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## **EMERGENCY MANAGEMENT PLAN**

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## Document Version Control

Version #	Modified By	Modification Detail	Release Date
<b>1.0</b>	<b>Vanessa Flanagan</b>	Write up of Club's overall EMP. Accepted by committee 1 / 6 /2023	1/6/23
<b>1.1</b>	Vanessa Flanagan	Key contacts changed	2/ 2 / 2024
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### **Definitions**

- WHC** means Wodonga Hockey Club
- HAW** means Hockey Albury Wodonga
- ECO** means Emergency Control Organiser

## 1. Document and Club Information

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This document outlines the procedures and actions required in the event of emergencies and or incidents occurring at the Wodonga Hockey Club pavilion.

Sections 1,2 & 3 contain information relevant across all of the Club's operational areas and events. Section 4 contains the Emergency Response Guidelines for each specific emergency situation.

### 1.1 Key Contacts: Club and Emergency Services

#### WHC Key Contacts

Name	Normal Club Activity Role	Club Emergency Role	Contact #
Adrian Grant	President	Chief Warden	<b>0400 366 376</b>
Vanessa Flanagan	Secretary	Warden	<b>0437 263 114</b>
Kyle Brereton	Vice President	Warden	<b>0418 218 238</b>
Abbey Mitchell	Treasurer	Warden	<b>0421 728 776</b>
Reece Bartlett	Committee member	Club Commodore	<b>0458 309 785</b>

**NB: During some events, additional personnel may be involved. Refer to the specific event documentation.**

#### Emergency Services Contacts

Service	Detail	Contact #
Police, Water Police, Fire, Ambulance		<b>000</b>
State Emergency Services		<b>132 500</b>
National Security Hotline		<b>1800 123 400</b>
Electricity	AusNet Services	1300 360 795 Faults <b>131 799</b>
Gas	Australian Gas Networks	1300 001 001 Faults <b>1800 898 220</b>
Water	North East Water	<b>1300 361 644</b>
Club Electrician	Brent Innis	<b>0409 800 925</b>
Club Plumber	Noel Petts	<b>0414 398 850</b>

## 1.2 Club Information

The Club is comprised of the following operational areas and features.

<b>Area/Activity</b>	<b>Outline</b>	<b>Special Consideration</b>
Club Pavilion	<ul style="list-style-type: none"><li>- Public &amp; member access areas</li><li>- Includes Members Bar, office</li></ul>	Can also have members of the general public who may be unfamiliar with the site
Club Pavilion Functions	<ul style="list-style-type: none"><li>- Managed by 3<sup>rd</sup> party/non-member personnel at approval by WHC with event contacts and own insurance</li></ul>	Short duration (4-5 hrs) functions
Kitchen & Bar back of house	<ul style="list-style-type: none"><li>- Managed by volunteer club members</li></ul>	Induction process required as part of club guidelines

## 1.3 Club Location

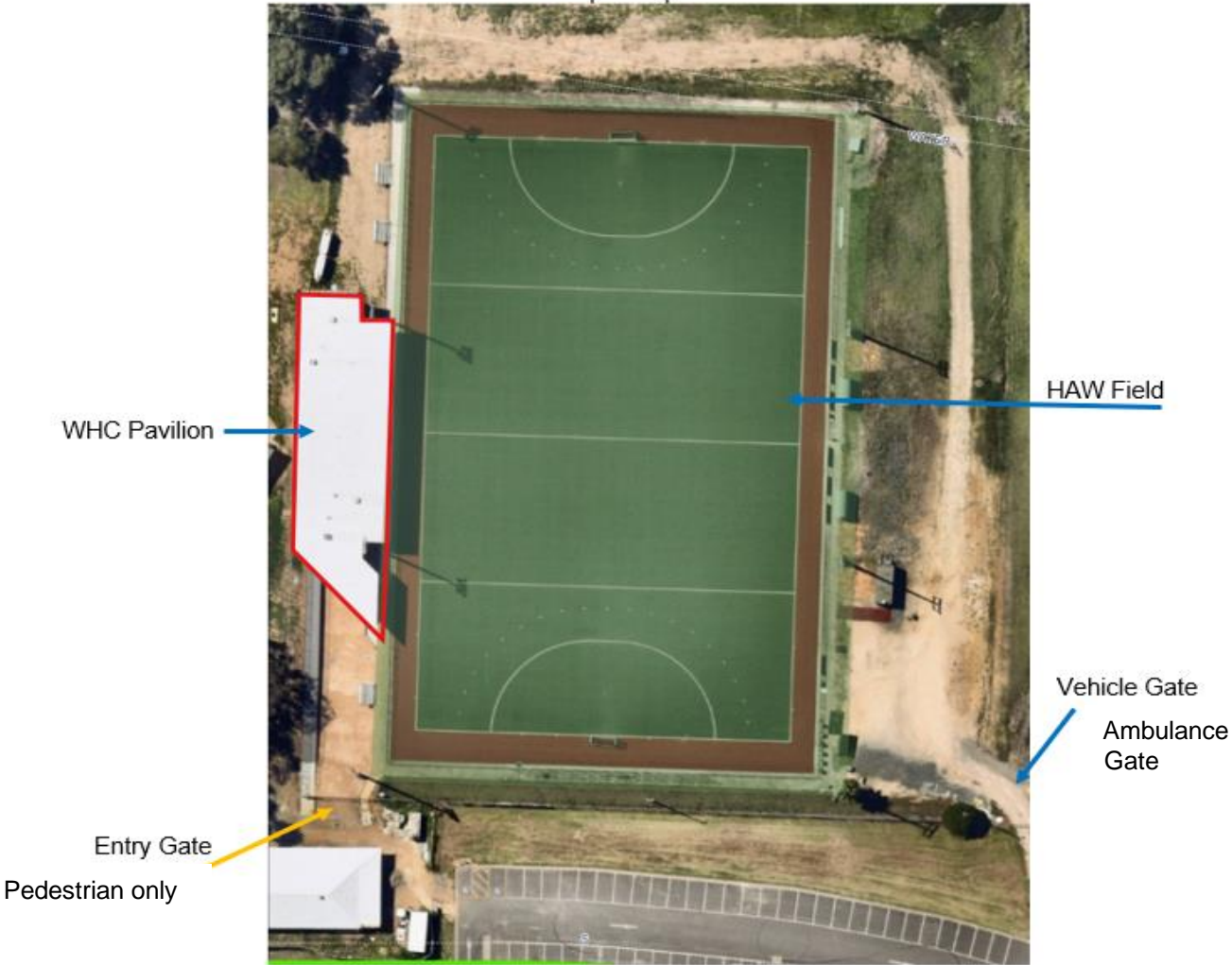
Address: Silva Dr Wodonga, Vic, 3690

Google Maps link: [Click Here](#)

Lat & Long: -36.12805478406105, 146.85871901263093

**1.4 Club Control Points and Key Features**

The significant control and access points in and around the Club are identified below.



