

EMERGENCY PLAN

Menzies Marden

22 Kent Street, Marden SA 5070



Version: 1.0

Date of Issue: 2nd February 2026

Date of Expiry: 2nd February 2031

i. EMERGENCY PLAN - REVIEW AND AMENDMENT SHEET

It is the responsibility of the Work Health and Safety Team (**WHS**) to ensure the Emergency Plan is reviewed, tested and amended (if required) at least annually. Revisions of the Emergency Plan should be recorded to maintain version control and any amendments should be distributed to the Distribution List.

Revisions are to be recorded in the table below. Ensure that the footer version number is updated with each review

Revision No.	Revision Date	Sections Amended	Brief Description of Amendment	Revised By
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Authorisation of Document

Authorised By	Leon Immelman	Position:	General Manager Home Care & Retirement Living, ACH Group
Signature		Date:	

A copy of this plan and its supporting documentation is stored on the ACH Group intranet. A copy of this document can be provided upon request. Site residents should be provided with sufficient information to ensure they take the appropriate action during an emergency

A hard copy of this plan is kept in the following location:

Within the Sykes Club room

ACH Group staff must comply with this Emergency Plan and follow the Retirement Living Workforce Emergency Management Procedure. The Retirement Living Workforce Emergency Management Procedure is available on the ACH Group intranet.

ii. EMERGENCY PLAN – DISTRIBUTION

A copy of the Emergency Plan is to be kept at site and is available on the ACH Group intranet. The distribution of the Emergency Plan is to be recorded in the register below.

Name	Position	Version No.	Date	Signature

iii. VILLAGE EMERGENCY CONTACTS

Emergency Service		Non- Emergency Contact Number	
Ambulance	Dial 000 in an emergency	08 7074 0000	
Fire Brigade		08 820 43822	
Police		08 8207 6800	
SES		132 500	
Emergency TTY (for speech and hearing impaired)		106	
ACH Group Personnel		Phone Number	
Maintenance Team		8159 3455 / 0419 843 323	
Village Manager		0419 800 522 / 1300 22 44 77	
ACH Group Central Line		1300 22 44 77	
Stakeholders / Service Partners		Details	Contact
Department of Social Services		Adelaide	1300 653 227
Local Council		City of Norwood Payneham and St Peters	08 8366 4555
Hospital with ED		Royal Adelaide Hospital	08 7074 0000
Pharmacists		National Pharmacies	08 8363 5955
Medical Centre		Marden Medical	08 8362 7032
Utilities: - Electricity		AGL	13 12 45
- Gas		Energy Australia	1300 094 730
- Water		SA Water	1300 729 283
Electrician		APR Electrical	0417 852 266
Plumber		N/A	
Locksmith		Magill Locksmiths	08 8365 5066
Fire Protection		ARA Fire	08 8243 7030
Glazier		Rick Hooper Glass	08 8278 1087
Telecross REDi Service – (is a free telephone check-in program by the Australian Red Cross designed to support individuals during extreme weather events, particularly heatwaves)		Telecross	1800 188 071

The Main Contacts for this village consists of the following positions:

1.	Lili Ganaye – Village Manager, ACH Group
2.	Jason Chaplin – Maintenance Supervisor, ACH Group
3.	
4.	
5.	

Contents

I.	EMERGENCY PLAN - REVIEW AND AMENDMENT SHEET	II
II.	EMERGENCY PLAN – DISTRIBUTION	III
III.	VILLAGE EMERGENCY CONTACTS	IV
1.	FOREWORD	3
1.1	PURPOSE & SCOPE	3
1.2	SITE IDENTIFICATION	3
1.2.1	OCCUPANT PROFILE	4
1.2.2	OCCUPANTS AND VISITORS WITH A DISABILITY	5
1.3	BUILDING FIRE SAFETY, EMERGENCY AND SAFETY FEATURES OVERVIEW	6
1.3.1	DOCUMENTS REFERENCE	7
1.4	ESCALATION RESPONSE	7
1.5	MEDIA PROTOCOL	7
1.6	BUILDING EMERGENCY LOCATIONS	8
1.6.1	PRIMARY ASSEMBLY AREA	8
1.6.2	SECONDARY ASSEMBLY AREA	8
1.6.3	SAFETY DATA SHEETS (SDS)	8
1.7	WORKPLACE EMERGENCY MANAGEMENT	8
1.8	INDEMNITY	8
1.9	VALIDITY PERIOD	8
1.10	DESCRIPTION OF INSTALLED ESSENTIAL SAFETY MEASURES (ESM)	9
2.	EMERGENCY IDENTIFICATION & ANALYSIS	11
2.1	EMERGENCY RISK ASSESSMENT	11
2.1.1	RISK ASSESSMENT OUTCOMES	12
2.1.2	EMERGENCY RISK ASSESSMENT FOR SURROUNDING AREAS	14
3.	EMERGENCY RESPONSE PROCEDURES	15
3.1	ORGANISATIONAL ARRANGEMENTS	15
3.2	PLAN ACTIVATION	15
3.3	EMERGENCY COLOUR CODES	16
3.4	FIRE AND/OR SMOKE EMERGENCY PROCEDURE – CODE RED	17
3.5	MEDICAL EMERGENCY PROCEDURE – CODE BLUE	19
3.6	BOMB THREAT EMERGENCY PROCEDURE– CODE PURPLE	20
3.7	SUSPICIOUS ITEM EMERGENCY PROCEDURE– CODE PURPLE	21
3.8	INTERNAL EMERGENCY - CODE YELLOW – CHEMICAL SPILL	22
3.9	INTERNAL EMERGENCY - CODE YELLOW – GAS LEAK	23
3.10	INTERNAL EMERGENCY - CODE YELLOW – POWER FAILURE	24
3.11	INTERNAL EMERGENCY - CODE YELLOW – WATER INUNDATION	25
3.12	EXTERNAL EMERGENCY PROCEDURE – CODE BROWN – MOTOR VEHICLE ACCIDENT	26
3.13	EXTERNAL EMERGENCY PROCEDURE – CODE BROWN – EARTHQUAKE	27

3.14	EXTERNAL EMERGENCY PROCEDURE – CODE BROWN – SEVERE WEATHER.....	28
3.15	EXTERNAL EMERGENCY PROCEDURE – CODE BROWN – LOCKDOWN/SHELTER IN PLACE	29
3.16	EXTERNAL EMERGENCY PROCEDURE – CODE BROWN – EXTERNAL FLOOD	30
3.17	PERSONAL EMERGENCY PROCEDURE – CODE BLACK- PERSONAL THREAT	31
3.18	EVACUATION EMERGENCY PROCEDURE – CODE ORANGE	33
4.	ORGANISATIONAL RESPONSIBILITIES	36
4.1	ACH GROUP	36
4.2	POST EMERGENCY	36
4.3	RESIDENT RESPONSIBILITIES.....	36
5.	EVACUATION DIAGRAMS	37
6.	REVIEW AND ROUTINE SERVICING	38
6.1	EMERGENCY PLAN.....	38
6.2	COMMUNICATION SYSTEM	38
	DEFINITIONS	39
	LIST OF ABBREVIATIONS	41
	APPENDICES.....	42
APPENDIX A	CRITICAL EMERGENCY EVACUATION SYSTEM ELEMENTS AND RECORDS	43
APPENDIX B	EMERGENCY EVACUATION EXERCISE OBSERVERS CHECKLIST	44
APPENDIX C	BOMB THREAT CHECKLIST	45
APPENDIX D	INTRUDER CHECKLIST	46
APPENDIX E	PERSONAL EMERGENCY EVACUATION PLAN (PEEP)	47
APPENDIX F	FIRST AID PROTOCOL.....	48
APPENDIX G	FIRST AID KIT CHECKLIST – SAMPLE CONTENTS LIST	49
APPENDIX H	AUTOMATIC EXTERNAL DEFIBRILLATOR (AED).....	50
APPENDIX I	FIRE EXTINGUISHER CHART	51
APPENDIX J	INCIDENT LOG	52
APPENDIX K	BUSHFIRE PREPARATION CHECKLIST	53
APPENDIX L	EMERGENCY PLAN COMPLIANCE MATRIX	54
APPENDIX M	CHECKLIST	55

1. FOREWORD

1.1 Purpose & Scope

The purpose of this Emergency Plan is to document the organisational arrangements, systems, strategies, and procedures of Menzies Marden, located at 22 Kent Street, Marden SA 5070, relating to the response and management of emergencies. The audience of this Emergency Plan is the workers, residents and management of the village. Emergency Plans form part of site's overall business continuity approach. Emergency management seeks to effectively plan and respond to potential or actual threats and situations that put the organisation and people at risk.

Procedures for specific emergencies have been included based on an assessment of the type of emergencies that have the potential to impact the village. This Emergency Plan is to be read and, where necessary, activated in conjunction with existing business continuity or crisis management plans.

This document has been prepared in accordance with and to comply with Australian Standard AS 3745 – 2010 Planning for emergencies in facilities and the *Retirement Village Act 2016* and the *Retirement Village Regulations 2017*.

These procedures have taken into consideration:

- Village usage and characteristics of structure and workplace
- Size and complexity of the village
- Fire, safety, and emergency features
- Appropriateness and adequacy of the physical layout
- Human resources and general needs for disable and mobility impaired persons
- Other occupants and visitors
- Communication systems

These procedures have given particular attention to:

- Emergency Procedures relevant to the village
- Evacuation Diagrams, routes and assembly areas

1.2 Site Identification

Site Name:	Menzies Marden
Site Address:	22 Kent Street, Marden SA 5070
Nearest Cross Street:	Marden Road
Days and hours of Operation	Monday – Friday 9:00am – 5pm
Site Contact Number:	0419 800 522
Site Description:	Menzies Marden is an independent living site and has a total of 15 independent living homes. Communal facilities include the Community Hub called the Syke club room.

