



**Southern Grampians**  
SHIRE COUNCIL

# Emergency Plan

Hamilton Indoor Leisure & Aquatic Centre

Last Review Date: November 2024  
Next Review Date: November 2025

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## Emergency Plan – Hamilton Indoor Leisure & Aquatic Centre (HILAC)

### Events That Could Potentially Produce an Emergency Situation

- Electrical Short Circuit/Arcing
- Chemical Spill/Reaction
- Fire
- Major Gas Leak – Kitchen or Plant Area
- Facility Roof Major Failure
- Drowning
- Terrorism Event (Bomb Threat/Active Shooter/Knife Attack)
- Fire – Neighbouring Sites
- Assault/Armed Robbery
- Lost Child

### The Emergency Management Plan

The Emergency Management Plan is valid until 11 November 2025.

### Statement of Purpose

The Emergency Management Plan will help employees deal with incidents or situations that create an emergency which could pose a threat to life, health or property. It will contribute to the prevention of risks to life, health or property.

### Structure and Purpose of the Emergency Planning Committee (EPC)

The EPC shall consist of incumbents holding the following positions:

- Centre Manager
- Operations Coordinator
- Customer Experience Coordinator
- Health Club Coordinator
- HILAC Occasional Care Coordinator
- Administrator Of Hamilton Basketball Association (HBA)
- Mulleraterong Representative
- Risk, Health & Safety Representative

The EPC shall be responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures and related training at HILAC.

The EPC shall appoint an Emergency Control Organisation (ECO) for HILAC. The Emergency Control Organisation (ECO) for HILAC shall comprise a Chief Warden, a Communications Officer and Area Wardens.

The members assigned to these roles will vary depending on staff rostering on the day but any member must be capable of performing the duties of the role they fulfil. The position of Chief Warden and Communications Officer shall be identified by White apparel. The positions of Warden shall be identified by Red Apparel.

**Chief Wardens include:**

Duty Manager (DM)  
Centre Manager

**Communications Officers include:**

Customer Experience Coordinator or Customer Service Officers

**Fire Wardens include:**

Operations Coordinator or Leisure Services Officer – Lifeguard  
Health Club Coordinator or Gym and Group Fitness Instructors  
Early Childhood Educators - Crèche  
Administration Officer of the Hamilton Basketball Association (HBA)

**Facility**

This EPC shall accept responsibilities for the following times:

Day	Time	Closed
Monday	6.00am – 10.00pm	Good Friday
Tuesday	6.00am – 10.00pm	Christmas Day
Wednesday	6.00am – 10.00pm	Public Holidays
Thursday	6.00am – 10.00pm	
Friday	6.00am – 9.00pm	
Saturday	8.00am – 5.00pm	
Sunday	9.00am – 5.00pm	

**Emergency Features of the Facility**

Safety - HILAC has an appointed Health and Safety Representative (HSR), Quinlan Donehue. The role of the HSR is to represent employees in matters of health and safety principally through the Southern Grampians Shire Council Occupational Health and Safety Committee. Further health and Safety support is provided through Council’s Health and Safety Coordinator.

First Aid Kits - Are provided at HILAC. These are inspected daily and contents updated.

First Aid Room - Is located within HILAC. All staff are First Aid or CPR trained.

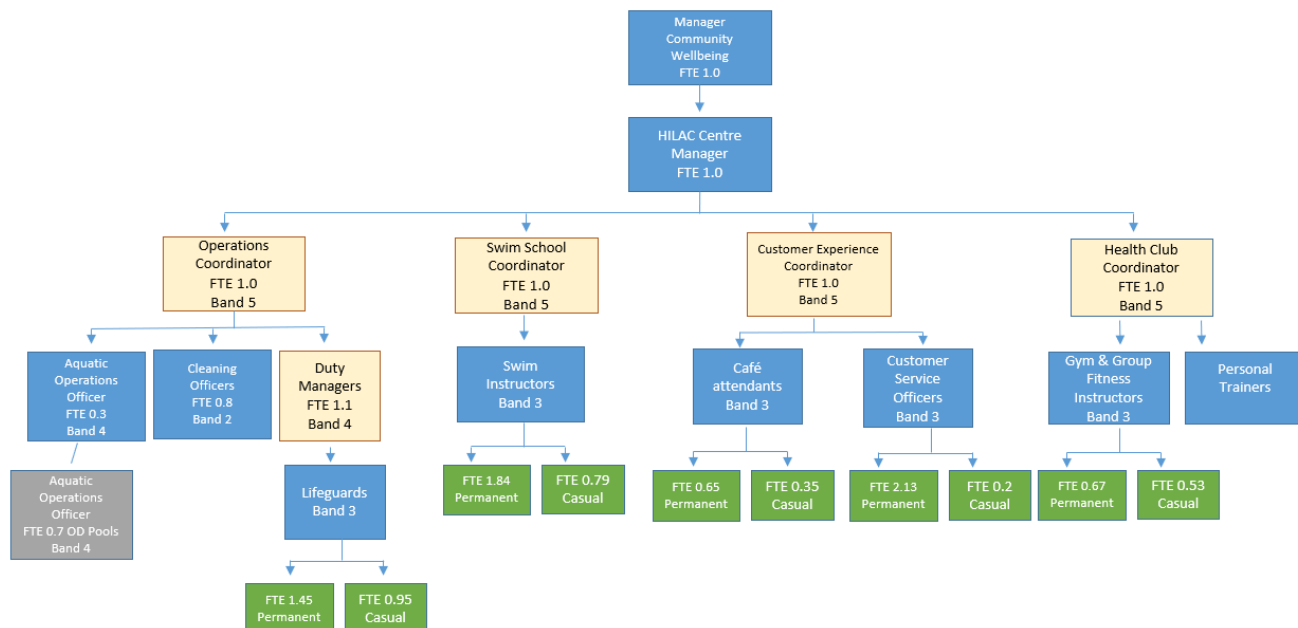
Defibrillators (x3) – Are located in main hallway adjacent to the change rooms, on pool deck near office entrance and in gym near the water fountain. All defibrillators are inspected daily.

