



EMERGENCY MANAGEMENT PLAN

AUSTRALIAN NATIONAL BOTANIC GARDENS (ANBG)

14 October 2019

Manager's Signature

Preparation Date

Copyof

To be Retained at:

REVIEW OF EMERGENCY MANAGEMENT PLAN		
Amendment Certificate		
DATE OF REVIEW	REVIEWED BY	CRM VERSION CONTROL
26 April 2018	Jakeman Business Solutions	Version 0.1
02 May 2018	Jakeman Business Solutions	Version 0.2
March 2019	ANBG	Version 0.3
04 October 2019	DNP WHS	Version 0.4
14 October 2019	ANBG	Version 0.5

The Director of National Parks is a statutory corporation established under the Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act) to administer, manage and control Commonwealth reserves. Under delegations from the Minister and the Secretary, the Director is also responsible for administering programs that complement the Director’s statutory role.

Parks Australia, a Division of the Department of Environment and Energy provides support to the Director in the performance of the Director’s functions. The Division aims to be a leader in natural and cultural heritage conservation, establishing and managing protected areas and building land management partnerships with Indigenous Australians.

As well as management of Commonwealth parks and reserves, Parks Australia administers the Australian Biological Resources Study program.

Parks Australia also plays a leading role in the development of world best practice in park management, participating in the World Conservation Union and other relevant international groups.

EMERGENCY CONTACTS REGISTER - STAKEHOLDERS	
Function / Service / External Contacts	Telephone
Emergency Services (Fire, Police, Ambulance)	0 000 Or 112 from a mobile phone.
Ambulance (Non Urgent)	6207 9900
Police (non-urgent)	131 444
ACT Fire Brigade	6207 8333
ACT Fire and Rescue	132 281
Community Fire Unit (CFU) Unit #5 Dryandra Street, O'Connor	0402 433 863 Team Leader - Dominic Kain
National Fire Service	6299 2222
ACT Emergency Services (SES)	6207 8455
SES Emergency Help During Storms & Floods	132 281
Emergency Management Australia	000
National Security Hotline	1800 123 400
Canberra Hospital	6244 2222
Poisons Information Centre	131 126
ACTEW Electricity Supplier	131 113
ACTEW Gas Supplier	131 911
ACTEW Water Supplier	131 193
ACTEW Sewerage System Managers	131 193
ACTEW Storm Water Managers	131 193
Telstra (Faults)	132 203
ACT Work Cover	6205 0200
Comcover / Comcare	Toll Free 1800 651 540
TAMS – Canberra Connect	132 281
Adjoining Landowners/Buildings:	
TAMS – Parks Conservation and Lands	6207 2414/0438 620 700
CSIRO Emergency Controller	0407 412 294

Black Mountain Tower	1800 806 718
ANU Security	6125 2249
National Capital Authority	6271 2888
ACT Government – Transport Canberra (ACTION Buses)	131 710
ABC Radio	6275 4555 or 139 994
Director of National Parks	
Director of National Parks	6274 2220
Assistant Secretary, Parks Island and Biodiversity Science Branch	0417 202 819
Parks Australia Media Unit	6274 1276 /0416 911 968
Parks Australia Risk Manager	6274 2369
Parks Australia Work Health & Safety Advisor	6274 2369