1.2.1 Occupant profile

At normal full occupancy, this village has

 independent residents.
 This village has

 number of units.

Some residents may have physical limitations, including mobility, vision, hearing and comprehension deficiencies that should be considered when communicating with them during an emergency. Residents may come from different environmental and cultural backgrounds, and some have English as a second language, which should also be considered when communicating with them. Residents may be frail, elderly or mobility impaired and may require assistance to evacuate during an emergency.

Resident details are kept at:

The procedures listed in this plan allow for ambulant occupants that can take and follow directions.

Staffing

This village typically has the following number of Employees on site.

Monday to Friday:

- Business hours:

 number of Employees
- After hours:

 number of Employees

This village typically has the following number of Employees on site on weekends:

- Business hours:

 number of Employees
- After hours:

 number of Employees

Residents are to call the after-hour number if in need of assistance outside of normal hours.

For emergencies residents are to call 000

Note: Personal Emergency Evacuation Plan (PEEP) as referenced in AS 3745_2010.

1.2.2 Occupants and Visitors with a Disability

This site may have residents and/or visitors to the site who, for one reason or another, may need assistance or are unlikely to be able to act optimally in an emergency.

These persons may have a disability or other impairment that require a Personal Emergency Evacuation Plan (PEEP) to be prepared and available for use in the event of an emergency.

The PEEP is developed by the individual (or the person responsible for the individual) to provide suitable strategies to assist them in the event of an emergency or evacuation.

If a resident has a PEEP the PEEP document/s should be made available to ACH Group.

1.3 Building Fire Safety, Emergency and Safety Features Overview

BUILDING DESCRIPTION	
Number of buildings	14 Units + Community Hub
Car park areas	All units have a designated carpark
Access between floors	NIL
Communications onsite	Personal mobiles & PCSMS
Neighbouring facilities	Residential
Building special risks	NIL
Electrical Switchboard	Each unit
Water shutoff valve	Each unit + by main entry road
Gas shutoff valve	Each unit
Sprinkler control valve	NIL
Sprinkler and/or Hydrant booster	NIL
Restricted Access areas	NIL
Building and Site Hazards	Location
NIL Identified	

NOTE: LIFTS MUST NOT BE USED DURING A FIRE EVACUATION. THEY MUST BE LEFT FOR USE BY EMERGENCY SERVICES ONLY.

1.3.1 Documents reference

This table should list any Fire Engineering Reports, Management in Use Plans or supplementary response plans. Any performance solutions identified in a Fire Engineering Report that impact on the contents of the Emergency Plan should be listed.

Document Type	Reference Name	Issue Date
Business Continuity Plan	RT67EECAUVQ7	November 2025

1.4 ESCALATION RESPONSE

Situation	Procedure Guide	Escalation when ...
Business as usual	Standard Operating Procedures	Impact prevents normal operations
Incident Level 0	Business Continuity Plan	Multiple injuries or threat to life/property, media interest, external support required
Emergency Level 1	Emergency Response Procedures	Severe threat to life/property, reduced ability to continue operations, threat to site's reputation or legal liabilities

1.5 MEDIA PROTOCOL

All contact with the media, including media releases and interviews are managed by ACH Group. No employee or volunteer is authorised to contact the media, direct all media queries to 0417 856 361.

In the event of a crisis or emergency, the effective management of communications with a wide range of stakeholders is vital to achieving a successful resolution and maintaining the image and reputation of the organisation. In a crisis, the Marketing and Communication Team will be responsible for liaising with key stakeholders, including the media, government, regulators, and principal contractors.

1.6 BUILDING EMERGENCY LOCATIONS

The types of emergency location points are identified below:

1.6.1 Primary Assembly Area

The Assembly Area is located in between units 11 & 12 at the main entry as per Evacuation Diagrams. Unless unsafe to do so, or advised otherwise, this is the emergency evacuation point for village occupants.

1.6.2 Secondary Assembly Area

The Secondary Assembly Areas will be another location nominated and advised at the time of the emergency by the Emergency Services. This point will be used as the emergency evacuation point for village occupants if the primary assembly area is unsafe to use. Pick the Assembly Area that is closest to you at the time of the emergency.

1.6.3 Safety Data Sheets (SDS)

The SDS provides information on the properties of hazardous substances, including emergency procedures. The SDS is available electronically and if requested can be presented to Emergency Services.

1.7 WORKPLACE EMERGENCY MANAGEMENT

Workplace Emergency Management has been engaged to provide emergency management services and will conduct training and provide documentation in accordance with the engagement agreement.

1.8 INDEMNITY

Australian Standard AS 3745 – 2010 and Amendments recommends that site owners, managers, occupiers, and employers should obtain professional advice on the level of indemnity.

1.9 VALIDITY PERIOD

The WHS Team is responsible for nominating the validity period for the Emergency Plan and the Evacuation Diagrams.

The validity period should not exceed 5 years but may be less than 5 years. As per AS3745-2010 and referencing AS1851-2012, the Emergency Plan must be reviewed at least annually.

The validity period may be determined taking into consideration the requirements of the maintenance cycle, any major changes to the village or site or an accreditation regime.

1.10 Description of Installed Essential Safety Measures (ESM)

Name and Photo of installed ESM	Description of ESM
Smoke and Thermal Detectors 	Location: Installed within each unit & Community Hub Smoke and thermal detectors are designed to detect the presence of fire or smoke in a building. All Fire detection, warning, control, and intercom systems shall be installed to meet AS 1670 Requirements and maintained to meet all AS 1851 Requirements.
Fire Extinguishers 	Location: Community Hub The site has various types of fire extinguishers throughout the village. Fire extinguishers are designed for extinguishing small fires in the building. Operators of fire extinguishers should have appropriate training, knowledge and be competent in its use prior to using this equipment. Fire extinguishers shall be installed to meet AS 2444 requirements and maintained to meet all AS 1851 Requirements. For further information refer to Procedure 3.3 Fire and or Smoke Emergency Procedure – Code Red and Appendix I Fire Extinguisher Chart.
Fire Blankets 	Location: Community Hub Fire Blankets are a blanket made from fire resistant fabric that is stored in a plastic bag attached to a wall. Fire Blankets can extinguish small fires or can be used to extinguish a fire on a person. Users of Fire Blankets shall have appropriate training, knowledge and be competent in its use prior to using this equipment. Fire Blankets shall be installed to meet AS 2444 requirements and be maintained to meet all AS 1851 requirements. For further information refer to Procedure 3.3 Fire and or Smoke Emergency Procedure – Code Red and Appendix I Fire Extinguisher/ Fire Blanket Chart.
Emergency exit lighting 	Location: Community Hub Emergency exit lighting are illuminated directional signage that indicates the emergency egress path for occupants to use during an evacuation. Emergency exit lighting shall be installed to meet AS 2293 requirements and be maintained to meet all AS 1851 requirements.
First Aid kits & AED 	Location: Community Hub First Aid equipment is used during medical emergencies by trained, First Aiders.



An AED can be used by any person by following the instructions given by the device once turned on.

First Aid equipment and resources are to be installed and maintained as per Code of Practice: First aid in the workplace.

2. EMERGENCY IDENTIFICATION & ANALYSIS

2.1 Emergency Risk Assessment

An Emergency Risk Assessment for the building has been undertaken on the building and surrounding areas. Once an Emergency has been identified it is then assessed on the likelihood and the consequence. This assessment will provide a risk rating of either low, medium, high, or very high as stated below.

The completion of the risk assessment will determine the response procedures that are applicable for this site. This assessment should be undertaken by the Village Manager and WHS Team. Where there is uncertainty as to whether the risk exists or uncertainty of the determination of a risk level, WHS should be contacted.

Likelihood	
Almost Certain	Almost certain to occur with >90% chance of occurring More than once per year
Likely	Likely to occur with a 60% to 90% chance of occurring Once every year
Possible	May occur with a 30% to 60% chance of occurring Once every 5 to 10 years
Unlikely	Unlikely to occur, with a 10% to 30% chance of occurring Once every 5 to 10 years
Rare	May occur in exceptional circumstances Not likely to occur in the next 10 years

Consequence	
Extreme	Fatality Multiple life-threatening injuries Multiple significant/severe irreversible disabilities Irreversible damage to the environment Extreme issues or concerns affecting the health of a vulnerable person, including psychological harm
Significant	Life-threatening injury Significant/severe (>30%) incapacity irreversible Serious damage to the environment, predominantly off premises Serious issue or concern affecting the health of a vulnerable person
Moderate	Medical treatment or short-term hospitalisation and rehabilitation for one or more people Moderate (<30%) incapacity Some damage to the environment (on or off premises)
Minor	First Aid Report only Contained environmental release. Potential issue or concern affecting the health of a vulnerable person

Low	Low risk rating means that the emergency could happen, but the current risk control measures are suitable in the current situation
Medium	Medium risk rating means that the emergency is deemed that it could happen in the future. Control measures to be implemented
High	High risk rating means that the emergency is likely to happen with injuries and likely to have hospitalisation. Control measures must be implemented
Very High	Extreme risk rating means that the emergency most likely to have multiple serious injuries and likely to occur death. Any situations identified need urgent control measures implemented.

Risk Matrix

Likelihood	Consequence			
	Minor	Moderate	Significant	Extreme
Almost Certain	High	High	Very High	Very High
Likely	Medium	High	High	Very High
Possible	Medium	Medium	High	High
Unlikely	Low	Medium	Medium	High
Rare	Low	Low	Medium	Medium

2.1.1 Risk assessment outcomes

The results of the risk assessment conducted at the initial EP development meeting are noted below.