Alarm – A manual alarm can be triggered.

Fire – Fire extinguishers, fire hoses, fire hydrants and a fire blanket are available as illustrated on the emergency evacuation diagram.

Copies of all Hazardous Substance Registers for this site are maintained in Appendix 1 to this document.

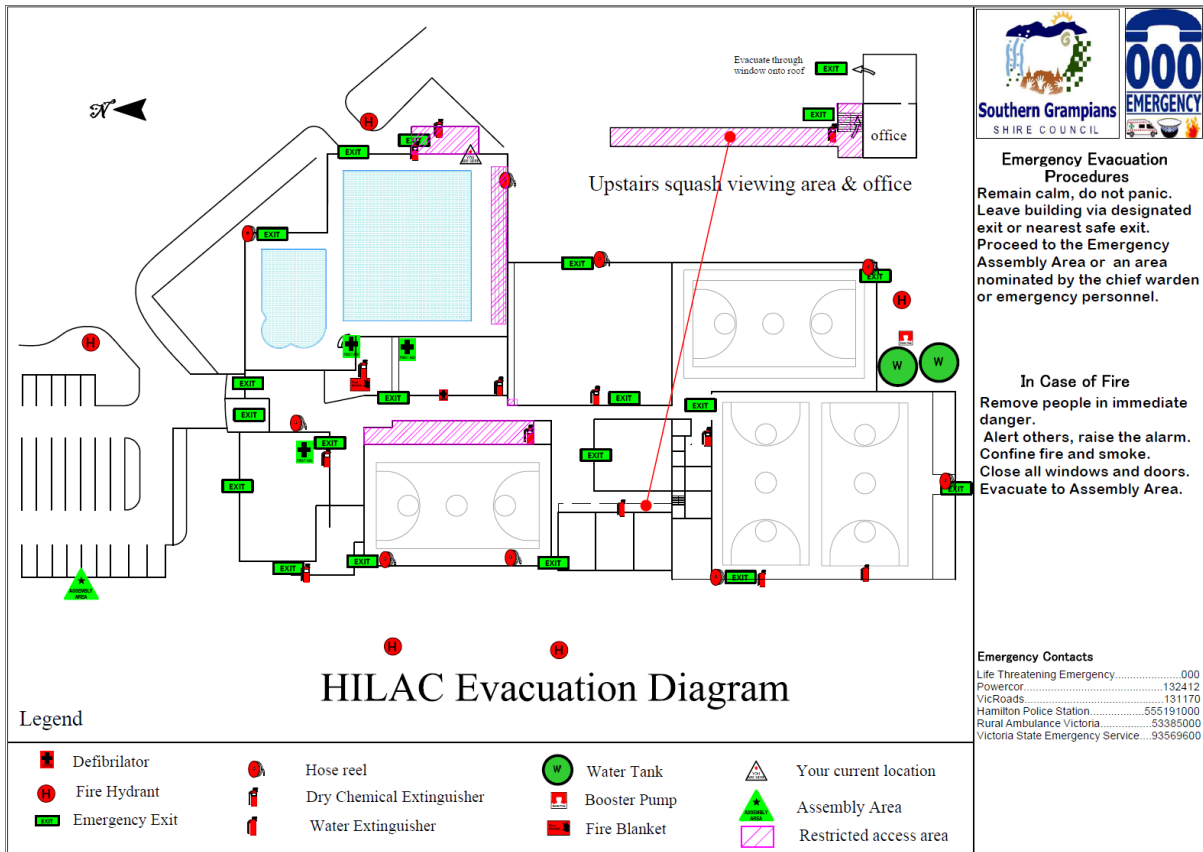
## Organisational Arrangement of the Facility