EMERGENCY CONTACT: (0) 000*



**AUSTRALIAN NATIONAL
BOTANIC GARDENS**

Location	Name	Internal dial	Mobile phone:	Mobile Speed Dial
Chief Warden	Craig Cosgrove	522	0407 292 628	*61 104
Deputy Wardens	David Taylor	402	0439 031 603	*61 113
	Phil Hurle	531	0439 031 604 0414 883 981	*61 119
ANBG Site Assistance to Visitors	Rangers	547	0417 021 558	*61 111
ANBG Grounds Warden	Dan Marges	513	0407 292 003	*61 115
ANBG Communication Officer	Tamryn Marek	453		
Admin & Visitors Centre	Phil Hurle	451	0414 883 981	
Botany Building Ground Floor	Greg Clarke	409	0407 230 658*	
Bottom Depot	Anthony Buykx	512	0411 989 679*	
Banks & Crosbie Morrison	Helen McHugh	551/ 408	0419 552 660	*61 112
Ellis Rowan	Anthony Whalen	447	0411 512 248*	
Bookshop	Covered by Rangers / Phil Hurle		(0) 6257 3302	
Pollen Café	Supervisor - Mirko		(0) 6247 7321	
Jindii Eco Spa	Office Bianca		(0) 6257 8777 0407 247 566*	
Library/Herbarium ANBG	Jane Black	480	0407 298 499*	
Nursery	Julie Percival	415	0409 039 090*	
Seed Bank	Tom North	462	0413 334 695*	
	Lydia Guja	471	0431 929 420*	
	Lab phone	474		
Top Depot	Rosalie Uwedo-Hampshire	513	0459 124 194*	
Trades Cottage	Frank Brookhouse or On Call Staff	521	0419 015 766	*61 107
CSIRO Herbarium	Bronwyn Collins	N/A	(0) 6246 5133	
Group email	wardens@anbg.gov.au			

EMERGENCY CONTACT: (0)000*

Peter Byron (General Manager) 0429 659 320 (*61 102) (Internal 500)

*** Personal Mobile – Please do not use for any other reasons**



Location:	Name:	Internal Dial	Mobile phone	Mobile Quick Dials
ANBG Site Visitors	Rangers (if not already acting as Emergency Wardens) Ben Harvey (S) Bruce Driver (S) Ben Taylor	547	0417 021 558	*61 111
Admin, Botany and Visitors Centre	Craig Cosgrove (if not already acting as Emergency Warden) Helen Cross (S)	522 453	0407 292 628	*61 104
Bottom Depot	Anthony Buycks (S) Dan Marges (S) (if not already acting as Emergency Warden) Janine Hunstone (S)	531 512	0439 031 603 0407 292 003	*61 119 *61 115
Banks Education Building	Helen Mc Hugh Education Officer	559 408	0419 552 660	*61 112
Ellis Rowan	Megan Donaldson (S) Venues Officer	440	0418 492 450	*61 123
First Aid Room		421		
Nursery	Joe McAuliffe (S) Sue Lawatsch	413 411		
Seed Bank	Lydia Guja Tom North	if not already acting as Emergency Wardens 471 462		
Top Depot	Toby Golson	513	N/A	
Trades Cottage	Paul Beresford	520	0419 268 440	*61109
CSIRO Herbarium	Natalie Aked David Albrecht	N/A	6246 5127 6246 5170	

EMERGENCY CONTACT :(0)000*

(S) Snake Handlers

MAINTAINING AWARENESS

- **KEEP THIS PLAN UP TO DATE**
- **KEEP STANDARD OPERATING PROCEDURES UP TO DATE**
- **BRIEF ALL NEW STAFF MEMBERS AND WORKERS ON THE EMERGENCY PLAN**
- **BRIEF VISITORS ON ARRIVAL**
- **INSTITUTE & MAINTAIN ADEQUATE SIGNAGE**
- **MAINTAIN SKILL LEVELS THROUGH REGULAR TRAINING**
- **CONDUCT REGULAR DRILLS:**
 - **Evacuation**
 - **Lockdown**
 - **Fire Fighting**
- **UNDERTAKE AD-HOC & FREQUENT HOUSEKEEPING INSPECTIONS**
- **KEEP RISK ITEMS AT THE FOREFRONT OF REGULAR STAFF MEETINGS**

IMPORTANT NOTE

The Emergency Management Plan must be read in conjunction with the following documentation:

1. Emergency Control Organisation for buildings, structures and workplaces (AS 3745-2010);
2. Director of National Parks Risk Management Policy (Ref: PO008 version 4, May 2017);
3. Director of National Parks Business Continuity Plan of December 2016;
4. Director of National Parks ParkSafe (WHS) Management System
5. Canberra Regional Fire Management Plan 2009-2019 Map 7 of 10 - ANBG
6. ANBG Hazards Register;
7. ANBG Top Five Risks;
8. ANBG Risk Watch List;
9. Director of National Parks, *Australian National Botanic Gardens Management Plan 2012-2022*.

