & MOTOR BIKES MUST BE REGISTERED • VICTORIAN TRAFFIC LAWS APPLY • NO RESPONSIBILITY IS TAKEN FOR THE LOSS OR DAMAGE TO PROPERTY <p><small>THESE FACILITIES ARE PROVIDED WITHOUT SUPERVISION & ARE TO BE USED AT YOUR OWN RISK</small></p> | <p>NOTICE</p> <p>WASTE WATER EVAPORATIVE PONDS</p> <p>THIS IS A MUTIPLE HAZARD AREA</p> <ul style="list-style-type: none"> • NOT SUITABLE FOR HUMAN CONTACT OR CONSUMPTION • DROWNING HAZARD • NO SWIMMING • NO FISHING <p style="text-align: center;">DO NOT ENTER KEEP OUT</p> | <p>NOTICE</p> <p>PARK WATER SUPPLY STORAGE</p> <p>THIS IS A MUTIPLE HAZARD AREA</p> <ul style="list-style-type: none"> • DROWNING HAZARD • FALLING HAZARD • ELECTRICAL HAZARD • NO SWIMMING • NO FISHING <p style="text-align: center;">DO NOT ENTER KEEP OUT</p> |
|---|---|---|---|

Fallen Tree Branch: Many of the trees in the park are gums with all the potential of dropping limbs. To ensure we minimise the potential dangers associated with this we have an extensive tree maintenance program to limit the possibility of falling branches. If we were to have an accident where someone was trapped by a fallen tree or branch, we have chainsaws to cut and remove the debris and equipment that could be used to lift heavy items.

Chemical Accident: The most likely cause of a chemical accident is due to spillage and the severity of the outcome is largely due to the type of chemicals used. We use chemicals for cleaning and spraying. To minimise risk, we have chosen to use mostly low hazard products, many of which are citrus based. Chemicals are stored safely and securely. Data sheets are at all storage locations.

Electrocution: To reduce the potential electrocution risk within the park, we have installed safety switches in all of our switch boards. Occupants are required to have their leads tested every 12 months.

Snake Bite: There are likely to be snake sightings over a hot summer period. We warn residents of the possible dangers and advise them to be aware of the risk and avoid potential habitat areas. We keep the areas frequented by the public clear. We advise people that if they see a snake, they keep clear of it. In case someone is bitten we have snake bite kits and instructions in the General Store and in our company vehicles.

Drinking Water Contamination: Our reticulated water supply is **non potable water**.

Sewerage Treatment Plant Problem: We have 2 separate septic tanks around the park which are regularly checked. Holiday Park septic tanks are cleared every 12 months and the bar and bistro is on a 6 month cycle. Grey water is then pumped up to evaporation ponds and are checked regularly.



Flooding: Because of the location of the park we consider the likelihood of flooding as rare.

Armed Robbery: Although we have never had an armed robbery in the Bar & Grill, there is always the risk that it could happen. Staff have been instructed to never refuse the demands of an Armed Robber. There are a number of CCTV cameras in and around the building and all stock/cash has been insured

PART D – PROMPTS EMERGENCY MANAGEMENT ACTIONS – PREVENT MEASURES

Prepare – Before the Emergency - CHECKLIST

NOTE: The key priorities in any emergency are **ENSURING SAFETY** and **REDUCING PROPERTY DAMAGE**. Actions should be linked to the triggers identified in Table 7. Rows may be added, deleted or modified as appropriate.

| PREPARE – BEFORE THE EMERGENCY | | | | |
|---|-------------|----------------------------|--|--------------------------|
| ACTION | WHEN | WHO | HOW (e.g. Resources) | COMPLETED |
| Maintain an emergency kit (e.g. first aid kit, portable radio, torch, batteries, waterproof bags, life vest etc) | Always | Manager | | <input type="checkbox"/> |
| Back up records, accounts and computer files and store off site and out of floodplain and in fire safe containers | Daily | Manager | External Hard Drives | <input type="checkbox"/> |
| Document OH&S procedures for an emergency (incl. personal threat). | Always | Manager | | <input type="checkbox"/> |
| Display evacuation procedures in office, amenities block(s), motel rooms, all communal areas | Always | Manager | | <input type="checkbox"/> |
| Check that UMDs/RMDs are tied down to prevent their being blown or washed away | Always | Manager and 'annuals' | Inspections | <input type="checkbox"/> |
| Practice evacuation procedures regularly | 6 Monthly | Manager, occupants, VICSES | | <input type="checkbox"/> |
| Park infrastructure is insured for park-owned dwellings for emergencies such as floods, fires, windstorms. | Always | Owner | Insurance House | <input type="checkbox"/> |
| Check hose reels, smoke alarms etc operational | 6 Monthly | Pozest Fire Systems | Inspections | <input type="checkbox"/> |
| Check trees for dead limbs, long grass, gutters etc | Always | Manager/Staff | Maintenance Program and visual inspections | <input type="checkbox"/> |
| Protect water storage tanks | Always | Manager/Staff | Visual Inspection | <input type="checkbox"/> |