## Emergency Identification Outcomes

- Electrical short circuit/arcing. Could result in acrid smoke, most likely source is plant room electrical fault. Staff and visitors at threat of eye irritation, lung irritation and inhalation of toxic and carcinogenic substances. Evacuate the facility.
- Chemical spill/reaction. Spillage that might cause acid and chlorine to mix which could result in a violent reaction and generate chlorine gas. Evacuate the facility.
- Fire. Cooking oil or gas could ignite in the kitchen area which could quickly spread to the HILAC structure. Plant room electrical fault could also result in a fire. Evacuate the facility.
- Major Gas leak kitchen area/plant room. Gas could escape and collect in the lowest areas, above the water surface of the pools and in the plant room cellar. Staff and visitors at threat of death or serious injury. Evacuate the facility.
- Facility roof major failure. Catastrophic roof collapse could occur. Evacuate the facility.
- Drowning. Partial Evacuation (pool area). The Chief Warden will determine the need for a full evacuation.
- Terrorism event. A bomb, active shooter or similar threat would trigger an evacuation or lock down situation.
- Fire – neighbouring sites. A fire in the neighbouring caravan park, with its close proximity to the pool plant room would be seen as cause for an evacuation.
- Assault. Individual staff being assaulted by patrons. Staff and visitors at threat of injury. Evacuate immediate area.
- Lost Child – A child lost in the facility would require a centre evacuation to locate the child.

## Evacuation Diagram



## Emergency Response Procedures

### Responsibilities

In the event of an emergency during staffed hours, the ECO shall take control. The primary role of the ECO is to give top priority to the safety of the occupants and visitors of HILAC.

If an emergency event occurred outside normal operating hours, there would be minimal occupants or visitors on site and emergency management would be expected to rely only on emergency services personnel. The following procedures will apply during times when HILAC is staffed by Council employees.

## Emergency Response – Pre Emergency

The Chief Warden (Centre Manager) shall:

- Ensure that a current register of ECO members is maintained.
- Ensure ECO members are replaced when a position becomes vacant.
- The ECO conducts regular exercises.
- Ensure emergency response procedures are kept up to date; EPC members meet regularly and attend appropriate training.

The Communications Officer (CSO staff) shall:

- Ensure personal proficiency in the use of facility communication equipment.
- Ensure that Emergency communication contact details are up-to-date.

The Emergency Planning Committee (EPC) shall be responsible for:

- Compiling and reviewing the EMP.
- Displaying and maintaining emergency evacuation diagrams throughout the facility.
- Ensuring all nominated Chief Wardens have been trained and have demonstrated their competence in the Chief Warden role.
- Ensuring emergency evacuation drills at HILAC are conducted bi-annually.
- Assessing and recommending appropriate emergency response related training for staff at HILAC.

## Emergency Response – During the Emergency

The Chief Warden shall:

- Respond and take control when becoming aware of an emergency situation.
- Ascertain the nature of the emergency
- Ensure the appropriate Emergency Service has been notified
- Ensure the Communications Officer and fire wardens are advised of the situation
- Evacuate the site and/or limit access if appropriate.
- Monitor progress of any evacuation.
- Brief the Emergency services personnel on arrival at the site.

The Communications Officer shall:

- Contact the appropriate emergency service.
- Contact those deemed appropriate and listed in the emergency contact list in this document.
- Transmit instructions and information about the emergency situation.
- Ensure directions from the chief warden are relayed to the appropriate Fire Wardens.
- Any other actions as directed by the Chief Warden.

The Fire Wardens shall:

- Under instruction from the Chief Warden, ensure all people on the site evacuate to the specified Assembly Area. Once areas are cleared communicate to Communications Officer. Once assembled, nobody is permitted to leave the assembly area until directed to do so by the Chief Warden.
- Lifeguard Fire Warden is to evacuate pool areas and change rooms
- Gym/group exercise Fire Warden is to evacuate gym floor and program room.
- Crèche Fire Warden is to evacuate crèche area while staffed.
- HBA administration is to evacuate basketball courts during basketball times.
- Close any emergency exits that are used on their way out of the building to ensure no one can get back into the building.

### **Variations to the Response According to the Type of Emergency**

#### ***Drowning***

In the case of a drowning at HILAC the Fire Warden (Lifeguard) is to instigate an evacuation of the pool area with three short whistle blasts and radio communication to the Communications Officer to trigger the emergency evacuation alarm. The Chief Warden shall then determine the need for an evacuation of the entire facility.

#### ***Terrorism Event – Bomb Threat***

In the case of a bomb threat, over the phone, in person or witnessed; the Chief Warden would determine a different evacuation point to the one normally used to reduce the likelihood of a second attack.

#### ***Terrorism Event – Active Shooter/Knife Attack***

If it is not safe to evacuate (multiple shooters or a shooter at the exit points) The Fire Wardens will direct members of the public to areas of the facility behind secure doors or behind furniture that may be more difficult to access/penetrate for the offender. They will remain in lockdown until advised safe to exit by the emergency services.