The current documentation already exists at the ANBG and is held by the Chief Warden and General Manager.

The statutory responsibilities of the Minister should also be observed at all times:

<https://www.pmc.gov.au/sites/default/files/publications/signed-AAO-consolidation-19-April-2018.pdf>

Review of this plan

The Emergency Management Plan will be reviewed annually and following any incident or drill. To maintain its currency and continuing relevance, the document will be amended as required.

The General Manager is responsible for reviewing this document and for coordinating any incident or drill.

The Plan will be discussed at staff meetings and new and casual staff, and visitors will be provided with access to a copy to assist in familiarising themselves with emergency procedures. The Plan will also be provided to franchisees, licensees and contractors or relevant sections and used as a basis for induction into the Park.

THE INFORMATION PROVIDED IN THIS DOCUMENT SHOULD BE USED AS A GUIDE TO FORMULATE ACTIONS & PROCEDURES THAT ADDRESS THE APPROPRIATE RESPONSE TO IDENTIFIED EMERGENCIES IN OR NEAR THE ANBG

Copies of the Emergency Management Plan

The following people/positions are to have a copy of the Emergency Management Plan and will be expected to be familiar with the details of the plan.

General Manager ANBG
Chief Warden
Deputy Chief Warden(s)
Communications Officer
Rangers
Administration Building
Director of National Parks
Parks Australia Risk, Governance and Audit Manager
Parks Australia Work Health & Safety Advisor

A copy of the Emergency Management Plan will be available on the DNP Intranet at:

<https://ausgovenvironment.sharepoint.com/sites/PAD/SitePages/Emergency-Management.aspx?web=1>

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INTRODUCTION TO THE EMERGENCY MANAGEMENT PLAN

Scope

This Plan aims to keep people from harm while reducing the impacts of emergencies including natural disasters, with the intention of recovery to the point of restoring all essential services and continuing business as before for the benefit of all who work in or wish to visit the ANBG.

The process of developing the Plan has included the identification of the major risks to National Parks including the major risk of bushfire; possible loss of life, risks to infrastructure, flora and fauna including national collections and heritage items held at the ANBG. Also considered as part of the ANBG's risk profile are the broader cross-jurisdictional issues including roles and responsibilities of adjoining sites such as the CSIRO and the land managed by ACT Territory and Municipal Services. The planning process which involved DNP managers and officers and departmental officers has also led to the implementation of some important emergency governance arrangements including the establishment of a Precinct Emergency Planning Committee (see section 4.1).

The plan describes the physical environment at the ANBG, the installed systems, the potential risks which could arise and the way those risks will be managed in a safe, orderly and timely manner.

An important objective of the plan is to ensure that effective emergency procedures are in place and fully understood by all staff, contractors, volunteers and visitors. To enhance awareness of the procedures, staff will participate in regular drills and review the outcome of those drills to improve their understanding and response. Visitors and groups that regularly use the ANBG will also be informed of the required procedures and, where appropriate and available, provided with relevant, concise easy to understand briefings as a component of their work health safety (WHS) induction.

Objectives

The objectives of this Emergency Management Planning Manual are to:

- a. prevent loss of life or injury, protect the physical assets and support the administration, management and control of natural and historical cultural and heritage conservation as required under the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act);
- b. achieve a common approach to emergency management planning that accounts for the special characteristics of the ANBG;
- c. ensure that DNP Business Continuity and other policies are effectively deployed with efficient and effective emergency procedures that are fully understood by all staff, contractors, volunteers and visitors.
- d. assess the hazards most likely to affect the community within the ANBG;
- e. specify the control and coordination arrangements for mobilisation of local and, if necessary regional, State, Territory and national resources;
- f. identify the roles and responsibilities of all agencies involved; and
- g. detail specific emergency response procedures for the higher risk situations.

DNP Expectations

The DNP expects all staff to make themselves familiar with the emergency procedures as specified in the Emergency Management Plan and to follow all reasonable directions of emergency control organisation (ECO) members during emergencies and also emergency response training drills.