Type of Emergency	Risk Rating	Procedure in this EP	Comments
FIRE AND SMOKE			
Fire without alarm	Low	Yes	
Fire with alarm	Medium	Yes	Kitchen fires, electrical etc.
MEDICAL			
Anaphylaxis (food, insect, medication)	Low	Yes	
General Medical (Slips and Falls, Burns, Shortness of breath, stroke, seizures, sports related emergencies, etc)	High	Yes	

BOMB THREAT / SUSPICIOUS ITEM			
Bomb Threat	Low	Yes	
Suspicious items/mail	Low	Yes	
INTERNAL EMERGENCY			
Chemical Spill	Low	Yes	
Gas Leak	Low	Yes	
Power Failure	Medium	Yes	
Building/structural collapse	Low	No	
Flooding	Low	Yes	
EXTERNAL EMERGENCY			
Motor Vehicle Accident	Low	Yes	
Severe Weather/Storms/Lightning	Low	Yes	
Shelter in Place / Lockdown	Medium	Yes	Hub can be used during power-outages
Wildlife	Low	No	
Flood	Low	Yes	
Bushfire	Low	No	Site is not in a bushfire zone
Earthquake	Low	Yes	
Bulk Fuel rupture/explosion	Low	No	
PERSONAL THREAT			
Holdup - armed intrusion	Low	No	
Hostage	Low	No	
Personal Threat/ Violent Behaviour	Low	Yes	
Unauthorised access	Low	Yes	
MISSING PERSON			
Missing Care Recipient	Low	No	

2.1.2 Emergency Risk Assessment for Surrounding Areas

An Emergency Risk Assessment has been undertaken on the surrounding areas of the building. Once an emergency has been identified it is then assessed on the likelihood and the consequence. This gives a risk rating of either low, medium, high, or very high as stated below.

Surrounding Areas	Risk Rating	Comments
Electrical Infrastructure	Low	
Surrounding Bush/Grass Fires	Low	
Rivers/Creeks/Causeways	Low	
Adjoining Industrial complex	Low	
Bulk Fuel Rupture/Explosion	Low	

Conclusion

Assessment Date	Name of participants/assessors
16/01/2025	Kelly Campbell – Consultant, Workplace Emergency Management
	Simon Mudge – Maintenance Supervisor, ACH Group
	Lili Ganaye – Village Manager, ACH Group

The Emergency Risk Assessment has been conducted, and control measures are to be maintained as per this Emergency Plan, the company's policies and procedures, and any other business continuity plans. Control measures include but are not limited to the following,

- Emergency Plan including emergency response procedures maintained as per Australian Standards.
- Sites emergency equipment maintained, serviced and operational, as per Australian Standards and ACH Group requirements.
- All building maintenance, security infrastructure, egress, and site equipment to be maintained as per management in use plans, Australian Standards and ACH Group requirements.

3. EMERGENCY RESPONSE PROCEDURES

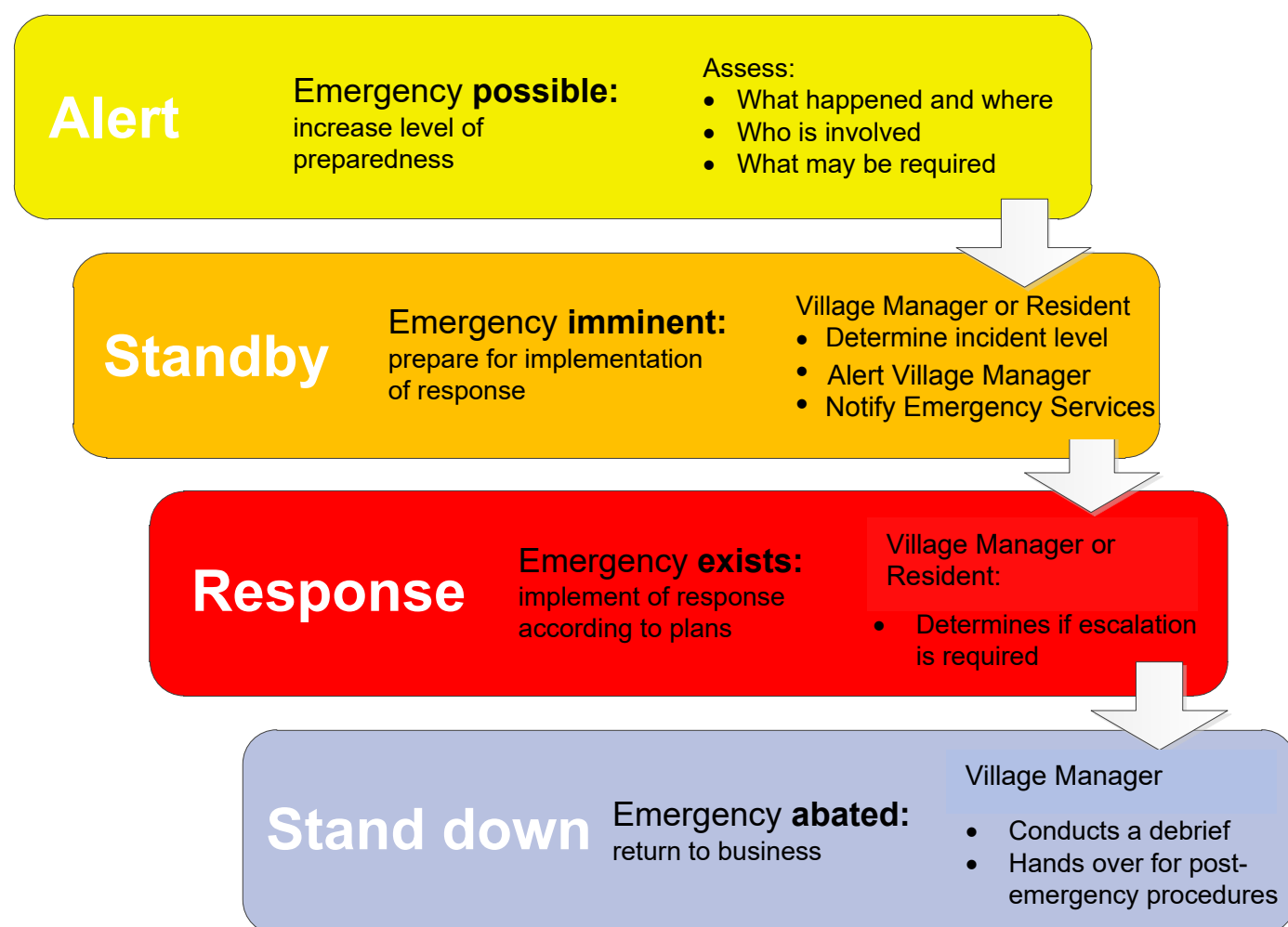
3.1 ORGANISATIONAL ARRANGEMENTS

The established hierarchy applying to normal work-related activity will not apply during an emergency. During an emergency, residents and visitors must follow all instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

Should an evacuation of the village be required, The SA Emergency Services and SA Police are authorised to activate the site Evacuation Plan.

3.2 PLAN ACTIVATION

Activation of this Plan will follow the assessment or escalation of an incident to Level 1 or Level 2. The decision to activate this plan is dependent upon several features including the perceived level of threat and the amount of support required. There are four activation stages:



1) Alert

A heightened level of vigilance due to the possibility of an emergency. Action is in accordance with Business Continuity Plans and the situation should be monitored by someone capable of assessing the potential of the threat.

2) Standby

An emergency is imminent, and this stage allows residents to prepare for a full activation of the Emergency Response Procedures and place resources on standby.

3) Response

An emergency exists where resources are mobilised, personnel are activated, and operational activities commences. Responses are implemented according to village plans.

4) Stand down

Emergency is contained and the plan is deactivated. For stand down notification, the relevant colour code is to be followed with the words 'Stand down' (e.g. CODE RED, STAND DOWN).

3.3 EMERGENCY COLOUR CODES

Type of Emergency	Colour Code
Fire and/or Smoke	Red
Medical Emergency	Blue
Bomb or Substance Threat	Purple
Internal Emergency	Yellow
External Emergency	Brown
Personal Threat	Black
Evacuation	Orange
For the 'All Clear', the relevant code shall be stated followed by 'All Clear'.	

3.4 FIRE AND/OR SMOKE EMERGENCY PROCEDURE – CODE RED

Introduction

A fire and smoke emergency can be caused by, but not limited to the following: electrical failure, cooking applications, electrical appliance failure, flammable liquids or arson.

Smoke is extremely toxic, and all occupants should be evacuated away from any smoke immediately – if safe to do so.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

ALARM ACTIVATION

If a fire is detected in the building either by a smoke detector or occupant of the building, the alarm must be raised by calling 000.

PERSON WHO IDENTIFIES THE EMERGENCY

- Identify the nature of the emergency.
- Remove self and other occupants away from any immediate danger, if safe to do so.
- Raise the Alarm
- Contact the Emergency Services and inform them of the fire emergency.
- If it is safe to do so and you are trained - extinguish the fire; otherwise move to the evacuation assembly area.
- Act on instructions from the Emergency Services.

ALL OCCUPANTS

- Respond immediately to the emergency.
- Remove yourself and other affected people away from the immediate danger, if safe to do so.
- Call 000 & raise the alarm and alert people to the emergency.
- Follow all instructions given by the Emergency Services.
- Follow the Evacuation Procedure (Code Orange).
- If it is safe to do so and you are trained and competent, extinguish the fire; otherwise move to the evacuation assembly area.
- Assist any person if you can and act on instructions from Emergency Services.
- All occupants to evacuate to the designated assembly area using the safest and quickest egress path and exit.
- Ensure your safety at the Assembly Area and be prepared to move to an alternate location if required.
- Participate in any debrief as needed.