#### ***Armed Robbery***

If an armed robber enters the facility, staff are advised to:

- Obey the offender's instructions.
- Only speak when spoken to by the offender
- Do not attempt contact with any other staff or member of the public unless you are in immediate danger.

#### ***Emergencies Involving an Offender:***

- Stay as calm as possible
- Do not aggravate the offender
- Do not stare at the offender
- Leave the area if it is safe to do so



- Make contact with other staff or members of the public only if it safe to do so, or if you are in immediate danger
- Do not attempt to delay their departure of the facility
- Observe the characteristics and distinguishing features of the offender to aid the emergency services when asked.
- Note the offender's direction and means of departure, not putting yourself at risk.
- If it is safe to do so, lock the doors behind the offender so they cannot re-enter.

### Emergency Response – Post Emergency

When the situation is rendered safe and any emergency services have returned control, the Chief Warden shall:

- Release all evacuees from the Assembly Area and permit access to the site if appropriate.
- Ask all witnesses to remain until the police arrive. (They are permitted to notify their next of kin that they are required to remain).
- Organise debrief with ECO members and Fire Wardens.
- Arrange collection of any children under 16 who were in the facility unsupervised.
- Compile a post incident report with the cooperation of the Communications Officer and Fire Wardens, using the Southern Grampians Emergency Incident Report Form.
- Determine if the incident is a notifiable incident using the resources available on the Council Intranet site, OH&S, Incident Reporting and in collaboration with the Coordinator Risk, Health and Safety.

All staff involved with the emergency:

- Are not to discuss the incident with other employees or members of the public until they have spoken with the police.
- Are not to speak with the media or post any details regarding the incident on social media.
- Are not to drive a vehicle immediately after the emergency in case of shock.
- Are not to touch anything near the incident as evidence could be destroyed.
- Are advised to attend/discuss trauma counselling supplied by the organisation.

## Emergency Contact Details

The Communications Officer must always call the Emergency Services first.

Once the situation is under control, the following people need to be contacted.

If the HILAC On-Call/Leisure Facilities Coordinator does not answer the call, call the Manager Community & Leisure Services and so on until someone answers. It is not required to call everyone in the chain of command as whomever you speak to will pass on details appropriately.

The SGSC Strategic Communications Coordinator is required to be contacted to deal with any media enquiries.

Life-threatening Emergency Police/Fire/Ambulance	000
Centre Manager (Diana Dixon)	0492 165 667
Manager Community Wellbeing (Susannah Milne)	0436 474 181
Director Wellbeing, Planning and Regulation (Rory Neeson)	0427 633 766
SGSC Manager Communications and Engagement (Alison Quade)	0429 601 208
<b>If Required:</b>	
SGSC Out of Hours Emergency	5573 0484
SGSC Works Team Leader (Trevor Haley)	0455 416 450
Wannon Water — Emergencies (24 Hours)	1300 926 666
Powercor (Electricity)	13 24 12
VicRoads	13 11 70
Hamilton Police Station	5551 9100
Rural Ambulance Victoria	5338 5000
Victoria State Emergency Service	132 500

## Training Arrangements

### Emergency Planning Committee

At least one member of the EPC shall be trained to enable the EPC to competently execute its obligations. This shall be the Council Health and Safety Officer and training shall be in accordance with AS 3745 - 2010, clause 6.2.

### Emergency Control Organisation members

All ECO members shall be trained to develop the skills and knowledge necessary to undertake the duties set out in the emergency response procedures.

This shall include:

- Onsite training in the duties and responsibilities of the ECO conducted by SGSC Health and Safety officer.
- The nationally accredited unit of competence PUAWER005B Operate as part of an emergency control organisation.

### Emergency Response Exercises

Emergency response procedures must be tested within six months of the EPC being satisfied the emergency response procedures are satisfactory. This test shall be an emergency evacuation exercise and all members of the ECO must participate. An evacuation drill will then be conducted every 6 months.

During emergency evacuation exercises, observers shall be appointed and shall use the checklist developed by SGSC to assess the effectiveness of the exercise. The observers shall consist of Council's Health and Safety Officer and three members of EPC's from other Council facilities.

Following the completion of the emergency response exercise there shall be a formal debrief session conducted by the Chief Warden which analyses the observers checklist. A report is to be compiled by Council's Health and Safety Officer and forwarded to the HILAC EPC and the Risk, Health and Safety Coordinator.

### Review and Routine Services

The HILAC EPC is to inspect, test and service this emergency plan and any associated elements bi-annually and any deficiencies rectified with minimal delay.

This Emergency Plan is to be fully reviewed in Nov 2025.

### Record of Distribution

The emergency plan in electronic format shall be located on the Southern Grampians Shire Sharepoint drive. The Emergency Plan in paper format is to be located in emergency services box (key no 3) at HILAC.

## Reference Documents

AS 3745-2010, planning for emergencies in facilities.