Structure of the Plan

The plan is based on a comprehensive approach and recognises four types of activities that contribute to the reduction or elimination of hazards and to reducing the susceptibility or increasing the resilience to hazards of a community or environment. These stages are often referred to as Prevention, Preparedness, Response and Recovery (PPRR).

1. **Introduction** and background to the Emergency Management Plan
2. **Prevention/mitigation activities**, which seek to eliminate or reduce the impact of hazards themselves and/or to reduce the susceptibility and increase the resilience of the community subject to the impact of those hazards;
3. **Preparedness activities**, which establish arrangements and plans and provide education and information to prepare the community to deal effectively with such emergencies and disasters as may eventuate;
4. **Response activities**, which activate preparedness arrangements and plans to put in place effective measures to deal with emergencies and disasters if and when they do occur;
5. **Recovery activities**, which assist a community affected by an emergency or disaster in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being; and
6. **Checklists and Standard Operating Procedures (SOPs)** to implement as part of the activation of the plan. These documents are contained in the annexes to the plan.

List of Acronyms

Acronym	Stands for
ABC	Australian Broadcasting Corporation
ADF	Australian Defence Force
AFP	Australian Federal Police
AGD	Attorney-General's Department (Australian Government)
AMSA	Australian Maritime Safety Authority
AO	Authorised Officer
ARFFS	Aviation Rescue & Fire Fighting Service
ATA	Accommodation and Tourism Association
ATSB	Australian Safety Transport Bureau
AUSCONPLAN- SPRED	Australian Contingency Plan for Space Re-Entry Debris
BCP	Business Continuity Plan
BOM	Bureau of Meteorology (Australian Government)
CASA	Civil Aviation Safety Authority
CAVDISPLAN	Australian Government Aviation Disaster Plan
CCC	Crisis Coordination Centre (Attorney-General's Department)
CEO	Chief Executive Officer, Norfolk Island Administration
CFCO	Chief Fire Control Officer
COLREGS	Convention on the International Regulations for Preventing Collisions at sea
COMDISPLAN	Australian Government Disaster Response Plan
CTLR	Controller
DEC	Deputy Emergency Controller

DERF	Disaster and Emergency Relief Fund
DGEMA	Director General Emergency Management Australia
DIAC	Department of Immigration & Citizenship (Commonwealth)
DNP	Director National Parks
DoEE	Department of Environment and Energy
DRA	Department of Regional Australia, Regional Development & Local Government
DVI	Disaster Victim Identification
ECO	Emergency Control Organisation
EH	Environmental Health
EMA	Emergency Management Australia
EMA-LO	Emergency Management Australia Liaison Officer
EMC	Emergency Management Committee
EOC	Emergency Operations Centre
EOP	Equipment Operating Procedure
ESC	Emergency Services Centre
EWIS	Emergency Warning Information System
EWS	Emergency Warning System
FSA	Functional Service Area
FSC	Functional Service Coordinator
FSCC	Functional Service Coordination Centre
FSLO	Functional Service Liaison Officer
LEMC	Local Emergency Management Committee
LEOCON	Local Emergency Operations Controller
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NRIS	National Registration and Inquiry System
NSDR	National Strategy for Disaster Resilience
PFES	Police, Fire and Emergency Services
POC	Point of Contact
PPRR	Prevention, preparedness, response and recovery
RMU	Risk Management Unit
RP	Response Plan
SOP	Standard Operating Procedure
SP	Sub Plan