## 2. Emergency Management

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### 2.1 Emergency Control Organisation (ECO)

The purpose of the ECO is to offer instructions to the committee, WHC members, Club visitors, and volunteers, enabling them to promptly and effectively react to an existing or possible emergency that may jeopardize the well-being of individuals or property at the WHC pavilion.

The ECO is responsible for;

- implementing emergency procedures as prescribed in the Emergency Management Plan
- reporting any matters likely to affect the viability of the Emergency Management Plan
- checking on the effectiveness of emergency systems, processes, and equipment

The ECO is comprised of;

- President
- Secretary
- Vice President
- Wardens - can be added to the ECO as required.

### 2.2 Roles and Responsibilities – Emergency Situation

#### Chief Warden (President)

- Manage the situation from an appropriate control point, if safe to do so.
- Ensure that all members and committee are evacuated from the danger area.
- Pass control of the situation to the appropriate emergency services as they become available.
- Assist the emergency services as requested.
- Record the incident details.

**AT ANY TIME DURING AN EMERGENCY, THE PRESIDENT MAY DELEGATE TASKS TO OTHER ECO MEMBERS**

#### Wardens (Secretary, Vice President, Treasurer)

The primary responsibility of the Warden is to ensure, as far as is practicable, the safety of members and if necessary to facilitate their orderly evacuation to a safe area.

**IT IS NOT THE RESPONSIBILITY OF AN WARDEN TO ACTIVELY COMBAT EMERGENCIES**



## **2.3 Roles and Responsibilities - Non-Emergency Situations**

### **Chief Warden (President)**

The Chief Warden is responsible for:

- Administration of the Emergency Management Plan
- Regularly review and update the Emergency Management Plan (if and when necessary) in conjunction with Wardens.
- Coordination of training exercises and specific hands-on training for committee
- Debriefing sessions following major events at the pavilion.

### **Wardens (Secretary, Vice President, Treasurer)**

Wardens will ensure:

- That they are familiar with the Club layout and all areas used by members.
- That they are familiar with the location of all first aid and other emergency equipment
- That new committee members are thoroughly briefed on emergency procedures as part of an induction process.
- Wardens will take the appropriate actions to ensure:
  - Good housekeeping
  - Hazardous materials are stored and used correctly.
  - Equipment does not impede access.
  - Pathways are free from obstruction.
  - Fire extinguishers, safety signs and safety equipment are serviceable at all times.
  - Hydrants and hose reels are not obstructed.
  - Access to and egress from emergency equipment is not obstructed.
- All irregularities are reported using the Incident Reporting process.

## **2.4 Prevention and Control Strategies**

The following responsibilities have been allocated to prevent and/or control emergencies situations:

<b>Area of Responsibility</b>	<b>Person(s)</b>
Emergency Management Plan	President
Emergency Controls & Operations	Secretary
Risk Management	Committee
Incident Reporting	All Committee, contactors, members & visitors
Incident Corrective Actions sign off	Secretary
Site Inspections	Wodonga Council
Fire Tanker/Rapid Response Vehicles	Wodonga CFA
First Aid Stations	Committee
Security (including RSA Officers)	Contracted services as required

## 2.5 Media Management

In the event of an emergency situation, all media enquiries are to be directed to;

- President, Adrian Grant 0400 366 376
- Secretary, Vanessa Flanagan 0437 263 114

**UNDER NO CIRCUMSTANCES SHOULD ANY OTHER PERSON SPEAK TO THE MEDIA REGARDING AN EMERGENCY**

## 2.6 Public Address (PA) Systems

PA systems capable of broadcasting messages within the Club are located in the Clubhouse. The PA systems can be used by WHC Committee and several key volunteers.

## 2.7 Site Evacuation

Chief Warden in consultation with the Emergency Services will declare an evacuation of pavilion. A Warden may declare the evacuation from the danger area prior to notifying the Chief Warden.

The controlling person will be the one of the ECO or an appointed Warden. Marshals will be sourced from club members. Visitors to the Club may be used as Marshals if they confirm that they are willing and able to take on that role.

The WHC Evacuation Assembly Area, identified in the diagram below (fence sign).