## Appendix 1

Hazardous Substance Registers HILAC

## Appendix 2

Restricted Access Areas, HILAC

## Appendix 3

HILAC Risk register.

# HAMILTON INDOOR LEISURE AND AQUATIC CENTRE

## Emergency Procedures



# CODE BLUE

## Medical Emergency

### Examples:

- Lifeguard entering water
- Spinal rescue
- Unconscious patron
- Patron complaining of chest pains
- Near drowning
- Serious injury

**Fatal/Near Drowning/Medical Emergency/Serious Injury (in water)**

## **CODE BLUE**

### **Lifeguard (1)**

1. Communicate a Code Blue is in action.
  - 3 short, loud whistle blasts.
  - Radio stating "code blue, entering water".
2. Perform rescue according to procedures outlined in Aquatic Rescue training.

### **Lifeguard (2)/ Duty Manager**

1. Receive Code Blue call and confirm reply.
2. Communicate via Radio "Code Blue, heading to pool deck to assist, Emergency services required"
3. Head to pool deck and assess situation.
4. Communicate via Radio:
  - Number of persons involved
  - Location (Leisure pool or 25m, deep or shallow end)
  - Type of incident (Drowning/Spinal/Medical Emergency/Serious Injury)
  - Alert if you are entering water.
5. Assist in response according to procedures as outlined in Aquatic Rescue training.
6. Evacuate pool patrons (if not entering the water).

### **Lifeguard (3)/ CSO/Coordinator Team**

1. Receive Code Blue call and confirm reply.
2. Call 000.
  - Request Ambulance and state type of incident.
  - State location:
    - Hamilton Indoor Leisure and Aquatic
    - 83-93 Shakespeare St, Hamilton, VIC
  - State details (if available) received from Lifeguard 2.
    - Number of persons involved
    - Location (Leisure pool or 25m, deep or shallow end)
    - Is this a suspected spinal?
    - Any other details you have at hand.
  - Stay on phone until Ambulance arrives.
3. Communicate via Radio to all staff "No patrons to enter pool area. Code blue in progress."
4. Nominate Customer Service or Café Staff member to monitor pool doors and arrange for grates in changerooms to be locked.
5. Head to pool deck and assist as required.
  - Clear pool deck of all patrons (if not already completed by Lifeguard 2).
  - Retrieval of first aid and required rescue equipment.
6. Meet emergency services and guide to location of affected patron.

## **Serious Injury/Other Medical Emergency (Pool area - out of water)**

## **CODE BLUE**



### **Lifeguard (1)**

1. Communicate a Code Blue is in action.
  - 3 short, loud whistle blasts.
  - Radio stating “code blue, on pool deck”.
2. Perform response according to procedures outlined in First Aid and Aquatic Rescue training.

### **Lifeguard (2)/ Duty Manager**

1. Receive Code Blue call and confirm reply.
2. Communicate via Radio “Code Blue, heading to pool deck to assist, emergency services required”
3. Head to pool deck and assess situation.
4. Communicate via Radio:
  - Type of incident (Unconscious patron/Cardiac/Fall/Head injury/Other)
  - Number of persons involved
  - Location (Leisure pool or 25m, deep or shallow end)
  - Details or characteristics of person (if known)
5. Assist in response according to procedures as outlined in First Aid and Aquatic Rescue training.
6. Evacuate pool patrons.
7. Retrieve any first aid equipment required.

### **Lifeguard (3)/ CSO/ Coordinator Team**

1. Receive Code Blue call and confirm reply.
2. Call 000.
  - Request Ambulance and state type of incident.
  - State location:
    - Hamilton Indoor Leisure and Aquatic
    - 83-93 Shakespeare St, Hamilton, VIC
  - State details (if available) received from Lifeguard 2.
    - Type of incident (Cardiac/Fall/Head injury/Other)
    - Number of persons involved
    - Location (Leisure pool or 25m, deep or shallow end)
    - Details or characteristics of person (if known)
    - Any other details you have at hand.
  - *Stay on phone until Ambulance arrives.*
3. Communicate via Radio to all staff “No patrons to enter pool area. Code blue in progress.”
4. Nominate Customer Service or Café Staff member to monitor pool doors and arrange for grates in changerooms to be locked.
5. Head to pool deck and assist as required.
  - Clear pool deck of all patrons (if not already completed by Lifeguard 2).
  - Retrieval of first aid equipment (if not already completed by Lifeguard 2).
6. Meet emergency services and guide to location of affected patron.

## **Serious Injury/Other Medical Emergency (Dry areas)**

### **CODE BLUE**

### **Responder (1)**

1. Communicate a Code Blue is in action.
  - 3 short, loud whistle blasts.
  - Radio stating “code blue, location (Court/Program Room/Gym/Hallway, etc)”.
2. Perform response according to procedures outlined in First Aid training.