Table 1 - Acronyms

Glossary

TERM	IN THE CONTEXT OF THIS PLAN, THIS MEANS:
All Hazards Approach	The application of one set of control, coordination and communication policies and procedures in a universal manner to emergency situations of

	varying type thereby promoting consistency of emergency management at all levels.
Affected area	A particular area where either an emergency situation, state of emergency or state of disaster exists.
Approved emergency management plan	Means an emergency management plan approved by the Director National Parks (DNP)
Command	The authority to command is established in legislation or by agreement with an agency/organisation. Command relates to agencies/organisation, functions and individuals. Situations are controlled.
Comprehensive approach	The development of emergency and disaster arrangements to embrace the aspects of prevention, preparedness, response, and recovery (PPRR). PPRR are aspects of emergency management, not sequential phases. Source: AEM Glossary
Control	The overall direction of activities, agencies or individuals concerned (source; SERM Act). Control operates horizontally across agencies / organisation, functions and individuals. Situations are controlled.
Controlling Authority	The authorised agency which has the overall direction of activities, agencies or individuals concerned.
Coordination	The bringing together of agencies and individuals to ensure effective emergency and rescue management but does not include the control of agencies, organisation and individuals by direction. Source: SERM Act.
Debrief	A meeting held during or at the end of an operation with the purpose of assessing the conduct or results of an operation.
Delegate	A person nominated to act as the representative of an officially appointed position holder, having the same powers and authority to commit the resources of the official employee.
Emergency	Means an event that requires significant coordinated response using the combined resources of the region, state, territory and non-government entities.
Functional Group	Is a combination of entities which has primary responsibility, arrangements and coordination of relevant/associated organisation that play a supporting role. These responsibilities are laid out in functional plans.
Group Leader	The individual allocated responsibility to prepare for, respond to and command and control a functional group in response to a specific hazard based on their legislated and or technical capability and authority.
Lead agency	An agency allocated responsibility to prepare for and respond to a specific hazard based on their legislated and/or technical capability and authority.

Participating organisation	Agencies which provide a supporting role in preparing and responding to a specific hazard based on their legislative and/or technical capability and authority.
Preparedness	Arrangements to ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed. Measures to ensure that, should an emergency occur, communities, resources and services are capable of coping with the effects. <i>See also</i> comprehensive approach. Source: AEM Glossary.
Prevention	Regulatory and physical measures to ensure that Emergencies are prevented, or their effects mitigated. Measures to eliminate or reduce the incidence or severity of emergencies. <i>See also</i> comprehensive approach. Source: AEM Glossary.
Recovery	The coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing. <i>See</i> comprehensive approach. Measures which support emergency-affected individuals and communities in the reconstruction of the physical infrastructure and restoration of emotional, economic and physical well-being. Source: AEM Glossary.
Response	Actions taken in anticipation of, during, and immediately after an emergency to ensure that its effects are minimised, and that people affected are given immediate relief and support. Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised. <i>See also</i> comprehensive approach. Source: AEM Glossary.
Responsibilities	The state or fact of being responsible, answerable, or accountable for something within one's power, control, or management. (Dictionary.com)
Risk	The effect of uncertainty on objectives
Risk Identification	The process of finding, recognising and describing risks
Stand down	Transition from responding to an event back to normal core business and/or recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present.
Stand up	The operational state whereby resources are mobilised, personnel are activated and operational activities commenced. Disaster coordination centres are activated.

Vulnerability	The conditions determined by physical, social, economic and environmental factors or processes, which increase the susceptibility of a community or persons to the impact of hazards (National Emergency Risk Assessment Guidelines).
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Table 2 - Glossary

Types of Emergencies

This plan covers the following emergency situations:

- Aircraft use / incident / accident
- Animal (Fauna) Interaction / Communicable diseases
- Armed Hold-up / Armed Intrusion
- Bomb threat / suspect packages / Improvised Explosive Devices
- Chemical spill or gas leak (hazardous chemicals)
- Chemical, Biological, Radiological or Nuclear hazard
- Communications Failure
- **Criminal Activity**
- Critical Services Impact (from BCP)
- Discovery of Deceased Body / Bodies
- Earthquake
- Earthquake - Structural Damage / Collapse
- Environmental Pollution / Contamination
- Fire - Building
- Fire - Bush / Wild / Grass
- **Flood / Flash Flood**
- Flora Hazards / Plant Diseases / Interactions / Plant Infestation
- **Industrial Incidents / Accidents**
- Infrastructure Failure (loss of roads, bridges, crossing, dams etc.)
- Lockdown Checklist / procedures
- Lost People / Children / Missing Persons
- Mass Gathering Incident / Mass Casualties
- Medical Emergency / Injures to People
- Motor Vehicle Incident / Accident
- Pandemic
- Personal Threat
- Radiation Event - checklist
- Severe storm / weather
- Spacecraft Debris / Impact
- Terrorist Activity (active shooter / hostile vehicle use)
- **Theft (Internal and External)/Break-ins**
- Uncooperative workers and visitors
- Unexploded Ordnance / Firearms control incident
- Utilities Failure (Water, Power, Sanitation)
- Violent Incident Threat (in the ANBG)
- Violent Incident Threat (outside of the ANBG)
- Visitors / Workers with Special Needs / PEEPs
- **Wildlife (Venomous Snakes, Jumper Ants)**