Respond - Possible Emergency – Preventative Measures - CHECKLIST

| RESPOND – POSSIBLE EMERGENCY | | | | |
|--|--|---------------|-------------------------------------|--------------------------|
| ACTION | WHEN | WHO | HOW (e.g. Resources) | COMPLETED |
| Obtain information about emergency Windstorms/Floods: www.bom.gov.au and VICSES, Fire: www.cfa.vic.gov.au and www.dse.vic.gov.au Emergency Radio station: UGFM 106.9 Contact Council Vic Emergency App | e.g. Flood Watch issued/local conditions, Fire Weather Warnings, Weather Warnings, | Manager | | <input type="checkbox"/> |
| Check availability of staff and others to assist in emergency | | Manager | | <input type="checkbox"/> |
| Check availability of equipment (e.g. trucks) to assist with evacuating people and relocating property | | Manager | | <input type="checkbox"/> |
| Advise park occupants of possible emergency, assembly areas, evacuation routes, relief centres | | Manager/staff | Door-knock, PA System, notice board | <input type="checkbox"/> |
| Notify any advance bookings or prospective visitors of situation | | Staff | Phone | <input type="checkbox"/> |
| If isolation is likely, ensure sufficient non-perishable food and other necessities to last a week | | Staff | | <input type="checkbox"/> |
| Protect septic tank system from inundation (close inlets) | | | | <input type="checkbox"/> |
| Protect rainwater tank/bores/pumps | | | | |

Respond – Emergency very likely, before evacuation route is cut - CHECKLIST

| RESPOND – EMERGENCY VERY LIKELY, BEFORE EVACUATION ROUTE CUT | | | | |
|---|--|--|--------------------------|--------------------------|
| ACTION | WHEN | WHO | HOW (e.g. Resources) | COMPLETED |
| Obtain information about emergency Windstorms/Floods: www.bom.gov.au and VICSES, Fire: www.cfa.vic.gov.au and www.dse.vic.gov.au Emergency Radio station: Refer above for UGFM, Vic Emergency App Contact Council for details of relief centre | e.g. Flood Warning/Fire warnings issued/local conditions | Manager | | <input type="checkbox"/> |
| Warn park occupants of emergency and request they vacate park via evacuation route or wait for assistance | | Manager/staff | P A System | <input type="checkbox"/> |
| Arrange transport to relief centre for any people without transport | | Staff (possibly with VICSES assistance) | | <input type="checkbox"/> |
| Make available a list of registered caravan park occupants to Police or VICSES upon request (see Regulation 19.5) | | Manager/staff | | <input type="checkbox"/> |
| Notify any advance bookings or prospective visitors of situation | | Staff | Phone | <input type="checkbox"/> |
| Use safe manual handling procedures (for moving assets and equipment); wear protective clothing (including non-slip footwear and puncture-resistant gloves) | | Staff | | <input type="checkbox"/> |
| Relocate any mobile vans and vehicles to storage area(s) (if prior approval given, for privately-owned vans) | | Staff (possibly with VICSES assistance) | | <input type="checkbox"/> |
| Relocate or tie down any unattended boats (if prior approval given, for privately-owned boats) | Staff (possibly with VICSES assistance) | | <input type="checkbox"/> | |
| Lift items from annexes for absentee 'annuals' (if prior approval) | Staff (possibly with VICSES assistance) | | <input type="checkbox"/> | |
| Secure objects that are likely to float or cause damage (including gas bottles) | Staff (possibly with VICSES assistance) | | <input type="checkbox"/> | |
| Block toilets, sinks and floor wastes with sand bags in flood events | Staff (possibly with VICSES assistance) | | <input type="checkbox"/> | |
| Relocate chemicals/poisons above potential flood level | Staff (possibly with VICSES assistance) | | <input type="checkbox"/> | |
| Turn off electricity, gas and water at sites and to park | Manager/staff | | <input type="checkbox"/> | |