### **EVACUATION ASSEMBLY POINT**

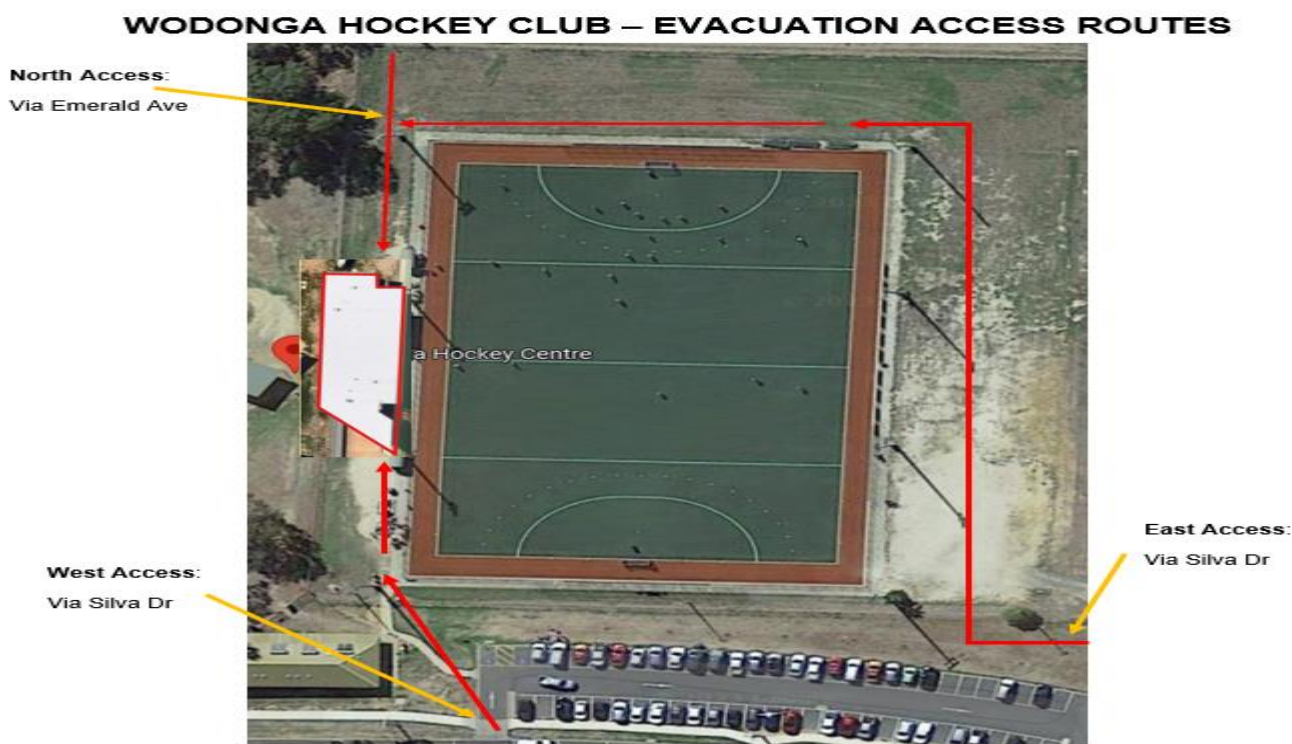


Important considerations for site evacuation;

- The controlling Warden will place marshals at exit points where safe to do so.
- The Warden will ensure that any impediments to pedestrian are removed.
- The Wardens will be in contact with each other and Chief Warden to manage a complete evacuation.
- Marshals will wear appropriate PPE, especially hi-vis vests, and make themselves visible to any emergency services vehicle(s) coming onto the site. Hi-vis vests are available from the Canteen.
- The relevant Emergency Response Guideline should be followed, particularly with respect to contact to emergency services (calling 000)

## 2.8 Emergency Vehicle Access

To assist, control & monitor the ingress and egress of emergency services vehicle(s), the controlling Warden will be the one of the ECO. The marshals will be from the relevant Wardens team. The plan of the access routes is;



Important considerations for emergency vehicle access to the site are;

- ECO member to determine the most suitable access route
- Marshals must be positioned to clearly direct emergency services vehicles to the relevant access route and follow the instructions of the ECO
- All impediments to access for the vehicles must be managed – removed or alternate route clearly identified.

**All emergency vehicles have absolute right-of-way on all roads leading into and inside the Club precinct. They will be advised of the exact location of the incident and the most appropriate means of access.**

## 2.9 Incident Reporting

The Club's incident reporting and investigation procedures are applicable at all times within the Club, including during major events. Incident report forms and user guide are available from the committee office. The incident report forms, and user guides are attached to this document as;

- Attachment 1: Incident Report Form
- Attachment 2: Incident Investigation Form
- Attachment 3: Incident Register Form
- Attachment 4: Incident Reporting Process User Guide

## 3. Risk Assessment

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### 3.1 Risk Assessment Methodology

This methodology has also been accepted by various emergency services. A summary of this process and explanations is included below.

The risk ranking matrix.

LIKELIHOOD	RISK RANKING MATRIX				
HIGH	5	10	15	20	25
SIGNIFICANT	4	8	12	16	20
MODERATE	3	6	6	12	15
LOW	2	4	6	8	10
NEGLIGIBLE	1	2	3	4	5
CONSEQUENCE	NEGLIGIBLE	LOW	MODERATE	MAJOR	CATASTROPHIC

CONSEQUENCE DEFINITIONS	
Catastrophic	<ul style="list-style-type: none"> <li>• Multiple or single death</li> <li>• Costs from incident to be over \$5 million</li> <li>• International and national media coverage</li> </ul>
Major	<ul style="list-style-type: none"> <li>• Serious health impacts on multiple or single persons or permanent disability</li> <li>• Costs from incident to be between \$2.5 and \$5 million</li> <li>• National media coverage</li> </ul>

<b>Moderate</b>	<ul style="list-style-type: none"> <li>• More than 10 days rehabilitation required for injured persons</li> <li>• Costs from incident to be between \$200,000 and \$2.5 million</li> <li>• Local media and community coverage</li> </ul>
<b>Low</b>	<ul style="list-style-type: none"> <li>• Injury to person resulting in lost time and claims</li> <li>• Costs from incident to be between \$50,000 and \$200,000</li> <li>• Minor isolated concerns raised by stakeholders, customers</li> </ul>
<b>Negligible</b>	<ul style="list-style-type: none"> <li>• Persons requiring first aid</li> <li>• Costs from incident to be up to \$50,000</li> <li>• Minimum impact to reputation</li> </ul>

<b>LIKELIHOOD DEFINITIONS</b>	
A <b>high</b> likelihood	<ul style="list-style-type: none"> <li>• It is expected to occur in most circumstances</li> <li>• There is a strong likelihood of the hazards reoccurring</li> </ul>
A <b>significant</b> likelihood	<ul style="list-style-type: none"> <li>• Similar hazards have been recorded on a regular basis</li> <li>• Considered that it is likely that the hazard could occur</li> </ul>
A <b>moderate</b> likelihood	<ul style="list-style-type: none"> <li>• Incidents or hazards have occurred infrequently in the past</li> </ul>
A <b>low</b> likelihood	<ul style="list-style-type: none"> <li>• Very few known incidents of occurrence</li> <li>• Has not occurred yet, but it could occur sometime</li> </ul>
A <b>negligible</b> likelihood	<ul style="list-style-type: none"> <li>• No known or recorded incidents of occurrence</li> <li>• Remote chance, may only occur in exceptional circumstance</li> </ul>

**How to control hazards.**

By determining the consequences and likelihood of risks occurring you can now, aim to eliminate, minimise, and control the hazards.