General Guidelines

- R** Respond & remove people from immediate danger.
- A** Alarm / Alert – raise the alarm verbally, call Emergency Services, and notify the Village Manager.
- C** Contain the fire by closing doors/windows around it. Take Control of the response.
- E** Evacuate and/or extinguish the fire.

Use of a Fire Extinguisher

- Using a fire extinguisher to extinguish a fire has inherent risks to the operator and other occupants near the fire. If the decision is made to conduct first attack firefighting activities, this should only be conducted by trained and competent persons and only if safe to do so.
- Identify your escape route ensuring it provides a clear path from the danger.
- Locate and select the correct fire extinguisher for the type of fire.
- If safe to do so, try to have another trained person obtain another fire extinguisher and ensure safety of each other.
- Ensure own safety and do not enter smoke filled areas or breathe smoke from the fire.
- Using the PASS method safely extinguish the fire.
 - Pull pin
 - Aim at base of fire
 - Squeeze handles together
 - Sweep across the base of the fire.
- Once extinguished, back away from the fire to monitor it in case it re-ignites.
- If fire cannot be extinguished remove self and anyone else from danger and evacuate building.
- Advise the Village Manager of result of firefighting activities.

Use of a Fire Blanket

- Using a fire blanket to extinguish a fire has inherent risks to the user and other occupants near the fire. If the decision is made to conduct first attack firefighting activities this should only be done by trained and competent persons and only if safe to do so.
- Identify your escape route ensuring it provides a clear path from the danger.
- If safe to do so, try to have another trained person to obtain a fire extinguisher or fire blanket and ensure safety of each other.
- Ensure own safety and do not enter smoke filled areas or breathe smoke from the fire.
- Remove fire blanket by pulling tabs and unfold the blanket completely.
- Hold the tabs so they are on your side of the blanket and fold the top of the blanket back over your hands.
- Carefully and calmly cover burning object completely, protecting your face, arms and hands from radiant heat with the blanket as you do so.
- Turn off heat source, if safe to do so.
- Leave fire blanket in place covering the fire until it is cool and don't disturb the fire blanket.
- If fire cannot be extinguished remove self and others from danger and evacuate building.
- Continually check area for danger.
- Advise the Village Manager of the results of firefighting activities.

3.5 MEDICAL EMERGENCY PROCEDURE – CODE BLUE

Introduction

A medical emergency can be a life threatening situation, requiring urgent first aid and medical assistance. Medical emergencies could include the following: lacerations, fall from heights, cardiac arrest/cardiac problems, vehicle impacts, respiratory problems including asthma, smoke inhalation and choking, fractures or any other medical emergency.

Consider any identified dangers and your own safety and use appropriate PPE in dealing with the person needing medical support.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

NOTE: ANAPHYLAXIS

When a potential medical emergency involving suspected anaphylaxis from a food allergy, animal allergy or medication allergy is identified, the appropriate medication should be on-hand. It is the responsibility of the resident to maintain their own medication.

Watch out for one of the following signs of anaphylaxis.

- Difficult or noisy breathing
- Swelling of tongue
- Swelling or tightness in throat
- Difficulty talking or hoarse voice
- Wheeze or persistent cough
- Persistent dizziness or collapse

Response

- If deemed appropriate and if trained, administer an EpiPen as per the directions.

PERSON WHO IDENTIFIED THE MEDICAL EMERGENCY

- Determine the nature of the medical emergency.
- Remove yourself and others from any identified danger or remove the danger as appropriate.
- Contact the Emergency Services if needed.
- Provide first aid support to the person/s if trained and competent.
- Act on instructions from Emergency Services.

OCCUPANTS

- Remove yourself and others from any identified danger.
- Follow any direction from Emergency Services.

3.6 BOMB THREAT EMERGENCY PROCEDURE– CODE PURPLE

Introduction

A bomb threat is when a telephone call, email, verbal or written correspondence is received that relates to an item which may have the potential to explode causing extensive injury or damage.

All bomb threats need to be taken seriously until proven otherwise.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

NOTE: BOMB THREAT CHECKLIST – APPENDIX C

PERSON WHO RECEIVES THE BOMB THREAT

- Remain calm and gather as much information as possible from the person.
- DO NOT HANG UP THE PHONE, if the threat is being called in.
- If available, record the Call Number Identification.
- Use and complete the Bomb Threat Checklist.
- Call 000
- Follow instructions from the Emergency Services.

General guidelines for a Bomb Threat event:

- Remove all affected residents away from the location of the bomb threat.
- Ascertain the cause of the bomb threat if possible and determine if there is any potential subsequent danger, which could include:
 - Toxic fumes or liquids, structural insecurity, further explosions, fire and smoke, electrocution
- Immediately inform Emergency Services of the situation.
- Support and assist the Emergency Services response to the emergency.

3.7 SUSPICIOUS ITEM EMERGENCY PROCEDURE– CODE PURPLE

Introduction

A suspicious item refers to any item that is out of place, does not belong to any staff or is not recognised as belonging to any known personnel as is deemed as a potential hazard. It may be but is not limited to, a bag, box of goods, furniture, computer or equipment, suspicious mail, etc.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

PERSON WHO FINDS THE SUSPICIOUS ITEM

- Do not touch or move the item
- Remove residents from the immediate area and cordon off to prevent access
- Gather as much information about the item as possible (e.g., size, location, why it is suspicious, etc.)
- Call 000.
- Take instructions from Emergency Services.

ASSESSMENT OF SUSPICIOUS ITEMS

Assessment of potential suspicious items should follow the HOT-UP method.

Is the item:	Has there been:
Hidden? Obviously a bomb? Typical of its environment?	Unauthorised access? Perimeter breach?

3.8 INTERNAL EMERGENCY - CODE YELLOW – CHEMICAL SPILL

Introduction

Chemical spills could involve flammable, hazardous or dangerous substances. In all circumstances only trained persons should be near or involved in the incident or area involved. If any questions about the safety of the situation - always evacuate the area immediately moving people to a safe location.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

PERSON WHO IDENTIFIES THE EMERGENCY

- Identify the nature of the emergency.
- Remove self and other residents away from any immediate danger, if safe to do so.
- Evacuate immediate area.
- Contact the Village Manager & inform them of the emergency.
- Contact Emergency Services, if needed.

OCCUPANTS

- Identify the nature of the emergency.
- Remove self and other occupants away from any immediate danger, if safe to do so.
- Call 000.
- Follow any directions from Emergency Services.

General guidelines for Hazardous Substance spill/leak:

- Only trained/competent users/persons should be near the area involved. If any doubt, evacuate the area immediately to a safe location.
- Ensure residents move away/evacuate from the immediate danger area to a safe location.
- Keep people upwind of the affected area to keep them safe from any potentially dangerous fumes.
- Only trained and competent staff to utilise the spill kit.
- If a minor spill that is easily manageable, contain, clean and dispose of all contaminated items as per manufactures recommendations and Safety Data Sheets.
- Remove or eliminate all sources of ignition
- Inform neighbouring businesses or occupants as needed to ensure their safety.
- Support the response from the Emergency Services if attending.

3.9 INTERNAL EMERGENCY - CODE YELLOW – GAS LEAK

Introduction

Gas Leaks could lead to flammable, hazardous or dangerous situations. If any questions about the safety of the situation - always evacuate the area immediately moving people to a safe location.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

PERSON WHO IDENTIFIES THE EMERGENCY

- Identify the nature of the emergency.
- Remove self and other residents away from any immediate danger, if safe to do so.
- Evacuate immediate area.
- Contact the Village Manager & inform them of the emergency.
- Contact Emergency Services, if needed.

OCCUPANTS

- Identify the nature of the emergency.
- Remove self and other residents away from any immediate danger, if safe to do so.
- Follow any directions from Emergency Services.

General guidelines for gas leaks:

NOTE: If SAFE to do - the use of fire hoses and/or hose reels directed across a leak will help in reducing the potential for fire/explosion/casualty. This should not be attempted unless your personnel have had specific training in this area.

If cylinder involved with fire, cool cylinder with water but DO NOT EXTINGUISH FLAME, unless you can SAFELY turn off supply.

NOTE: It may not always be possible to isolate the gas mains supply due to location and security of gas valves. If this is the case, ensure you consider this in your Hazard Identification and consider appropriate Risk Control measures based on what can effectively be done. Residual gas within piping systems may be a hazard even after the main supply has been isolated, remember to consider this point.

3.10 INTERNAL EMERGENCY - CODE YELLOW – POWER FAILURE

Introduction

In the event of a power outage to the village, there is the potential for dangers and hazards. This could include injuries from resident confusion or panic, slips, trips and falls.

All residents and visitors are required to follow instructions from the Village Manager when/if onsite and provide reasonable assistance where possible. Emergency Services will assume command once they arrive.

PERSON WHO IDENTIFIES THE EMERGENCY

- Identify the nature of the emergency.
- Contact the Village Manager and inform them of the emergency.
- Act on instructions from the Village Manager.
- Contact Emergency Services, if needed.
- Move to the safe area of the site. (All ACH Group villages with a identified community hub have back-up power and are to use this as their safe area.)

OCCUPANTS

- Identify the nature of the emergency.
- Evacuate immediate area to Designated Assembly Area.
- Liaise with and follow any directions from the Village Manager & inform them of any information about the emergency.
- Contact Emergency Services, if required.

General guidelines for Electrical Power Failure event:

- Electrical equipment affected by the power failure should be turned off until power is safely restored.
- Determine the cause of the power failure, only if safe to do so.
- Ensure residents are safely away from any associated danger.
- Contact the power supply company emergency contact to attend to the emergency.