Respond - During the Emergency - CHECKLIST

| RESPOND – DURING THE EMERGENCY | | | | |
|---|-----------------------------------|---------------|----------------------|--------------------------|
| ACTION | WHEN | WHO | HOW (e.g. Resources) | COMPLETED |
| Obtain information about emergency Windstorms/Floods: www.bom.gov.au and VICSES Fire: www.cfa.vic.gov.au and www.dse.vic.gov.au Emergency Radio frequencies See above | Park impacted by emergency event. | Manager | | <input type="checkbox"/> |
| Use safe manual handling procedures (for moving assets and equipment); wear protective clothing (including non-slip footwear and puncture-resistant gloves) | | Manager/staff | | <input type="checkbox"/> |
| Beware of sharp debris, snakes and spiders, and wading in contaminated water | | Manager/staff | | <input type="checkbox"/> |
| Stay away from fallen power lines | | Manager/staff | | <input type="checkbox"/> |
| AVOID DRIVING, RIDING OR WALKING THROUGH FLOODWATERS – THESE ARE THE MAIN CAUSES OF DEATH DURING FLOODS | | Manager/staff | | <input type="checkbox"/> |
| KEY PRIORITY IS TO ENSURE SAFETY OF LIFE (1) (OTHERS & PERSONAL) (2) REDUCE PROPERTY DAMAGE | | | | <input type="checkbox"/> |

Recover – After the Emergency - CHECKLIST

| RECOVER – AFTER THE EMERGENCY | | | | |
|--|---|---|----------------------|--------------------------|
| ACTION | WHEN | WHO | HOW (e.g. Resources) | COMPLETED |
| Check with Emergency Services prior to allowing people back into affected areas | Emergency threat over and able to return to caravan park. | Manager | Phone | <input type="checkbox"/> |
| Have electric and gas fixtures checked by qualified personnel | | Manager | Qualified Tradesman | <input type="checkbox"/> |
| Never use matches, cigarette lights or any other naked flame since flammable gas may be trapped inside | | Manager/staff/occupants | | <input type="checkbox"/> |
| Beware of sharp debris, snakes and spiders, and wading in contaminated water; wear protective clothing (including non-slip footwear and puncture-resistant gloves) | | Manager/staff/occupants | | <input type="checkbox"/> |
| Boil all untreated water supplies until declared fit to drink | | Manager/staff/occupants | | <input type="checkbox"/> |
| Dispose of any food or medication contacted by floodwater or from power failure | | Manager/staff/occupants | | <input type="checkbox"/> |
| Remove debris and clean, repair and disinfect premises | | Manager/staff/occupants | | <input type="checkbox"/> |
| Salvage, clean and dry as much as possible | | Manager/staff/occupants | | <input type="checkbox"/> |
| Replace any lost furniture, fittings and floor coverings with more flood/fire resistant products | | Owner, owners of 'permanents' and 'annuals' | | <input type="checkbox"/> |
| Return any vans/vehicles/boats that were moved off site | | Staff (possibly with VICSES assistance) | | <input type="checkbox"/> |
| Implement strategies for winning back customers | | Regional tourism body, owner/manager | | <input type="checkbox"/> |
| | | | | <input type="checkbox"/> |