Use the hierarchy of control system to minimise or eliminate exposure to hazards. It is a widely accepted system promoted by numerous safety organisations. Referring to the hierarchy will help you decide what controls to put in place to manage the hazards once you have assessed their risk level.

<b>HEIRACHY OF CONTROLS</b>	
<b>ELIMINATION</b> Eliminate the hazard	Remove or stop the hazard, if possible, remove the cause or source of the hazard, by eliminating the machine, task, or work process. <i>If this is not practical, then substitute.</i>
<b>SUBSTITUTION</b> Substitute the process	Use a less hazardous process— use a less-noisy machine for the task or introduce a less-noisy work process. <i>If this is not practical, then engineer.</i>

<b>ENGINEERING</b> <b>Change the equipment</b>	Introduce enclosures and barriers around or between the hazards. Improve maintenance procedures. <i>If this is not practical, then isolate.</i>
<b>ISOLATION</b>	Separate or isolate the hazard or equipment from people by relocation or by changing the operation. <i>If this is not practical, then administer.</i>
<b>ADMINISTRATIVE</b>	Design and communicate written or verbal procedures that prevent the hazard from occurring. <i>If this is not practical, then PPE.</i>
<b>PERSONAL PROTECTIVE EQUIPMENT (PPE)</b>	Provide protective equipment appropriate to the risk. Provide training information and supervision to ensure that personal hearing protection is fitted, used and maintained appropriately. Equipment that protects the person exposed to the hazard.

### 3.2 Emergencies Scenarios and Risk Assessment Evaluation

The Risk Assessment Evaluation for the possible scenarios applicable to the Club are detailed below. These scores are allocated in terms of the methodology outlined above.

<b>Emergency Event/Situation</b>	<b>Likelihood</b>	<b>Consequence</b>	<b>Score</b>	<b>Section</b>
<b>Injured or Medical Situation</b>	2	5	15	4.1
<b>Active Shooter</b>	2	5	10	4.11
<b>Aircraft Crash</b>	1	5	5	4.23
<b>Armed or Dangerous Intruder</b>	2	5	10	4.5
<b>Bomb Threat or Hoax</b>	2	5	10	4.6
<b>Civil Disturbance</b>	3	3	9	4.13
<b>Electrical Failure</b>	3	3	9	4.14
<b>Explosion Response</b>	2	5	10	4.8
<b>External Emergency</b>	2	4	8	4.17
<b>Fire: Club Buildings</b>	3	3	9	4.15
<b>Hazardous Material or Exposed Substance</b>	2	3	6	4.20
<b>Medical Emergency</b>	3	3	9	4.16
<b>Missing and or Lost Person</b>	2	3	6	4.21
<b>Suspicious Items</b>	2	3	6	4.22
<b>Terrorism Activity or Suspicion</b>	2	5	10	4.10

### 3.3 Risk Assessment Controls and Responsibilities

Hazards	Risk Score	Controls / Actions	Responsibility
Armed or Dangerous Intruder	10	Procedural: All Wardens to remain vigilant to identify persons on site who may be armed or dangerous.	Wardens, ECO
Bomb Threat or Hoax	10	Procedural: All Wardens to remain vigilant to identify persons on site who may be armed or dangerous and to identify suspicious items	Wardens, ECO
Explosion	10	Procedural: All Wardens to remain vigilant to identify potentially dangerous situations. If explosion has occurred, emergency response process to be followed.	Wardens, ECO
Terrorism Activity or Suspicion	10	Procedural: All Wardens to remain vigilant to identify persons on site who may be armed or dangerous and to identify suspicious items	Wardens, ECO
Active Shooter	10	Procedural: All Wardens to remain vigilant to identify persons on site who may be armed or dangerous.	Wardens, ECO
Civil Disturbance	9	Procedural: All Wardens to remain vigilant to identify persons on site who may be armed or dangerous.	Wardens, ECO
Electrical Failure	9	Engineering & Procedural: only appropriately qualified electricians to be allowed on site to install any electrical services. All site holders trading during the event are to have all appliances appropriately tested and tagged	Wardens, ECO
Fire: Club Building	9	Engineering & Procedural: All hazardous materials are to be appropriately stored and contained. If not essential for the day-to-day operations, they will not be permitted on site. All relevant MSDS are to be up to date.	ECO, Wardens
Medical Emergency	9	Procedural: Ensure that all areas and activities are compliant with all regulations and safe operating guidelines. Ensure communication processes are in place to ensure prompt communication to emergency services	ECO, Wardens
External Emergency	8	Procedural: ensure communication and information gathering processes are in place	ECO
Hazardous Material or Exposed Substance	6	Engineering & Procedural: All hazardous materials are to be appropriately stored and contained. If not essential for the day-to-day operations, they will not be permitted on site. All relevant MSDS are to be up to date.	ECO
Missing and or Lost Persons	6	Administrative: ensure processes are in place to contact emergency services at the earliest possible time	ECO
Suspicious Items	6	Procedural: All Wardens to remain vigilant to items that may be suspicious in nature.	ECO, Wardens

## 4.0 Emergency Response Guidelines

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### 4.1 Injury or Medical Situation

#### First person on scene:

- Provide first aid (if safe to do so)
- Move injured person to first aid room if safe to do so

#### Warden:

- Ensure that RO, Chief Warden, and Media Coordinator are aware of situation as required
- Coordinate support
- Ensure clear access for emergency services if they have been involved
- Ensure Incident Report Form is completed