3.11 INTERNAL EMERGENCY - CODE YELLOW – WATER INUNDATION

Introduction

Water inundation (internal flooding) has quite inherent dangers present such as, biohazards, electrocution, drowning, flash flooding, parasites, insects, structural damage and water damage.

Inundation can be caused by burst water main/pipes, sprinkler bursting/damaged, roof leaks, or water taps/valves failure.

Inundation involving sewer systems, stormwater, major area flooding or flooding involving biohazards or contaminants should never be entered, cleaned up or attended to without the correct Emergency Services or utilities services attending.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

PERSON WHO IDENTIFIES THE EMERGENCY

- Identify the nature of the emergency.
- Remove self and other residents away from any immediate danger, if safe to do so.
- Evacuate immediate area.
- Contact the Village Manager & inform them of the emergency.
- Act on instructions from the Village Manager.
- Contact Emergency Services, if needed.

OCCUPANTS

- Identify the nature of the emergency.
- Remove self and other residents away from any immediate danger, if safe to do so.
- Evacuate immediate area to a safer location.
- Follow any directions from Village Manager and Emergency Services.
- Inform them of any relevant information about the emergency.

General guidelines for flooding event:

- Water inundation can be a dangerous situation- only trained persons should be near the area involved – If any doubt – evacuate the area immediately to a safe location.
- Ensure residents are moved away/ evacuated from the immediate danger area to a safe location.
- Isolate all electrical equipment in the location turning off power to prevent electrocution.
- Support the response from the Emergency Services if attending.

3.12 EXTERNAL EMERGENCY PROCEDURE – CODE BROWN – MOTOR VEHICLE ACCIDENT

Introduction

If your village is located on a main road, there may be a risk of a motor vehicle accident to which you may be able to help. A motor vehicle accident can also occur on the grounds of the village. If medical assistance is required, refer to medical procedures.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

PERSON WHO IDENTIFIES THE EMERGENCY

- Identify the nature of the emergency.
- Remove self and other residents away from any immediate danger, if safe to do so.
- Contact the Village Manager & inform them of the emergency.
- Contact Emergency Services, if needed.

3.13 EXTERNAL EMERGENCY PROCEDURE – CODE BROWN – EARTHQUAKE

Introduction

An earthquake is when the ground suddenly shakes. It happens because big pieces of the Earth move under the ground. The shaking can be gentle or very strong, and strong shaking can damage your units, buildings and roads.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

General guidelines

- Stay calm.
- If inside, drop to the ground, take cover under a strong table, and hold on.
- Stay away from windows and heavy furniture.
- If outside, move away from buildings, trees, and power lines.
- After the shaking stops, check for injuries and call 000 if required
- Follow directions from the Emergency Services.
- Look for dangers like broken glass, fallen objects, or damaged walls and avoid these areas.
- If you smell gas, see smoke, or hear alarms, leave the building and go to your safe assembly area.
- Do not re-enter damaged buildings until it is said to be safe.

3.14 EXTERNAL EMERGENCY PROCEDURE – CODE BROWN – SEVERE WEATHER

Introduction

Severe storms have inherent dangers such as: lightning, high winds, hail, electrocution, flash flooding, structural damage or weakening and water damage, downed powerlines or fallen trees.

Do not walk or enter any flooded areas, roadways, driveways or causeways.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

PERSON WHO IDENTIFIES THE EMERGENCY

- Identify the nature of the emergency.
- Remove self and other residents away from any immediate danger, if safe to do so.
- Contact the Village Manager & inform them of the emergency.
- Act on instructions from the SES or Emergency Services.
- Contact the Village Manager to inform them of any damage.

General guidelines for storm event:

- Communicate effectively with all residents to ensure their safety is maintained.
- Residents should remain inside the building, moving to a safe and secure area away from windows to prevent injury from the event.
- Monitor the emergency via Bureau of Meteorology website and local ABC radio or other Emergency Services websites.
- Stay well clear of metal objects during lightning strikes and storms.
- Stay well clear of powerlines, trees, glass and any other loose objects.
- Shelter in the middle of the building with doors, windows and blinds closed.
- Do not enter, walk, or drive through flooded areas, roadways, driveways or causeways.
- Shut down all plant and machinery, air conditioning and electrical appliances- if required.
- Support the response from the Emergency Services if attending.

3.15 EXTERNAL EMERGENCY PROCEDURE – CODE BROWN – LOCKDOWN/SHELTER IN PLACE

Introduction

External threats requiring a lockdown may include but not limited to the following: External threats that are human based. i.e., riots, protests, public demonstrators or law enforcement activities, suspicious persons, unauthorised custody and supervision requests.

These procedures can also be used for shelter in place emergencies. Shelter in place emergencies can arise from non-human based external threats. i.e. Wildlife, traffic collisions, severe weather (covered in another procedure).

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

PERSON WHO IDENTIFIES THE EMERGENCY

- Identify the nature of the emergency.
- Remove self and other residents away from any immediate danger, if safe to do so.
- Contact the SES or Emergency Services.
- Act on instructions from the SES or Emergency Services.
- Contact Village Manager.

General guidelines for Civil Disruption event:

- Communicate effectively with all residents to ensure their safety is maintained.
- All residents should move inside the building to a safe and secure area away from windows to prevent injury from smashing glass.
- Shelter in the middle of the building with doors, windows and blinds closed.
- Residents should ensure they move away/ evacuate from the immediate danger area to a safe location.
- Support the response from the Emergency Services if attending.

3.16 EXTERNAL EMERGENCY PROCEDURE – CODE BROWN – EXTERNAL FLOOD

Introduction

An external flood occurs when heavy rainfall, storms, or overflowing waterways cause water to rise and enter surrounding areas. Flooding can develop quickly and may damage units, buildings, roads, and essential services. Floodwater can also be dangerous due to strong currents, debris, and contamination.

Preparation is extremely important when it comes to floods, you can do this by:

Listening to your local radio station

Listen to your local radio station for information, updates and advice. The SA SES also issue information on local flood impacts to local radio stations during floods.

Being aware of any warnings

Be aware of any warnings: The Bureau of Meteorology (www.bom.gov.au) issue Flood Watches for rivers when flooding is likely and Flood Warnings for rivers when flooding is about to happen and during floods. The Bureau also issue Severe Weather Warnings and Severe Thunderstorm Warnings for possible flash flooding, damaging winds, hail and heavy rainfall.

All residents and visitors must follow instructions given by the Village Manager if they are onsite and provide reasonable assistance where possible. Emergency Services will assume command once they arrive.

General Guidelines

- Stay calm.
- Monitor local weather updates and follow official warnings and advice.
- Follow all instructions provided by the Village Manager and Emergency Services.
- If advised to evacuate, do so immediately and go to your designated safe assembly area.
- Do not walk, drive, or swim through floodwater, as it may be deeper or faster moving than it appears.
- Move to higher ground if flooding threatens your area.
- Keep away from drains, waterways, and flooded roads.
- If indoors, move valuables and essential items to higher levels if safe to do so.
- Avoid contact with floodwater, as it may be contaminated.
- Check on others if it is safe to do so, especially those who may need assistance.
- Do not return to flooded or affected buildings until authorities confirm it is safe.
- Call 000 if there is immediate danger or someone is injured.

3.17 PERSONAL EMERGENCY PROCEDURE – CODE BLACK- PERSONAL THREAT

Introduction

Personal threats and armed intruders can include such things as assault, death threats, armed hold ups, active shooters, terrorist activities and break-ins, that may result in risk of injury to residents.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

ESCAPE – HIDE – TELL

PERSON WHO IDENTIFIES THE EMERGENCY

- Identify the nature of the emergency and threat.
- Remove self away from any immediate danger as quickly as possible, if safe to do so.
- Remember: Run – Hide – Tell.
- If confronted by the offender, remain calm and comply with directions, don't engage with the person to prevent risk of injury to yourself.
- In the case of an active shooter event, refer to below instructions.
- Contact the Village Manager when able to & inform them of the emergency.
- Notify the Emergency Services when safe to do so.

General guidelines for Personal threat or Armed Hold-Up:

- Residents who are subject of the hold-up should obey the instructions of the offender and try to remain calm.
- Do not take action to provoke or anger the offender.
- Do not make sudden movements.
- Do not argue with offender.
- Hand over cash/valuables as requested.
- Avoid eye contact with offender.
- If installed; operate any duress alarms.
- Do not speak to offender – unless offender asks you a question.
- Be mindful and take a mental note of descriptive information about the offender (e.g. hair colour, height, complexion, speech, facial hair, eyes, clothing, head covering, build, tattoos, weapons used, distinguishing features, etc.).
- Do not discuss the incident amongst the village until the Emergency Services have arrived and spoken to you.
- Do not discuss the incident with media.
- If safe to do so, observe the registration plate of offenders' vehicle or the path offender travels.
- Preserve the scene of the incident to prevent interference with any potential evidence left by the offender.
- Do not touch area where offender was.
- If safe to do so cordon off areas for investigation.

- Complete the Intruder Checklist document (see appendix D).
- Greet Emergency Services upon arrival and provide all information about situation. Support and assist with the response and investigation.
- Counselling support for those residents involved and/or affected by the incident will be made available.

Armed hold up and Security Breach Prevention Measures

- Be alert to strangers or random people around the village.
- Be aware of people at the village during afterhours.
- Contact 000 if you feel unsafe.