Reducing the incidence and minimising the consequences of these emergencies through a process of prevention, preparedness, response and recovery is a primary focus of the guidance provided throughout this Plan.

Concepts of Emergency Management

This emergency management plan adopts the “All Hazards” approach. It provides for the mobilisation of resources available for the prevention of, preparedness for response to and recovery from the effects of an emergency. DNP must manage its emergency management plans with a focus on the main risks to our core business, our people and the people we are responsible for – our visitors and contractors.

Management of Emergencies

Management of the response to potential emergencies is provided through the ANBG Emergency Control Organisation (ECO). The unique environment of the ANBG will require all staff, visitors, contractors, volunteers and licensees to be familiar with all emergency procedures across the ANBG and to understand their obligations on entering an environment which though well managed includes risks not found in many public places. Details of the ECO are contained in the Emergency Preparedness Section of this plan (section 3.1).

Area covered by this Emergency Management Plan

The ANBG is a Commonwealth reserve under the *Environment Protection and Biodiversity Conservation Act 1999*. The ANBG occupies an 85 hectare site on the lower eastern slopes of Black Mountain in Canberra. The living collection is displayed in 35 hectares of the 85 hectare site.

The ANBG site has several distinctive features including its comparative steepness and elevation. The site's topography is characterised by a series of five broad ridges that fan out to the east and south-east and are separated by four incised gullies. The site's eastern and northern sections are protected from prevailing westerly winds. In the upper half of the northern extension and southern extension the steep gradients, ranging from 25 to 60 percent, constrain pedestrian and vehicular movement, site access and the building of infrastructure. The Southern annexe (currently unoccupied) is located south of the ANBG. The ANBG is situated 3.2 km from Canberra CBD and is adjacent to the CSIRO.

The remnant open forest in these areas, dominated by *Eucalyptus rossii* and *E.macrorhyncha* is retained and managed for conservation, wildlife habitat and education.

Maps



Business processes include managing the living collection – one of the most comprehensive in the world, managing visitors (including education programs and events) – and supporting onsite research and scientific activities, including the National Seed Bank. The site also supports three in-residence commercial businesses: the Bookstore, Jindi Eco-Spa and Pollen Café.

The ANBG has complex infrastructure to support its diverse functions including research, horticultural activities and education. This infrastructure includes office buildings, classrooms and meeting rooms, science laboratories, glasshouses, building which require controlled temperature and humidity, irrigation and specialist plant and equipment and a range of visitor facilities.

The site has been developed over 40 years and many of the building on-site were constructed in the early 1970s.

A number of evacuation assembly areas have been identified below (including access for emergency vehicles) and located on the site/building plan at page 53.

IT IS IMPORTANT FOR THE EMERGENCY VEHICLE ACCESS POINT TO BE KEPT CLEAR AT ALL TIMES AND FREE OF PARKING ZONES.