### 4.2 Armed or Dangerous Intruder

#### Any person directly confronted:

- Be deliberate in your actions
- Be reasonably slow in handing over keys, money, or information. [Your personal safety is priority number one]
- If possible, move the situation to a less populated location
- Observe the following information about the offender;
  - Height
  - Weight
  - Age
  - Clothing
  - Accent
  - Speech difficulties
  - Tattoos or similar body markings or jewellery

#### First Person on Scene:

- Without drawing attention to yourself, warn others
- Without drawing attention to yourself, notify a Warden
- Restrict access to others
- Call 000
- Do not approach the intruder
- Evacuate quickly and quietly
- If possible, observe the following information about the offender: height, weight, age, clothing, accent, speech disabilities, tattoos or similar body markings or jewellery

#### Warden:

- If possible and safe to do so, assist the first person on scene
- Call 000 is not already done by first person on scene
- Ensure that the Chief Warden has been notified



**Chief Warden:**

- Contact 000 if not already done
- Seek details of intrusion
- Determine the need for further evacuation and the safest assembly area
- Marshall patrons away from the emergency area
- Refer & complete the Armed or Dangerous Intruder Checklist
- Provide details and assist Police on arrival
- Ensure Incident Report Form is completed

***Do not provoke or confront the intruder***

**4.3 Bomb Threat or Hoax****Person Receiving Call:**

- Attract someone's attention to notify your Warden
- Advise only your Warden or the Chief Warden of the threat
- Keep the caller on the line
- Do Not hang up the telephone
- Remain at the telephone until relieved
- Complete the Telephone Threat Checklist

**Chief Warden:**

- Call 000 to notify the Police immediately
- Never ignore the threat
- If possible, relieve the person receiving the call to allow them to complete the Bomb Threat Checklist
- Assess the need to evacuate the site
- Ensure Incident Report Form is completed

**All Other Patrons:**

- Evacuate when instructed
- Take bags and personal items if directed
- Report any suspicious items to the Warden

***If a suspicious article is discovered – do not touch or move it.***

**4.3.1 Telephone Threat Checklist**

**NB: DO NOT HANG UP THE TELEPHONE**

## TELEPHONE THREAT CHECKLIST

EXACT WORDING OF THREAT:

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NOTE: IF A TELEPHONE THREAT, DO NOT HANG UP.

QUESTIONS TO ASK:

1. Where did you put the bomb?.....
2. When did you put it there?.....
3. What does the bomb look like?.....
4. What kind of bomb is it?.....
5. What will make the bomb explode?.....
6. Did you place the bomb?.....
7. Why did you place the bomb?.....
8. What is your name?.....
9. Where are you?.....
10. What is your address?.....

ACTION: REPORT CALL IMMEDIATELY TO POLICE: **000** .....

CHIEF WARDEN: .....

IDENTIFYING/LOCATING THE CALLER (Tick appropriate boxes)

CALLERS VOICE:

MALE	<input type="checkbox"/>	SLOW	<input type="checkbox"/>	SLURRED	<input type="checkbox"/>	DEEP BREATHING	<input type="checkbox"/>
FEMALE	<input type="checkbox"/>	RAPID	<input type="checkbox"/>	NASAL	<input type="checkbox"/>	CRACKING VOICE	<input type="checkbox"/>
OLD	<input type="checkbox"/>	SOFT	<input type="checkbox"/>	STUTTERING	<input type="checkbox"/>	DISGUISED	<input type="checkbox"/>
YOUNG	<input type="checkbox"/>	LOUD	<input type="checkbox"/>	LISPING	<input type="checkbox"/>	IRRATIONAL	<input type="checkbox"/>
ESTIMATED AGE .....	<input type="checkbox"/>	LAUGHING	<input type="checkbox"/>	RASPY	<input type="checkbox"/>	FAMILIAR	<input type="checkbox"/>
ACCENT (specify) .....	<input type="checkbox"/>	EMOTIONAL	<input type="checkbox"/>	ABUSIVE	<input type="checkbox"/>	INCONSISTENT	<input type="checkbox"/>
		WELL SPOKEN	<input type="checkbox"/>	INCOHERENT	<input type="checkbox"/>	RECORDED	<input type="checkbox"/>
		FOUL	<input type="checkbox"/>	CLEAR	<input type="checkbox"/>	MESSAGE READ BY CALLER	<input type="checkbox"/>

BACKGROUND NOISES: (What could you hear in the background?)

STREET NOISES	<input type="checkbox"/>	HOUSE NOISES	<input type="checkbox"/>	CLEAR	<input type="checkbox"/>	LOCAL CALL	<input type="checkbox"/>
CROCKERY	<input type="checkbox"/>	MOTOR/ENGINE	<input type="checkbox"/>	MUFFLED	<input type="checkbox"/>	STD	<input type="checkbox"/>
VOICES	<input type="checkbox"/>	AIRCRAFT	<input type="checkbox"/>	STATIC	<input type="checkbox"/>	ISD	<input type="checkbox"/>
PA SYSTEMS	<input type="checkbox"/>	OFFICE MACHINERY	<input type="checkbox"/>	FADING	<input type="checkbox"/>	MOBILE	<input type="checkbox"/>
MUSIC	<input type="checkbox"/>	FACTORY MACHINERY	<input type="checkbox"/>	LOCAL	<input type="checkbox"/>		
		ANIMAL NOISES	<input type="checkbox"/>	LONG DISTANCE	<input type="checkbox"/>		

CALL TAKEN: Date & Time: ..... Duration of call: ..... Call received on: .....  
(identify line/extension)

RECIPIENT: Name (print:) ..... Phone: ..... Signature: .....