### **Duty Manager /Chief Warden**

1. Receive Code Blue call and confirm reply.
2. Communicate via Radio “Code Blue, heading to location to assist, emergency services required”
3. Head to location and assess situation.
4. Communicate via Radio:
  - Type of incident (Unconscious patron/Cardiac/Fall/Head injury/Other)
  - Number of persons involved
  - Location details (Eg, Court 1 grandstand)
  - Details or characteristics of person (if known)
5. Assist in response according to procedures as outlined in First Aid training.
6. Retrieve any first aid equipment required.
7. Evacuate area of patrons.

### **CSO/ Communications Officer**

1. Receive Code Blue call and confirm reply.
2. Call 000.
  - Request Ambulance and state type of incident.
  - State location:
    - Hamilton Indoor Leisure and Aquatic
    - 83-93 Shakespeare St, Hamilton, VIC
  - State details (if available) received from Responder 1
    - Type of incident (Cardiac/Fall/Head injury/Other)
    - Number of persons involved
    - Location details (Eg, Court 1 grandstand)
    - Details or characteristics of person (if known)
    - Any other details you have at hand.
  - *Stay on phone until Ambulance arrives.*
3. Communicate via Radio to all staff “No patrons to enter “location”. Code blue in progress.”
4. Head to location and assist as required.
  - Clear area of all patrons (if not already completed).
  - Retrieval of first aid equipment (if not already completed).
5. Meet emergency services and guide to location of affected patron.

# CODE RED

## Fire, Smoke, Explosion, Chemical Spill

### Examples:

- Fire
- Gas Leak
- Harmful Chemical Spill

# FIRE/EXPLOSION/SMOKE (WHOLE CENTRE)

## CODE RED

### Lifeguard/Responder 1

1. Communicate a Code Red is in action.
  - 3 short, loud whistle blasts.
  - Radio stating: ***“code red, location (pool deck/plant room/server room, etc), Type of incident, number of persons involved, emergency services required”***.
2. If safe to do so, contain fire /smoke by closing doors and windows.
3. If safe to do so, attend to persons involved as per First Aid and Aquatic Rescue Training.  
***Communicate via radio “providing first aid to patron, area safe”. OR;***
4. Evacuate area, calmly and safely. Communicate via radio ***“Evacuating area”***.
5. Evacuate area via the nearest and safest emergency exit.
6. Meet at evacuation assembly point.

### Duty Manager/ Chief Warden

1. Receive Code Red call and confirm reply.
2. Communicate via Radio ***“Code Red, CSO sound emergency alarm and follow procedures, evacuate whole of centre”***
3. Call 000
  - Request Fire Services and Ambulance (if patrons involved) and state type of incident.
  - State location:
    - Hamilton Indoor Leisure and Aquatic
    - 83-93 Shakespeare St, Hamilton, VIC
  - State details (if available) received from Responder 1
    - Type of incident
    - Number of persons involved
    - Location (pool deck/plant room/server room, etc)
    - Any other details you have at hand.
  - *Stay on phone until Fire Services arrives.*
4. If safe to do so, assist in response according to procedures as outlined in First Aid and Aquatic Rescue training ***OR*** Evacuate centre.
5. Meet (or nominate warden) to meet emergency services at evacuation assembly point.

### CSO/Wardens

1. Receive Code Red call and confirm reply.
2. Sound centre emergency alarm and clearly state ***“Code Red in progress, All patrons are to leave the centre via the nearest emergency exit. Collect personal belongings if close by and listen to the fire wardens throughout the centre.” Repeat this message.***
3. Head to nominated warden area and complete evacuation of patrons, via nearest emergency exit.
4. Meet at evacuation meeting point.
5. If nominated to do so, meet emergency services at evacuation meeting point.

# GAS LEAK/CHEMICAL SPILL (WHOLE CENTRE)

## CODE RED

### Responder (1)

1. Communicate a Code Red is in action.
  - 3 short, loud whistle blasts.
  - Radio stating: ***“code red, location (pool deck/plant room), Type of incident, number of persons involved, emergency services required”***.
2. If safe and trained to do so;
  - Turn off gas.
  - Contain chemical spill.
3. **Do not** use mobile phones, electric switches or ignition sources.
4. Evacuate area, calmly and safely. Communicate via radio ***“Evacuating area”***.
5. Evacuate area via the nearest and safest emergency exit.
6. Meet at evacuation meeting point.

### Duty Manager/ Chief Warden

1. Receive Code Red call and confirm reply.
2. Communicate via Radio ***“Code Red, CSO sound emergency alarm and follow procedures, evacuate whole of centre”***
3. Call 000
  - Request Fire Services and state type of incident.
  - State location:
    - Hamilton Indoor Leisure and Aquatic
    - 83-93 Shakespeare St, Hamilton, VIC
  - State details (if available) received from Responder 1.
    - Type of incident
    - Number of persons involved (if any)
    - Location (pool deck/plant room)
    - Any other details you have at hand.
  - *Stay on phone until Fire Services arrives.*
4. If safe to do so, assist in evacuating centre.
5. Meet emergency services at evacuation assembly point.