Outdoor Assembly Area 1	Evacuation Route to Assembly Area 1
Visitors Centre parking lot (lowest tier) Northern carpark	Pathways leading from Cafe, Banks Building, Ellis Rowan, Research Cottage, Bottom Depot, Crosbie Morrison building.
How Do Emergency Vehicles Access this Assembly Area?	
Entry through front entrance.	
Outdoor Assembly Area 2	Evacuation Route to Assembly Area 2
Southern Car park (second tier)	From Administration Building, Visitors Centre, Botany Building
How Do Emergency Vehicles Access this Assembly Area?	
Entry through front entrance.	
Outdoor Assembly Area 3	Evacuation Route to Assembly Area 3
Eucalypt Lawn Area	Pathways and roads leading from old nursery site
How Do Emergency Vehicles Access this Assembly Area?	
Off Clunies Ross Drive Acton or Frith Road.	
Outdoor Assembly Area 4	Evacuation Route to Assembly Area 4
Green waste site below ANBG nursery.	From Top depot, Trades facilities/buildings, Nursery
How Do Emergency Vehicles Access this Assembly Area?	
Off Clunies Ross Drive Acton or Frith Road.	

Table 3 – Assembly Areas

Electronic copies of the ANBG Building Plans have been provided separately and are posted in all buildings.

In case of Fire, ACT Fire Brigade is able to reach the ANBG within 8 minutes. The site has an automated boundary sprinkler system and is well equipped with standpipes, hoses and fire hose reels and extinguishers.

Critical Issues from the Business Continuity Plan

The *Director of National Parks Business Continuity Plan* (December 2016 V1.0) outlines the actions to be taken and resources to be used to facilitate the continuity of critical business activities in the event of a prolonged business interruption due to a major incident impacting a Parks Australia site. Appendix D covers the ANBG.

'Trigger events' that would necessitate the activation of the business continuity plan include, but are not limited to, the following:

- Loss of infrastructure (buildings) due to fire, storm damage etc.
- Significant power, utility or ICT outage or asset failure
- Pandemic
- Industrial action

The primary location for response to an emergency is the ANBG Park Headquarters and the alternative location for the emergency to be managed from is 51 Allara Street.

Critical processes are contained in the Business Continuity Plan and include:

- Emergency / incident response
- Visitor services
- Compliance and enforcement

The major risks to ANBG infrastructure and business continuity are fires and storms. Due to its proximity to 51 Allara Street many activities can be performed including financial processes, phone and email queries.

Priority	Critical Process	Outage Impact							MTPD
		0-2hrs	2-8hrs	8-24hrs	24-48hrs	2-4days	1week	>2weeks	
1	Horticulture in the Living Collection	Moderate	Moderate	Moderate	Major	Critical	Critical	Critical	1 day

Critical Process:	Horticulture in the Living Collection				
Maximum Tolerable Period of Disruption:	1 day				
Description:	Preservation of the Living Collection.				
Responsible Person:	General Manager or their delegate				
Stakeholders:	Federal Government, Researchers, scientists, CSIRO				
Resources required					
People	Workstations (laptop/desktop, network connection and phone)	Property & assets	IT Apps/systems & telecommunications	Documentation or Vital Records	Key contacts (contacts below should be included in the BCP contact list)
Minimum of 4 Friends of the Gardens (Volunteers)	1	<ul style="list-style-type: none"> 2 x Vehicles Portable water tanks Generator 	<ul style="list-style-type: none"> Mobile phone Digital VHF radio IBIS access 	<ul style="list-style-type: none"> DisACT 	<ul style="list-style-type: none"> CSIRO ACTEWAGL Emergency Services DisACT
Actions:	<input type="checkbox"/> Incident response should be as per the ANBG Emergency Management Plan <input type="checkbox"/> Contact local emergency services to advise of disruption. <input type="checkbox"/> Contact DisACT re Herbarium arrangements <input type="checkbox"/> The greenhouse and nursery collection, in particular, needs watering every second day. Back-up facilities exist through the use of stored recycled water. The ANBG has a 400-litre portable water tank that can be used for watering. <input type="checkbox"/> The orchid collection requires air-conditioning for survival – in the event of prolonged loss of power, temporary solutions would need to be hired. <input type="checkbox"/> The Rainforest Gully requires regular watering every 2 days, unless rainfall of at least 10mm occurs. The 400-litre portable tank would be inadequate to fill the need if the piped irrigation system was unserviceable so a water-truck would have to be hired.				