#### 4.4 Explosion Response

##### First Person on Scene:

##### **Evaluate your own safety in the first instance**

- If it is safe to do so and you have the necessary skills, switch off gas and electricity
- Remove injured persons to safety
- Call 000
- Assess the situation and notify a Warden or the Chief Warden
- Vacate the immediate area to a safe distance
- Prevent other people from entering the hostile area

##### Warden:

- Call 000 if not done by first person on scene
- Assess the situation and ensure that an alarm has been raised
- Assist with the removal of injured persons if safe to do so
- Determine the need for evacuation of the area. Conduct the evacuation if necessary

##### Chief Warden:

- Evaluate the emergency situation
- Confirm that emergency service contact has been made
- Assist with the identification of injured persons
- Assist the Emergency Services as requested
- Ensure that an Incident Report is completed

***Do not attempt to remove debris from electrical equipment***

***If irritating or suspected noxious vapours are present, withdraw immediately to an up-wind location and prevent others from entering the hostile area.***

#### 4.5 Terrorism Activity or Suspicion

##### First Person on Scene:

- Notify Warden and or Event Coordinator

##### Warden

- Contact 000
- If it is suspicious activity, call the National Security Hotline 1800 123 400
- Follow any instructions issued from the relevant emergency service

##### Warden and or Chief Warden

- Comply with all relevant instructions from emergency services

- Confirm that the appropriate emergency services have been contacted
- Assist the emergency services as requested
- Ensure that an Incident Report is completed

#### **4.6 Active Shooter**

##### **Any person in immediate area:**

- Escape from the immediate area
- If safe escape is not possible, hide in a lockable and or secure area;
  - Move heavy furniture to cover doorways & windows etc
  - Move away from windows and doors
  - Use items to create a place of cover
  - Avoid open areas
  - Remain quiet
- Turn mobile phone to silent
- If safe to do so, call 000

***Only as a last resort and if you are in immediate danger, disrupt or incapacitate the active shooter***

##### **First Person on Scene:**

- Without drawing attention to yourself, warn others
- Without drawing attention to yourself, notify a Warden
- Restrict access to others
- Call 000
- Do not approach the active shooter
- Evacuate quickly and quietly if safe to do so
- If possible, observe the following information about the offender: height, weight, age, clothing, accent, speech disabilities, tattoos or similar body markings or jewellery
- Commence First Aid to any victims if safe to do so
- Await arrival of Emergency Services

##### **Warden:**

- Assist the first person on scene
- Call 000 is not already done by first person on scene
- Ensure that the Chief Warden has been notified
- Await arrival of Emergency Services

##### **Chief Warden:**

- Contact 000 if not already done
- Seek details of incident
- Determine the need for further evacuation to create a safe perimeter
- Marshall patrons away from the emergency area
- When Police arrive provide details and comply with all Police instructions
- Ensure Incident Report Form is completed

## 4.7 Civil Disturbance

### **Any person directly confronted:**

- Be deliberate in your actions
- Be reasonably slow in handing over keys, money, or information. (Your personal safety is priority number one)
- If possible, move the situation to a less populated location
- Observe the following information about the offender: height, weight, age, clothing, accent, speech disabilities, tattoos or similar body markings or jewellery.

### **First Person on Scene:**

- Call 000
- Immediately notify a Warden
- Without drawing attention to yourself, warn others
- Restrict access to others
- Do not approach the intruder
- Evacuate quickly and quietly
- If possible, observe the following information about the offender: height, weight, age, clothing, accent, speech disabilities, tattoos or similar body markings or jewellery

### **Warden:**

- If possible and safe to do so, assist the first person able
- Contact 000 if not already done
- Ensure that the Chief Warden has been notified

### **Chief Warden:**

- Seek details of intrusion
- Ensure Police have been contacted
- Determine the need for further evacuation and the safest assembly area
- Marshall patrons away from the emergency area
- Provide details and assist Police on arrival
- Ensure that an Incident Report has been completed

***Do not provoke or confront the protagonists***

#### 4.8 Electrical Failure

##### Warden:

- If there is no emergency lighting, marshal patrons away from area
- Prepare to evacuate the area.
- Follow the instructions from the Chief Warden

##### Chief Warden:

- Determine the seriousness of the situation
- Contact the power supply company
- Arrange alternative power source
- Marshal patrons from the hazardous area
- Ensure that an Incident Report is completed

#### 4.9 Fire Response – Club Building

##### First Person on Scene:

- Assess the situation and raise the alarm via the Warden
- Ensure that the Fire Service has been contacted on **000**
- If possible and is safe to do so, shut down fuel supply (fuel, chemicals, gas etc)
- If it is within your capability and knowledge and if you have the appropriate equipment (Extinguisher, fire hose, fire pump), fight the fire.
- Withdraw from the area as soon as it becomes too dangerous to stay.
- Warn occupants of the danger

##### Warden:

- Determine the seriousness of the situation
- Call **000** if not done by first person on scene
- Help to remove patrons from the danger zone
- Consider full or partial evacuation of the area

##### Chief Warden:

- Determine the serious of the situation
- Confirm that the Fire Service has been contacted
- Determine an appropriate evacuation route and assembly site (note wind direction)
- Assist with the identification of injured persons
- Assist the Emergency Services as requested
- Ensure that an Incident Report has been completed

#### 4.10 Medical Emergency

##### **First Person on Scene:**

- Assess the situation
- During normal Club activity, access and use a First Aid Kit if required
- Call 000 if required unless requested not to do so by the patient
- Notify your Warden

##### **Warden:**

- Call 000 if not done by first person on scene
- Evaluate the situation
- Ensure that the appropriate alarm has been raised
- Keep uninvolved patrons clear of the incident location
- Commence vehicle marshalling procedures to assist incoming emergency services vehicles
- Ensure that an Incident Report is completed
- Defibrillator location - See attachment 5

***Members involved in treating or assisting with the treatment of the injured person should ensure their own safety and make use of appropriate personal protective equipment such as rubber gloves, facemasks etc.***

#### 4.11 External Emergency

An external emergency could be any type of incident occurring outside the boundaries that could impact on the safety of and emergency response actions relating to members and visitors to the Club.

##### **Person Receiving Information of External Event:**

- Notify the Warden or Chief Warden

##### **Warden:**

- Notify the Chief Warden if this has not already been done.