### CSO/Wardens

1. Receive Code Red call and confirm reply.
2. Sound centre emergency alarm and clearly state ***“Code Red in progress, All patrons are to leave the centre via the nearest emergency exit. Collect personal belongings if close by and listen to the fire wardens throughout the centre.”*** *Repeat this message.*
3. Head to nominated warden area and complete evacuation of patrons, via nearest emergency exit.
4. Meet at evacuation meeting point.

# CODE ORANGE

## Evacuation of centre

**Requirement to evacuate patrons and staff to the designated emergency assembly point due to an unfolding emergency.**

### Examples:

- **Fire**
- **Bomb threat**
- **Major roof failure**

# ROOF MAJOR FAILURE (WHOLE CENTRE)

## CODE ORANGE

### Responder (1)

1. Communicate a Code Orange is in action.
  - 3 short, loud whistle blasts.
  - Radio stating: ***“code orange, location, Type of incident, number of persons involved, emergency services required, evacuating area”***.
2. Evacuate area via the nearest and safest emergency exit.
3. Meet at evacuation meeting point.

### Duty Manager/ Chief Warden

1. Receive Code Orange call and confirm reply.
2. Communicate via Radio ***“Code Orange, Wardens evacuate whole of centre”***
3. Call 000
  - Request Fire Services and Police and state type of incident.
  - State location:
    - Hamilton Indoor Leisure and Aquatic
    - 83-93 Shakespeare St, Hamilton, VIC
  - State details (if available) received from Responder 1.
    - Type of incident
    - Number of persons involved (if any)
    - Location
    - Any other details you have at hand.
  - *Stay on phone until Fire Services arrives.*
4. If safe to do so, assist in evacuating centre.
5. Meet emergency services at evacuation assembly point.

### CSO/Wardens

1. Receive Code Orange call and confirm reply.
2. Sound centre emergency alarm and clearly state ***“Code Orange in progress and location, All patrons are to leave the centre via the nearest emergency exit. Collect personal belongings if close by and listen to the fire wardens throughout the centre.” Repeat this message.***
3. Head to nominated warden area and complete evacuation of patrons, via nearest emergency exit.
4. Meet at evacuation meeting point.

# CODE PURPLE

## Bomb Threat

### Examples:

- Bomb threat
- Suspicious item/mail



# BOMB THREAT/SUSPECT PACKAGE (*WHOLE CENTRE*)

## *CODE PURPLE*

### Responder (1)

1. Remain calm and clearly communicate a Code Purple is in action.
  - Radio stating: ***“code purple, location, emergency services required.”***
2. If safe to do so, Cordon off area.
3. If safe to do so and advised by chief warden, evacuate area via the nearest and safest emergency exit.
4. Meet at evacuation assembly or nominated meeting point.

### Duty Manager/ Chief Warden

1. Receive Code Purple call and confirm reply.
2. Call 000
  - Request Fire Services and Police and state type of incident.
  - State location:
    - Hamilton Indoor Leisure and Aquatic
    - 83-93 Shakespeare St, Hamilton, VIC
  - State details (if available) received from Responder 1.
    - Type of incident
    - Number of persons involved (if any)
    - Location
    - Any other details you have at hand.
  - *Stay on phone until Emergency Services arrive.*
3. If safe and advised to do so by Emergency Services, Communicate via Radio ***“Code Purple, Wardens evacuate whole of centre”***
4. If safe to do so, assist in evacuating centre.
5. Meet emergency services at evacuation or nominated meeting point.

### CSO/Wardens

1. Receive Code Purple call and confirm reply.
2. Sound centre emergency alarm and clearly state ***“Code Purple in progress and location, All patrons are to leave the centre via the nearest emergency exit. Collect personal belongings if close by and listen to the fire wardens throughout the centre.” Repeat this message.***
3. Head to nominated warden area and complete evacuation of patrons, via nearest emergency exit.
4. Meet at evacuation assembly point.

# BOMB THREAT (*PHONE/WRITTEN*)

## CODE PURPLE

### Responder (1)

1. Remain calm and keep caller talking as long as possible. Ask:
  - Where is the bomb?
  - When will it explode?
  - When did you put it there?
  - Why did you put it there?
2. Record as many details as possible – caller ID, Voice characteristics, ETC
3. Discretely attract attention of another staff member and advise what is happening (Eg, via written notes).

### *If written threat:*

- Avoid handling the envelope or paper threat is written on.
- If email, do not respond, alter or delete email.

### Responder (2)/Duty Manager/ Chief Warden

1. Receive Code Purple information and discretely confirm reply.
2. Call 000
  - Request Fire Services and Police and state type of incident.
  - State location:
    - Hamilton Indoor Leisure and Aquatic
    - 83-93 Shakespeare St, Hamilton, VIC
  - State details (if available) received from Responder 1.
    - Type of incident
    - Number of persons involved (if any)
    - Location
    - Any other details you have at hand.
  - *Stay on phone until Emergency Services arrive.*
3. If safe and advised to do so by Emergency Services, Communicate via Radio "**Code Purple, Wardens evacuate whole of centre**"
4. If safe and advised to do so by Emergency Services, evacuate centre and meet at point determined by Emergency Services.
5. Meet emergency services at evacuation or other nominated meeting point.