Active Armed Offender

- **ESCAPE:** where possible you should run away, removing yourself and others from the area being used by the armed offender. If safe to do so, take your mobile phone with you.
- **HIDE:** if you are not able to run away from the armed offender, find a safe place in an out-of-sight location, dark and behind closed/locked doors. Find cover and/or concealment (table, cupboard, lounge chair, etc) and remain quiet.
- Turn your phone to silent and try to alert authorities if safe to do so.
- Re-assess the situation and your opportunities to safely evacuate.
- **TELL:** the more information that can be passed on to the Police and/or Village Manager the better, but NOT at the expense of your own safety or the safety of others.
- As soon as possible and it is safe to do so, call 000 and inform Emergency Services of the situation and all relevant information.

3.18 EVACUATION EMERGENCY PROCEDURE – CODE ORANGE

An evacuation may be required to remove residents from a dangerous area to another location that is safer. This safe location could be another area within the village or somewhere external to the building.

Residents and visitors must follow any instructions given by Emergency Services. ACH Group staff will provide support where reasonable and practicable to do so.

Evacuation Stages

Evacuation has three stages which may be actioned progressively or independently according to the type and severity of the emergency. An evacuation may be advised by the Emergency Services, and their instructions must be followed.

Stage 1: Removal from immediate danger area

Removal of people from the immediate threat and assembly at a safe distance from the hazard.

Stage 2: Removal to a safe area (partial evacuation)

Removal to a safer area, including into or through smoke and fire compartments to protect residents while the hazard is being eliminated.

Stage 3: Complete evacuation

Emergency services will advise of a complete evacuation.

Shelter in place

When external evacuation would pose a greater danger, people may be removed from the immediate danger area but allowed to remain inside their unit during an emergency.

The following procedures outline the course of action to be undertaken:

i. Decision to Evacuate

The Emergency Services will advise residents if they should evacuate. Residents must follow the instructions of the Emergency Services.

ii. Authority of Evacuate

If circumstances require it, ACH Group may advise you of an evacuation. If ACH Group advises, their instructions should be followed.

iii. Warning

Accurate, clear and timely information is essential to ensure the message is clearly understood with appropriate and prompt response. The process of releasing timely information to residents will assist in ensuring the situation is appropriately managed and will be the responsibility of ACH Group.

iv. Egress Routes

The presence of fire and/or smoke may govern the choice of evacuation routes and prohibit the use of the village entry points. **Alternative internal evacuation routes are marked on the site plan, along with routes off the site.** Lifts are not to be used in a fire emergency unless authorised by the fire authority.

v. Assembly

Assembly Areas are the initial places that people should go to (or be moved to) and wait for the incident to be controlled.

Evacuation Stage 1: REMOVAL FROM IMMEDIATE DANGER AREA

Residents in the immediate danger area, in the first instance should assemble at a safe distance from the hazard.

(Fire Brigade will be directed to check all units).

- Visitors should remain with the occupants they are visiting.

Evacuation Stage 2: REMOVAL TO A SAFE AREA (partial evacuation)

Partial evacuation involves residents moving to a safer location within the village, away from the area of immediate danger. This may be a prelude to a full evacuation, and procedures should be planned in anticipation of this escalation.

***Persons refusing to be evacuated**

Emergency Services will assist all residents. You must act on their instruction.

Evacuation Stage 3: COMPLETE EVACUATION

Should the emergency necessitate evacuation of the entire building, all residents must follow the instruction of the Emergency Services and move to a safe place.

Summary

- Remove yourself from immediate danger.
- Evacuate to the Emergency Assembly Areas.
- If safe to do so, evacuate the village in your private transport.

Time Frame

The type of plan to be activated is dependent on the expected time frame available to evacuate.

PLAN A: Several hours' notice to evacuate

- Residents will be warned of the prospect of an evacuation and are to be notified to leave the village.

PLAN B: Imminent Threat – evacuate immediately

- Residents must follow the instructions of Emergency Services and immediately evacuate the village in a safe manner.

Alternative Accommodation

Residents should arrange their own accommodation. If they cannot, ACH Group is available to assist where necessary.

Return

Once the decision to reoccupy is made, ACH Group will inform all residents.

The decision to begin the return process will be made by ACH Group in conjunction with the local Emergency Services. Prioritisation of return may be required, and appropriate support and counselling needs to be considered

4. ORGANISATIONAL RESPONSIBILITIES

4.1 ACH Group

ACH Group is responsible for taking reasonable steps to maintain a safe village environment for all residents. ACH Group fulfills this responsibility by:

- Maintaining this Emergency Plan, which is reviewed annually and after any emergency or significant incident.
- Conducting annual safety inspections of the village. Inspection reports are available to residents upon request.
- Identifying hazards and ensuring they are addressed in a timely manner.
- Undertaking ongoing preventative maintenance across the site.
- Working with residents to complete maintenance to individual units, as required and requested through the maintenance request process.

ACH Group will support residents to understand this Emergency Plan and how it applies to their individual circumstances. Where appropriate, ACH Group can assist residents to take reasonable steps to feel prepared for an emergency.

In the event of an emergency or incident, Emergency Services will be the primary point of contact and lead response. ACH Group will act as a secondary point of contact and will provide support to residents as appropriate, having regard to the nature of the emergency or incident.

During an emergency, ACH Group will use the most appropriate and available communication method at the time, which may include text message, email, letter, or other reasonable means of communication.

4.2 Post Emergency

Following an incident or emergency, ACH Group will review this emergency plan.

Residents will receive communication via email and / or letter of any outcomes that relate to any specific hazard which relate to the common areas of the village and how ACH Group have rectified those hazards.

4.3 Resident Responsibilities

Residents have a shared responsibility to help maintain a safe environment for themselves, other residents, staff, and visitors. In the event of an emergency, residents are expected to:

Comply with all instructions issued by Emergency Services and ACH Group staff during an emergency or evacuation.

Use their Personal Emergency Evacuation Plan (PEEP) if they have one, ensuring they take any steps identified to protect themselves and seek assistance where needed.

Keep ACH Group informed of any changes to personal details, medical conditions, or support needs that may affect their ability to respond safely in an emergency.

Act responsibly and considerately during an emergency, helping to maintain calm and support others where safe and reasonable.

5. EVACUATION DIAGRAMS

Evacuation diagrams that provide emergency and evacuation information are to be displayed in prominent locations throughout the village. The location and number of the diagrams within the village is to be determined by the WHS Team.

The location and number of the diagrams within the Village is to be determined by the WHS Team or the Retirement Living Maintenance Manager in accordance with Section 3.5 of AS3745:2010 Planning for Emergencies in Facilities and amendments.

All residents should familiarise themselves with the evacuation diagrams and the location of the identified emergency resources.

6. REVIEW AND ROUTINE SERVICING

6.1 EMERGENCY PLAN

The WHS Team will ensure the Emergency Plan, and its associated elements developed to meet the requirements of AS3745:2010 are inspected and routinely serviced. Checking of the Emergency Plan elements are categorised in AS 1851 into two categories:

- Critical emergency evacuation system elements
- Other emergency evacuation system elements and procedures.

Any deficiencies in the plan or its elements shall be reported to management or the WHS Team at the completion of the inspection or testing and shall be rectified with a minimum of delay.

Records shall be kept of all inspections, testing and routine servicing activities.

6.2 COMMUNICATION SYSTEM

ACH Group communicates with residents using a range of methods, including text message, phone, email, letter, and other reasonable means as appropriate.

Residents are encouraged to keep their contact details up to date and notify ACH Group of any changes to ensure effective communication can occur, particularly in the event of an emergency.

DEFINITIONS

Assembly Area - The designated safe location/s where people assemble in the event of an evacuation.

Bomb - A device of any shape or size, which can look obvious or be camouflaged, may vary in sophistication, and may not necessarily explode (i.e. incendiaries, toxic/noxious substances, sharps, animals/reptiles). May be referred to as an improvised explosive device (IED).

Bomb Threat - A threat, written or verbal, delivered by electronic, oral or other medium threatening to place or uses an explosive, chemical, biological or radiological device at a time, date, and place or against a specific person or organisation. It is not necessary for any other action to be taken by the offender.

Emergency - An event that arises internally or from external sources, which may adversely affect the occupants or visitors in a village, and which requires an immediate response.

Emergency Plan - The written documentation of the emergency arrangements for a village. It contains the response roles, responsibilities, systems and arrangements for the agreed emergency roles.

Emergency Preparedness - The arrangements made to ensure that should an emergency occur, all the necessary resources and services needed to cope can be efficiently mobilized and deployed.

Examples: Development and maintenance of the emergency procedures, emergency identification, training, removal of people or property from a threatened location.

Emergency Prevention - The measures taken to eliminate the incidence of an emergency. These include the regulatory and physical measures to ensure that emergencies are prevented.

Examples: the implementation of suitable policies and procedures, regular maintenance and servicing of equipment/appliances, alarm systems, training in the safe use of installed equipment, correct storage practices, reduction or removal of excessive fuel loads.

Emergency Response Exercise - A site specific exercise implemented to determine the effectiveness of the emergency response procedures.

Emergency Response Procedures - A systematic written section in an emergency plan outlining the assigned responsibilities and actions to be taken to manage an emergency.

Evacuation - The orderly movement of people from a place of danger.

Evacuation Diagram - Emergency and evacuation information about a village presented and displayed in pictorial form at relevant locations outlining the floor area and other relevant emergency response information.

Evacuation Exercise - An emergency response exercise which simulates an emergency that requires an evacuation.

Resident - A person who lives at the village.

Occupant Warning System - Systems and devices that operate to alert people within a village to an emergency. Examples:

1. Emergency Warning and Intercommunication System (EWIS), sound system for emergency purposes (s.s.e.p), smoke alarms, pagers, visual warning systems (strobe lights), handheld alarm devices (whistle), and intercom systems.
2. Resident warning equipment may operate as part of a fire detection and alarm system and may function in conjunction with other emergency detection system, such as those for storms earthquakes and bomb threats.