##### **Chief Warden:**

- Impact of the possible shortage of emergency response assistance to be discussed with the relevant contacts in each emergency response service
- Determine the seriousness of the situation and the impact
- Advise the ECO
- Possible actions may be to cancel the remaining portion of the event if there is imminent risk to any persons involved with the event
- Ensure that an Incident Report is completed

#### 4.12 Person Entrapment

##### First Person on Scene:

- Turn off machinery or equipment
- Remove any injured person to safety if safe to do so
- Assess the situation and notify the Warden
- If necessary, call the emergency services 000

##### Warden

- Call 000 if not done by first person on scene
- Determine the seriousness of the situation and ensure that the appropriate services have been called and the appropriate alarms raised
- Remove any injured person to safety if safe to do so
- Keep other patrons away from the incident location

##### Chief Warden

- Determine the seriousness of the situation
- Confirm that the appropriate emergency services have been contacted
- Assist the emergency services as requested
- Ensure that an Incident Report is completed

***Never enter into confined spaces unless you are appropriately trained and have access to the appropriate rescue equipment.***

***Never enter a confined space unless you have assistance in the form of an attendant outside of the confined space.***

#### 4.13 Hazardous Material

##### First person on Scene:

- Keep patrons out of the danger zone.
- Do not attempt any rescue of injured persons without appropriate protective devices. {See special considerations below}
- Contain the spill or exposure if safe to do so.
- Withdraw to a safe position
- Call 000
- Notify a Warden of the situation and actions taken

##### Warden:

- Call 000 if not done so by first person on scene
- Determine the seriousness of the situation and ensure that the appropriate alarm has been raised.
- Remove/evacuate persons from the area if safe to do so.

##### Chief Warden:



- Determine the seriousness of the situation
- Establish a control point in a safe location
- Determine appropriate evacuation routes and assembly areas. [Note the wind direction – evacuate and assemble up-wind of the hazard]
- Identify and arrange treatment for any injured persons
- Assist the Emergency Services
- Ensure that an Incident Report is completed

***Rescue may need to be performed by the emergency services.***

#### **4.14 Lost or Missing Persons**

##### **Person finding a lost person:**

- Immediately notify a Warden
- Stay with lost person and if unable to determine where they were wanting to go to, take them to a safe & comfortable location i.e.: Club office

##### **Warden:**

##### **Assisting a lost person:**

- If their destination is known, assist the lost person to that destination if it close by
- During normal Club activities, use the Club's PA system to advise members at the Club that a lost person has been found
- If no response within a reasonable time, notify Police. i.e.: ring 000
- Assist Police as requested
- Notify the Chief Warden

##### **Assisting someone looking for a person who is lost:**

- Obtain full details of the missing person. The "Lost Child - Missing Guardian Checklist" included as Section 4.21.1 should be used as a guide to the questions to ask. A copy of the checklist will be available in the Club's Incident Report folder (located in the main office).
- During normal Club activities, use the Club's PA system to advise patrons at the Club that there may be a missing person within the Club
- If no response within a reasonable time, notify Police. i.e.: ring 000
- Assist Police as requested
- Notify the Chief Warden

##### **Chief Warden:**

- Assist Police as requested
- Ensure that an Incident Report is completed

***Ideally, and especially if the lost person is a child, ensure that there is a credible third-party witness with you at all times whilst you are with the lost person***

#### 4.14.1 Lost Child or Missing Parent/Guardian Checklist

Date: \_\_\_\_\_ Time: \_\_\_\_\_

If a child has been lost	If unaccompanied child has been found
<b>Questions to ask Parent/Guardian</b>	<b>Questions to ask Child</b>
1. Where did you last see the child? Response:	1. Where did you last see the person that you are with? Response:
2. When did you last see the child Response:	2. When did you last see the person that you are with? Response:
3. What is your name? Response:	3. Were you told what to do if you got lost? Response: If Yes seek explanation:
4. What is the child's Name? Response:	4. What is your name? Response:
5. How old is the child? Response:	5. What is the guardian's name? Response:
6. What is the child's hair colour? Response:	6. How tall is the guardian? Response:
7. How was the child dressed? Response:	7. What colour hair has the guardian? Response:
8. How tall is the child? Response:	8. What colour clothes was the guardian wearing? Response:
9. Does the child have ID? Response: If yes describe ID:	9. Does the guardian have a mobile phone? If Yes, what is the number?
10. Does the child have a mobile phone? Response: If yes, what number?	10. Do you know your home phone number or someone else's phone number? If yes, who and what is the number
11. Where might the child go? Response:	11. Are there other people with the guardian? Response:
12. What is your relationship to the child? Response:	

Other Information?	Other information?
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**4.15 Suspicious Items**

***NB: Hockey players are prone to leave gear bags unattended. It is a protocol not to carry a bag in the clubhouse and therefore hockey bags left unattended outside may not necessarily be suspicious.***

A bag or package that appears to be unattended and is out of place should be treated as suspicious if the owner cannot be readily identified.

**Person identifying a suspicious item:**

- Immediately notify a Warden
- Do not touch suspicious item

**Warden:**

- Do not touch the suspicious item
- Make immediate and discrete inquiries in the area to see if the owner of the item is present
- If no response, call 000
- Notify the Chief Warden
- Move people away from the suspicious item and if possible, cordon off the area
- Position a marshal at the relevant access point awaiting emergency service arrival
- When emergency services arrive on site, control of the area is handed to them

**Chief Warden:**

- Assist Emergency Services as requested
- Ensure that an Incident Report is completed

***Phones & radios are not to be used within 25 metres of any package***

#### 4.16 Flood

##### **First Person on Scene:**

- Assess the situation
- Raise the alarm by contacting the Warden
- **Do not enter flooded area**

##### **Warden:**

- Determine the seriousness of the situation
- Contact 000
- Evacuate patrons from the affected area if necessary
- Report the situation to the Chief Warden
- **Do not enter flooded area**

##### **Chief Warden:**

- Determine the seriousness of the situation
- Evacuate patrons from the affected area if necessary
- Brief & assist Emergency Services and other members of the ECO
- Ensure that an Incident Report is completed



**Incident Report Form**

**Date of Report:** ...../...../..... **Report Number:** .....

**Type of Incident:**  Personnel Injury  Property Damage  Hazard  
(Tick applicable box)

**Personal Details of Person Completing Report:**

Name:	
Address:	
Mobile/Phone Number:	

**Incident Detail:**

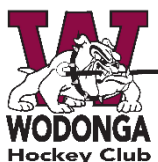
Date:	Time:
Location:	Reported to:
Weather Conditions:	
Witness Name:	Witness Mobile:

**Incident Description:**

--

**Actions Immediately After Incident:**

--



## Incident Investigation Form

Date of Investigation : ...../...../..... Incident Report Number:

.....