### CSO/Wardens

1. Receive Code Purple call and confirm reply.
2. Sound centre emergency alarm and clearly state "**Code Purple in progress and location, All patrons are to leave the centre via the nearest emergency exit. Collect personal belongings if close by and listen to the fire wardens throughout the centre.**" *Repeat this message.*
3. Head to nominated warden area and complete evacuation of patrons, via nearest emergency exit.
4. Meet at evacuation assembly point.



# **CODE BLACK**

## **Personal Threat**

### **Examples:**

**Person threatening or attempting to harm self  
or others**

**Infant or child abduction**

**Intoxicated patron/Inappropriate behaviour**

# INAPPROPRIATE/THREATENING BEHAVIOUR (WHOLE CENTRE)

## CODE BLACK

### Responder (1)

1. Communicate a Code Black is in action.
  - Radio stating: ***“code black, location, emergency services required, evacuating area OR description of incident (if safe to do so), OR other course of action”***
  - ***Radio for additional lifeguard/staff member to supervise your area.***
2. If able to do so, evacuate area via the nearest and safest emergency exit.
3. Meet at evacuation assembly point.

### Duty Manager/ Chief Warden

1. Receive Code Black call and confirm reply.
2. Communicate via Radio ***“Code Black, Wardens evacuate whole of centre”***
3. Call 000
  - Request Police and state type of incident.
  - State location:
    - Hamilton Indoor Leisure and Aquatic
    - 83-93 Shakespeare St, Hamilton, VIC
  - State details (if available) received from Responder 1.
    - Type of incident
    - Number of persons involved (if any)
    - Location
    - Any other details you have at hand.
  - ***Stay on phone until Emergency Services arrive.***
4. If safe to do so, assist in evacuating centre.
5. Meet emergency services at evacuation meeting point.

### CSO/Wardens

1. Receive Code Black call and confirm reply.
2. Sound centre emergency alarm and clearly state ***“Code Black in progress and location, All patrons are to leave the centre via the nearest emergency exit. Collect personal belongings if close by and listen to the fire wardens throughout the centre.” Repeat this message.***
3. Head to nominated warden area and complete evacuation of patrons, via nearest emergency exit.
4. Meet at evacuation assembly point.

# CODE BROWN

## External Emergency

### Examples:

- **A multi casualty incident that stretches or overwhelms the available staff resources.**
- **Aeroplane Crash**
- **Structural Collapse**
- **Explosion**
- **Bush fire or extreme weather event**

## EXTERNAL EMERGENCY (WHOLE CENTRE)

### **CODE BROWN**

#### **Responder (1)**

1. Communicate a Code BROWN is in action.
  - Radio stating: ***“code brown, location, emergency services required, evacuating area OR description of incident (if safe to do so)”***.
2. If safe and able to do so, evacuate area via the nearest and safest emergency exit.
3. Meet at evacuation assembly point.

#### **Duty Manager/ Chief Warden**

1. Receive Code Brown call and confirm reply.
2. Communicate via Radio ***“Code Brown, Wardens evacuate whole of centre”***
3. Call 000
  - Request (Police/Fire/Ambulance) and state type of incident.
  - State location:
    - Hamilton Indoor Leisure and Aquatic
    - 83-93 Shakespeare St, Hamilton, VIC
  - State details (if available) received from Responder 1.
    - Type of incident
    - Number of persons involved (if any)
    - Location
    - Any other details you have at hand.
  - *Stay on phone until Emergency Services arrive.*
4. If safe and necessary to do so, assist in evacuating centre.
5. Meet emergency services at evacuation assembly or other nominated meeting point.

#### **CSO/Wardens**

1. Receive Code Brown call and confirm reply.
2. Sound centre emergency alarm and clearly state ***“Code Brown in progress and location, All patrons are to leave the centre via the nearest and safest emergency exit. Collect personal belongings if close by and listen to the fire wardens throughout the centre.” Repeat this message.***
3. Head to nominated warden area and complete evacuation of patrons, via nearest emergency exit.
4. Meet at evacuation assembly or other nominated meeting point.

# CODE YELLOW

## Internal Emergency

### Examples:

- **Electrical Supply Disruption**
- **Information Technology disruption**
- **Structural Damage**
- **Staffing or overcrowding emergency**
- **Any internal emergency that affects service delivery**



# CODE GREEN

## Lifeguard requesting assistance

### Examples:

- **First aid (minor)**
- **Change room check**
- **Toilet break**
- **Patron enquiry**
- **User Group Assistance**
- **Any concern that requires clarification**
- **Anything that would distract lifeguard from supervision of the water**