PART E – EMERGENCY MANAGEMENT PLAN ATTACHMENTS

Attachment 1 Emergency Preparedness Checklist

| EMERGENCY PREPAREDNESS CHECKLIST | | | |
|--|--|--|-------------------------------------|
| Instructions 1. During your fire safety inspection, record what is observed and any actions taken | | | |
| 2. When the you have finished, complete this checklist and forward it to the Chief Warden | | | |
| Floor/Area: | | Date Last Checked: / / | Today's Date: / / |
| ITEM | Yes | No | N/A |
| No items blocking passageways, fire doors, and exits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Emergency Management Plans in a prominent position | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Emergency warning systems audible in all areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Emergency exit signs visible and illuminated | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fire extinguishers properly located, signed and checked | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Electrical appliances in safe working order | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Electrical appliances switched off, (where appropriate), when not in use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| All emergency equipment in safe working condition | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| All areas free from non-essential items and rubbish | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Rules for contractors/tradespersons being adhered to (ie. Work permits etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stairwell doors are able to, (and do), close automatically | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| First aid kits are complete and the contents are not outdated | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Smoking policy is adhered to | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| New employees have been introduced to the emergency procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| All employees in this area have attended emergency lectures and exercises | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Floor/Area Warden has evacuation checklist close at hand | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Gas cylinders are stored correctly, and the fittings are in safe working order | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Empty gas cylinders are removed from the area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| No empty spray cans are in rubbish containers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Site access for firefighting vehicles is free from obstruction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Any other specific hazards to report: | | | |
| | | | |
| Items still requiring attention from last report: | | | |
| | | | |
| Inspected By: | | Signature Floor/Area Warden: | |
| Date copy sent to Chief Warden: / / | | | |
| KEY | | | |
| Yes | Action required - Report to Chief Warden | | |
| No | Action not required - condition normal | | |
| N/A | Not applicable - item has no function in this area | | |

Attachment 2 Bomb Threat Checklist

BOMB THREAT CHECKLIST

~ 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.....Years Accent - (Specify).....

D O N O T H A N G U P

| Voice | Speech | Manner | Telephone | Background |
|----------------------------------|--|--------------------------------------|----------------------------------|-----------------------------------|
| <input type="checkbox"/> Man | <input type="checkbox"/> Fast | <input type="checkbox"/> Calm | <input type="checkbox"/> Local | <input type="checkbox"/> Music |
| <input type="checkbox"/> Woman | <input type="checkbox"/> Slow | <input type="checkbox"/> Angry | <input type="checkbox"/> STD | <input type="checkbox"/> Talk |
| <input type="checkbox"/> Child | <input type="checkbox"/> Distinct/Cultured | <input type="checkbox"/> Emotional | <input type="checkbox"/> Trunk | <input type="checkbox"/> Typing |
| <input type="checkbox"/> Unknown | <input type="checkbox"/> Impeded | <input type="checkbox"/> Loud | <input type="checkbox"/> Public | <input type="checkbox"/> Children |
| | <input type="checkbox"/> Slutter | <input type="checkbox"/> Soft | <input type="checkbox"/> Private | <input type="checkbox"/> Traffic |
| | <input type="checkbox"/> Nasal | <input type="checkbox"/> Pleasant | <input type="checkbox"/> Mobile | <input type="checkbox"/> Machines |
| | <input type="checkbox"/> Hesitant | <input type="checkbox"/> Raspy | | <input type="checkbox"/> Aircraft |
| | <input type="checkbox"/> Uneducated | <input type="checkbox"/> Intoxicated | | <input type="checkbox"/> Trains |
| | <input type="checkbox"/> Other | <input type="checkbox"/> Other | | <input type="checkbox"/> Other |

D O N O T H A N G U P

Notify any emergency warden. To avoid inappropriate actions, do not inform other persons.
Follow all directions given by the Floor/Area Warden.

Date Time Duration of call

Number called Your Name (print)

Your number Signature

Evacuation Procedure

Upon evacuation siren sounding or verbal warning from Fire Warden:

Collect your Emergency Kit if safe to do so and proceed to your emergency assembly area. Stay calm and wait for further instruction from your Fire Warden.

Evacuation Points:

- Grassy area between pool and Goulburn Valley Highway
- Green Reserve at rear of holiday park

Do Not

- Bring vehicles or vessels to evacuation points. Only exception is for people with disabilities.
- Attempt to leave the evacuation point unless advised to do so by Fire Warden or Emergency Services.
- Panic. Instead remain calm and walk to your evacuation point.
- Block access for Emergency Services.

Do

- Assist the elderly or young children
- Ask Fire Warden if you can assist
- Turn off gas bottles at your site prior to going to evacuation point
- Report missing persons to police on 000

Emergency Kit

We Strongly recommend that each person has an emergency kit ready and accessible. At a minimum the following items need to form part of your kit:

Your medication/First aid kit/2 litres of water/Full change of clothes/Food/Hat & sunscreen/Respiratory mask/Torch

Attachment 4 PLAN OF HOLIDAY PARK inc CFA Fire reels and fill points.



Thanks for staying with us

We hope you have a great time here. We'd love to see any photos you took during your stay.

Share your favourite memories!

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