***NB: Copy of Original Incident Report must be attached to this document***

### Personal Details of Person Investigating this Incident:

Name:	
Role/Position:	
Mobile/Phone Number:	

### Investigation Detail:

Did the incident occur during an official Club activity:
If Yes, what was the activity:
Incident root cause and contributing factors: (e.g.: Personnel, equipment, procedural, training, no fault found, etc)

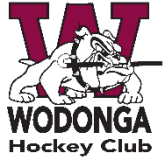
### Investigation Outcome:

Immediate Actions required & done: (e.g.: personnel/competitor awareness, equipment/premises lockout, equipment replacement, no action required etc)
---

### Corrective Actions Required:

--

**NB: Attach any other relevant documents e.g.: Police Report, First Aid Report, etc**



## Wodonga Hockey Club Incident Register Form

Incident Report Number use YM + yr + sequential # e.g.: YM23/01	Incident Type i.e.: Property, personnel, or hazard	Report Date	Investigation Date	Corrective Actions Status as identified on Investigation Report	Responsible Person	President Sign Off

WHC Incident Report Register

# Incident reporting and investigation procedure and completion guidelines

### Preamble

The incident reporting and investigation process has been developed to make the incident reporting process simple for all people associated with the Club. The process includes an investigation of each incident to determine if corrective actions are required and if so, what are they.

This procedure should be read and understood by all WHC committee with a view to each of them then being able to assist and instruct members, volunteers, visitors etc to complete an incident report form.

**It is important that reporting of incidents and hazards should be encouraged, not discouraged.**

### The Incident Reporting Process:

The incident reporting process has 3 distinct forms which should all be kept in one of the Incident Report folders. These forms are;

1. Incident Report Form:
  - To be completed by either the person directly impacted by the incident or who witnessed the incident. It should not be completed by someone who is relying on a 3<sup>rd</sup> party description of the incident.
  - Must include names and ideally contact number details of those impacted by the incident and or those who witnessed it
  - Includes basic & specific information relating to the incident
  - Includes detail of actions taken immediately after the incident
  - Preference is for it to be handwritten, but can be completed in a Word Doc form
  - Includes a discrete incident number which is allocated by WHC committee
2. Incident Register
  - To be completed by WHC committee who will allocate a discrete incident number
  - The incident number has 3 components;
    - i. Club area: i.e.: Pavilion
    - ii. Year
    - iii. Sequential number
  - For example, the incident number may be CP23/15 meaning incident number 15 in the Club pavilion area in 2023
3. Incident Investigation Form:
  - This form is completed by WHC committee
  - The main purpose of this step is to prevent a recurrence, not to update on the condition of any injured person etc
  - This process will determine if a corrective action is necessary, based on the incident itself, additional info from external parties i.e.: Police, CFA etc.

Each individual incident report and investigation be reviewed and signed off by the President and discussed in the Club's committee meeting and noted in report.



## Incident Report Form – Instruction Guidelines

**Date of Report:** ...../...../..... **Report Number:** .....

(WHC committee will allocate this number)

**Type of Incident:**     Personal Injury     Property     Hazard (near  
 (Tick applicable box) Damage miss)

### Personal Details of Person Completing This Report:

Name:	
Email:	
Mobile/Phone Number:	

### Incident Detail:

Date:	Time:
Location:	Reported to:
Weather Conditions:	
Witness Name:	Witness Mobile:

### Incident Description:

<ul style="list-style-type: none"> <li>- <i>Keep it brief and succinct</i></li> <li>- <i>Only include “background” detail if it is specifically relevant to the incident</i></li> <li>- <i>If the incident relates to an injury, include a brief description of that injury</i></li> </ul>
--

### Actions Immediately After Incident:

<ul style="list-style-type: none"> <li>- <i>Keep it brief and succinct</i></li> <li>- <i>Only include details that relate specifically to the incident</i></li> <li>- <i>Include time info, e.g.: ambulance arrived at 10:35 and left the site and 11:15 with the patient</i></li> <li>- <i>This section is <b>NOT</b> about the corrective action – that happens in the <u>Incident Investigation</u> process</i></li> </ul>
---

# Incident Investigation Form

Date of Investigation: ...../...../..... Incident Report Number: ..... **NB: Copy of Original Incident Report must be attached to this document**

## Personal Details of Person Investigating this Incident:

Name:	
Role/Position:	
Mobile/Phone Number:	

## Investigation Detail:

Did the incident occur during an official Club activity:
If Yes, what was the activity:
Incident root cause and contributing factors: (e.g.: Personnel, equipment, procedural, training, no fault found, etc)



## Investigation Outcome:

Immediate Actions required & done: (e.g.: personnel/competitor awareness, equipment/premises lockout, equipment replacement, no action required etc)
---

## Corrective Actions Required:

--

**NB:** Attach any other relevant documents e.g.: Police Report, First Aid Report, etc

	<b>MEDICAL EMERGENCY PLAN</b> <b>WODONGA HCOKEY CLUB</b>	
<b>IN AN EMERGENCY RING 000</b> <b><u>Police, Fire, Ambulance</u></b>		
<b><u>Complex Users:</u></b> Wodonga Hockey Club   Hockey Albury Wodonga Association (all clubs associated within HAW)		
<b><u>Address of Complex:</u></b> Silva Dr Wodonga VIC 3690		
First Aid Room:	Top building at Silva Dr complex	
Stretcher is located:	First Aid Room	
Defibrillator & first aid equipment:	First Aid Room	
<b><u>Access point for an emergency service:</u></b>	Double gates, right side of carpark Silva Dr (keys are with HAW key person or field score controller)	
<b><u>Important local medical contact numbers:</u></b>		
Local Hospital: Wodonga Hospital 81 Vermont St Wodonga 02 60 51 71 11		