Occupant/visitor with a disability - A person who requires:

- a) More time or different forms of communication, compared with other occupants to respond to an emergency; or
- b) Assistance to respond to an emergency or evacuate from a village.

Personal Emergency Evacuation Plan (PEEP) - An individualised emergency plan held by a resident with a disability who may need assistance during an emergency.

Refuge - An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gasses, which provides direct access to an exit. Refuges are normally nominated by a relevant certifier

Staging Area - An area in a village where occupants and visitors are intended to gather in preparation for an evacuation.

Structure – 1. A building (fixed or transportable), mast, tower, a steel or reinforced construction, structural cable or telecommunications structure, underground works (including shafts and road, rail, telecommunications and interconnecting tunnels).

2. A railway line, airfield, dock or harbour, water storage or supply system, electricity or gas generation village, transmission or distribution Village; or production, storage or distribution facilities for heavy industries; or fixed plants.

Visitor - A person who does not reside permanently at the site.

Workplace - Any place where work is, or is to be, performed by: -

- a) A person engaged for work for gain or reward, or on a voluntary basis
- b) A person conducting a business or undertaking; or
- c) As defined by the relevant Commonwealth, State or Territory occupational health and safety statutes for the definition of a workplace.

LIST OF ABBREVIATIONS

ABDC	Australian Bomb Data Centre
AS	Australian Standard
AS/NZS	Joint Australian/New Zealand Standards
BCA	Building Code of Australia
BOWS	Building Occupant Warning System
CPR	Cardiopulmonary Resuscitation
DDA	Commonwealth Disability Discrimination Act
DRSABCD	Danger, Response, Send, Airway, Breathing, CPR, Defibrillator
ECP	Emergency Call Point
EP	Emergency Plan
ERT	Emergency Response Team
EWIS	Emergency Warning Intercommunication System
EWS	Emergency Warning System
FA	First Aid
FDCIE	Fire Detection Control and Indicating Equipment
FDI	Fire Danger Indicator
FDR	Fire Danger Rating
FIP	Fire Indicator Panel
HAZMAT	Hazardous Materials
HB	Handbook
IED	Improvised Explosive Device
MCP	Manual Call Point
MECP	Master Emergency Control Point
OWS	Occupant Warning System
SDS	Safety Data Sheet
PA	Public Address
PCBU	Person Conducting a Business or Undertaking
PEEP	Personal Emergency Evacuation Plan
SES	State Emergency Service
SSEP	Sound System for Emergency Purposes
WHS	Work Health and Safety
WIP	Warden Intercommunication Point

APPENDICES

APPENDIX A	CRITICAL EMERGENCY EVACUATION SYSTEM ELEMENTS AND RECORDS
APPENDIX B	EMERGENCY EVACUATION EXERCISE OBSERVERS' CHECKLIST
APPENDIX C	BOMB THREAT CHECKLIST
APPENDIX D	INTRUDER CHECKLIST
APPENDIX E	PERSONAL EMERGENCY EVACUATION PLAN (PEEP)
APPENDIX F	FIRST AID PROTOCOL
APPENDIX G	FIRST AID KIT CHECKLIST – SAMPLE CONTENTS LIST
APPENDIX H	AUTOMATIC EXTERNAL DEFIBRILLATOR (AED)
APPENDIX I	FIRE EXTINGUISHER CHART
APPENDIX J	INCIDENT LOG
APPENDIX K	BUSHFIRE PREPARATION CHECKLIST
APPENDIX L	EMERGENCY PLAN COMPLIANCE MATRIX
APPENDIX M	CHECKLISTs

APPENDIX A CRITICAL EMERGENCY EVACUATION SYSTEM ELEMENTS AND RECORDS

Item	Action required & pass /fail requirements	Frequency				Records		
		Monthly	Quarterly	Six-monthly	Yearly	Result	Pass/Fail	Comments
Emergency Plan	Inspect the Emergency Plan and check for relevancy to the village				■			
Emergency Evacuation Equipment	Inspect the emergency evacuation equipment and check for compliance with the Emergency Plan			■	■			
Emergency Response Procedures	Inspect the emergency procedures and test for relevancy to the village or to a nominated incident covered by the emergency procedures by conducting an evacuation exercise.			■	■			
Evacuation Exercise	Inspect evacuation exercise records and check for compliance with the Emergency Plan.				■			
Emergency Evacuation Diagrams	Inspect the emergency evacuation diagrams for relevancy and check for compliance with the Emergency Plan			■	■			
Assembly Areas	Inspect the nominated assembly area/s and test for relevance to the village and compliance with the Emergency Plan			■	■			

APPENDIX B EMERGENCY EVACUATION EXERCISE OBSERVERS CHECKLIST

Emergency Evacuation Exercise Observers Checklist			
Date:			
Address:			
Floor or area:			
Type of emergency tested:			
Evacuation Sequence	Time		
	Hours		Minutes
Alarm sounded (effective, timely, clear)	:		
Evacuation commenced	:		
Persons with disabilities accounted for	:		
Arrive at assembly area, safe place	:		
Evacuation completed	:		
Exercise terminated	:		
Comments:			
Observer			
Signed			

APPENDIX C BOMB THREAT CHECKLIST

PHONE BOMB THREAT CHECK LIST

DO NOT HANG UP REMAIN CALM

Time: _____ Date: / / Phone Number Displayed: _____

Where did you put it?
When is the bomb going to explode?
What does it look like?
Why did you put it there?
What type of bomb is it?
What is in the bomb?
How will the bomb explode?
How will the substance be released?
What type of substance is it?
What is your name?

Sex of Caller:	Male	Female		Estimated Age:	
Voice/Accent	Australian	Asian	British	Middle Eastern	Other: (Specify)
	American	African	European	South Asian	
	Loud	Angry	Calm	Soft	Emotional
	Laughing	High Pitched	Other:		
Speech	Fast	Clear	Stutter	Slurred	
	Slow	Muffled	Lisp	Other:	
Threat Language	Well Spoken	Irrational	Message Read	Abusive	Taped
	Incoherent				
Background Noise:	Street Noise	Television	Music	House noises	Voices
	Aircraft	Machinery	Other:		

Your Name: _____ Telephone number of your phone: _____

NOTES:

APPENDIX D INTRUDER CHECKLIST

Intruder Checklist**Witness Details**

Name:	Position:
Signature:	Department:
Date:	

Intruder Details

Sex of Intruder:	Male	Female		Number of Intruders:	
Ethnicity:	Australian American	Asian African	British European	Middle Eastern South Asian	Other (specify):
Age:		Height:		Weight:	
Build:	Thin Stout	Overweight Obese	Medium Heavy	Muscular	Other (specify):
Hair:	Black Brown Grey	Red Auburn Blonde	Straight Wavy Short	Long Shaved Bald	Other (specify):
Eyes:	Blue Brown	Green Grey	Hazel Dark	Unknown	Other (specify):
Complexion:	Olive Tanned	Fair Pale	Freckled Brown	Sunburnt Scarred	Other (specify):
Glasses:			Facial Hair:		
Jewellery:	Earrings Nose Ring	Necklace Rings	Bracelet Anklet	Silver Gold	Other (specify):
Body Markings:	Tattoo	Scars	Birthmark		Other (specify):
Clothing:	Upper (describe):	Lower (describe):	Head (describe):	Foot (describe):	Other (specify):
Voice:	Loud Soft	Calm Emotional	Angry Laughing	Flat High pitched	Other (specify):
Speech:	Fast Slow	Clear Muffled	Stutter Lisp	Slurred Normal	Other (specify):
Language:	Well spoken Incoherent	Irrational Uneducated	Swearing	Abusive	Other (specify):
Vehicle:	Body (describe):	Make (describe):	Model (describe):	Colour (describe):	Other (specify):
Weapon:	Knife	Handgun	Shotgun	Other (specify):	

Notes:**ALERT 000**

APPENDIX E PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

Personal Emergency Evacuation Plan (PEEP) Residents who have a disability may complete this form. ACH Group will retain the information in its systems; however, the primary purpose of the form is to support the resident to understand and use their Personal Emergency Evacuation Plan (PEEP) in the event of an emergency.

General Details		
Persons Name:		
Phone Number: <i>Mobile:</i>	<i>Work Phone:</i>	
Location: <i>Unit:</i>		
Evacuation Requirements		
Is an assistance animal involved	Yes	No
Is the person trained in the Emergency Response Procedures?	Yes	No
Preferred method for notification of emergency:		
Type of assistance required:		
Equipment required for evacuation:		
Egress procedure:		
Designated contact details:		
<i>Name:</i>	<i>Contact No:</i>	
<i>Name:</i>	<i>Contact No:</i>	
Are the designated contacts trained in emergency and evacuation procedures?	Yes	No
Are the designated contacts trained in the use of evacuation equipment?	Yes	No
Is a diagram required for preferred route of assisted evacuation?	Yes (attach)	No
Issue Date:	Review Date:	
Approved:		
<i>Person requiring assistance:</i>	_____	<i>Date:</i>
<i>Chief Warden/Centre Director:</i>	_____	<i>Date:</i>

Copy of completed form sent to / held by:

Village Manager	☐ Yes	Designated contacts	☐ Yes	Person requiring assistance	☐ Yes
-----------------	------------------------------	---------------------	------------------------------	-----------------------------	------------------------------

APPENDIX F FIRST AID PROTOCOL

D DANGER

Check for immediate danger to yourself, others and the patient

**R RESPONSE**

Check for a response

Ask Name – Squeeze shoulders

No Response

Response



Make Comfortable

Monitor Condition

S SEND FOR HELP

Call triple **000** for an **Ambulance** or ask another person to make the call

**A AIRWAY**

Open Mouth – if foreign material is present, place in the recovery position and clear the airway

**B BREATHING**

Check for Breathing – look, listen, feel

Absent or Abnormal Breathing

Normal Breathing

Start CPR

Place in Recovery Position



Monitor Breathing

C CPR

Start CPR – 30 chest compressions: 2 breaths (100-120 beats per minute)

Continue CPR until help arrives or patient recovers

**D DEFIBRILLATION**

Apply Defibrillator if available and trained to do so

APPENDIX G FIRST AID KIT CHECKLIST – SAMPLE CONTENTS LIST

Item	Units	Amount	Tick/Order
Key-Ring or another CPR Mask		1	
Nitrile Powder Free Blue Gloves	2 Pack	5	
Gauze Swab- 7.5cm x 7.5cm	3 Pack	5	
Sodium Chloride - 15ml Steri-tube		10	
Alco wipes		10	
Plastic Dressing Strips	50 Pack	1	
Splinter Probes	5 Pack	1	
Tweezers - 125mm Fine Point		1	
Antiseptic Spray - 50ml		1	
Non-Adherent Dressing - 5cm x 5cm		6	
Non-Adherent Dressing 10cm x 10cm		1	
Lite Dressing - 7.5cm x 10cm		3	
Conforming Bandage - 5cm x 1.5m		3	
Conforming Bandage - 7.5cm x 1.5m		3	
Hospital Crepe Bandage - 10cm x 4m		1	
Scissors Surgical - 125mm Sharp Blunt		1	
Transparent Tape - 2.5cm x 5m		1	
Safety Pins	12 Pack	1	
No. 13 Wound Dressing		1	
No. 14 Wound Dressing		1	
No. 15 Wound Dressing		1	
Combined Dressing 10cm x 20cm		1	
Disposal Bags	3 Pack	1	
Calico Triangular Bandage - 110cm x 110cm		3	
Survival Thermal Blanket		1	
Eye Pad Sterile Single Use		4	
Burn Gel Sachet - 3.5ml		5	
BurnAid pad 10cm x 10cm		2	
Instant Ice Pack		1	
Basic Dressing Pack		1	
Sharps Container – small		1	
First Aid Notes/Instructions		1	
Notebook		1	
Biro		1	

APPENDIX H AUTOMATIC EXTERNAL DEFIBRILLATOR (AED)

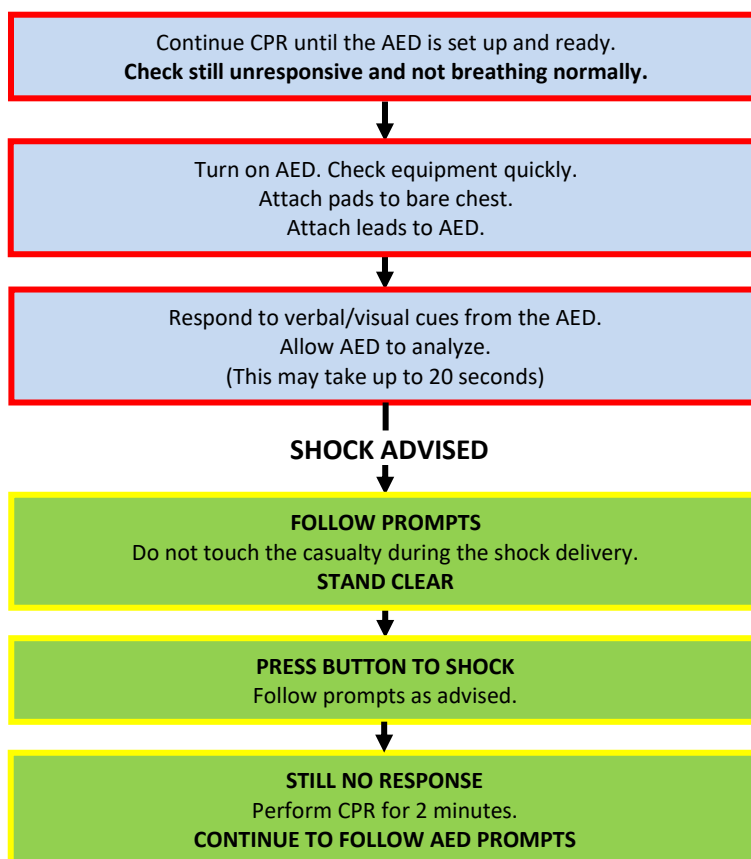


An Automated External Defibrillator (AED) can identify the cardiac rhythm as either *Shockable* or *Non-Shockable*.

The pad covers have a diagram showing the pad positioning. Adult pads are suitable for use in children older than 8 years with normal pad positioning. If paediatric pads are not available for children between 1 and 8 years, the adult pads can be used in the front-back position.

Pad to skin contact is important for successful defibrillation. Skin should be clean and dry. Excessive moisture and hair should be removed (e.g., shave) remembering the importance of minimal delay in shock delivery.

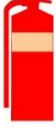
DEFIBRILLATION



Continue to follow AED prompts until the casualty's responsiveness and normal breathing returns, health professionals arrive and take over, you can no longer continue due to fatigue, a health care professional directs you to stop, or the situation becomes too dangerous to continue.

APPENDIX I FIRE EXTINGUISHER CHART

FIRE EXTINGUISHER CHART

	Class/Type of Fire	A	B	C	D	E	F
Colour Of Extinguisher	Type of Extinguisher	Wood Paper Plastic	Flammable & Combustible Liquids	Flammable Gases	Metal Fires	Electrically Energised Equipment	Cooking Oils and Fats
	WATER (AW)	✓	✗	✗	✗	✗	✗
	CARBON DIOXIDE (CO ₂)	LIMITED	LIMITED	✗	✗	✓	✗
	POWDER (ABE/BE) ¹	✓ (ABE) ✗ (BE)	✓	✓	✗	✓	✗ (ABE) ✓ (BE)
	FOAM ²	✓	✓	✗	✗	✗	LIMITED
	WET CHEMICAL	✓	✗	✗	✗	✗	✓
	VAPORISING LIQUID ³	✓	LIMITED	LIMITED	✗	✓	✗
	FIRE BLANKET	LIMITED	LIMITED	✗	✗	✗	✓

Use Special Purpose Extinguisher Only. Seek Expert Advice. Call 000

APPENDIX J INCIDENT LOG

[illegible]

APPENDIX K BUSHFIRE PREPARATION CHECKLIST**Bushfire Preparation Checklist****1. Leading into the Bushfire Season**

- ☐ Keep lawns mowed and gardens well maintained.
- ☐ Prune trees and shrubs
- ☐ Remove dead vegetation, branches, leaves and bark from around the building/s
- ☐ Install and maintain metal gutter guards
- ☐ Repair damaged or missing tiles or roof sheeting
- ☐ Seal gaps and areas leading under the building
- ☐ Fit seals to doors and windows to eliminate gaps
- ☐ Cover windows, crevices and vents with fine wire mesh
- ☐ Have hoses fitted and long enough to reach around the building
- ☐ Remove leaves from gutters and roof
- ☐ Check/maintain equipment, including sprinkler systems, fire extinguishers, yard maintenance equipment
- ☐ Check/prepare emergency kits (grab bags)
- ☐ Check currency of Emergency Contact numbers

2. Leading up to Severe Fire Days

- ☐ Monitor your State Fire Service for fires in your area
- ☐ Ensure lawns are mowed
- ☐ Check gutters to make sure leaves have not built up
- ☐ Remove all fuels (leaves, bark, etc) from around building
- ☐ Ensure staff are aware of the Bushfire Evacuation Procedures

3. On High Alert Fire Days (Very High to Extreme Fire Danger)

- ☐ Monitor the Fire Danger Rating in your area
- ☐ Monitor your State Fire Service website
- ☐ Monitor local ABC Radio Station for updates on fires in your area
- ☐ Water the gardens, including the plants and mulch
- ☐ Remove door mats, play mats from near the building
- ☐ Collect and remove pets to a safe location
- ☐ Check that anything flammable has been removed from near the building, verandas and decks
- ☐ Place all playground equipment near the boundary fences away from the building
- ☐ If possible, block downpipes and partially fill gutters with water
- ☐ Liaise with your Critical Management Team for advice and guidance as required
- ☐ Be mindful of triggers for commencement of the Evacuation Procedures

4. Immediately Before Evacuating the Centre

- ☐ Lock all doors and windows
- ☐ Turn off the gas supply at the Gas Shutoff Point
- ☐ Leave the front access gate to the property open

APPENDIX L EMERGENCY PLAN COMPLIANCE MATRIX

AS 3745 – 2010 Section 3 – Emergency Plan	Page #
3.1 General	All
3.2 Emergency Identification	18-21
3.3 Key Considerations	7-10
3.4 Structure of the Emergency Plan	Title page, 2-3, 7, 12, 15-70, 77

APPENDIX M CHECKLIST

EMERGENCY RESPONSE CHECKLIST

Person responsible: Chief Warden

✓	Incident Response	Actions Taken
	<i>Have you:</i>	
	Assessed the severity of the incident?	
	Identified any injured persons?	
	Accounted for everyone?	
	Contacted Emergency Services?	
	Identified any damage?	
	Gained more information as a priority?	
	Identified critical business activities that have been disrupted?	
	Implemented your BCP?	
	Notified Support Services?	
	Started an Event Log?	
	Briefed the Executive Leadership team on incident?	
	Allocated specific roles and responsibilities?	
	Kept workers informed?	
	Activated workers members and resources?	
	Contacted key stakeholders?	
	Understood and complied with any regulatory/compliance requirements?	
	Initiated media/public relations response?	
	Prepared to evacuate if necessary?	