Risk	Likely Business Interruption Event	Key functions / services that would be impacted	Current measures in place.	Likelihood	Consequence	Risk Rating	Additional proposed treatments
Injury or loss of life to workers or visitors.	<ul style="list-style-type: none"> Fire 	<ul style="list-style-type: none"> Visitor services / management Emergency / Incident response Natural Heritage management Stakeholder management 	<ul style="list-style-type: none"> Emergency plan in place. ACT Parks Prescribed burn program in place around ANBG boundary. Staff trained in fire procedures. Fire wardens, WHS committee and HSR's in place. Fire alarms and boundary fire protection watering system in place. Regular inspection and testing of fire alarms and suppression systems. 	Unlikely	Major	Medium	
Plant loss (includes Living Collection and Herbarium)	<ul style="list-style-type: none"> Fire Drought Storm 	<ul style="list-style-type: none"> Natural Heritage management 	<ul style="list-style-type: none"> Emergency plan in place. ACT Parks Prescribed burn program in place around ANBG boundary. Staff trained in fire procedures. Fire wardens, WHS committee and HSR's in place. Fire alarms and boundary fire protection watering system in place. Regular inspection and testing of fire alarms and suppression systems. DisACT in place for Herbarium. 	Unlikely	Major	Medium	
Loss or failure of services due to lack of personnel.	<ul style="list-style-type: none"> Pandemic Industrial action Succession planning Emergency response Terrorist threat 	<ul style="list-style-type: none"> Visitor services / management Emergency / Incident response Natural Heritage management Stakeholder management 	<ul style="list-style-type: none"> Some business activities can be undertaken at Canberra Allara Street office. Most procedures documented. Staff may be sourced from other Parks Australia sites. 	Unlikely	Major	Medium	<ul style="list-style-type: none"> Development of DNP Pandemic Plan. Ongoing development / documentation of procedures.
Loss of, or access to infrastructure (buildings)	<ul style="list-style-type: none"> Fire Significant power, utility or ICT outage or failure. 	<ul style="list-style-type: none"> Visitor services / management Emergency / Incident response Natural Heritage management Stakeholder management 	<ul style="list-style-type: none"> Emergency plan in place. ACT Parks Prescribed burn program in place around ANBG boundary. Some business activities can be undertaken at Darwin and Canberra offices. 	Unlikely	Major	Medium	<ul style="list-style-type: none"> Development of asset management program.

Risk	Likely Business Interruption Event	Key functions / services that would be impacted	Current measures in place.	Likelihood	Consequence	Risk Rating	Additional proposed treatments
	<ul style="list-style-type: none"> Hazardous material incident Terrorist threat Vandalism 		<ul style="list-style-type: none"> Some staff have remote access and can work from home. 				
Loss of vital data e.g. IBIS	<ul style="list-style-type: none"> Fire Significant power, utility or ICT outage or failure. 	<ul style="list-style-type: none"> Natural Heritage management Stakeholder management 	<ul style="list-style-type: none"> Backups of data occurs regularly Emergency plan in place. ACT Parks Prescribed burn program in place around ANBG boundary. 	Unlikely	Major	Medium	<ul style="list-style-type: none">

Other activities that are not listed above will be deferred in the event that the Business Continuity Plan is activated. Although these deferred activities may be important for the day to day operations of the ANBG, they are not deemed to be critical under business continuity situations. Deferred activities should be restored during the long-term recovery phase.

Heritage Issues

The ANBG is recognised on the Commonwealth Heritage list for historic heritage values. The statement of significance can be found at: [Summary Statement of Significance](#)

Land Tenure and Access Issues

The ANBG is designated national land under the *Australian Capital Territory (Planning and Land Management) Act 1988*.

Related Emergency Management Plans

There are a number of related emergency management plans for the precinct, for neighbours, for the Territory government that may need to be considered in the implementation of this plan. E.g.

- Australian Government Disaster Response Plan (COMDISPLAN)
- Australian Capital Territory Emergency Management Plan
- Precinct Emergency Management Plan
- Neighbouring Property Emergency Management Plan
- Agreements for the provision of support or services
- Service Level Agreements for the supply of emergency services
- Local incident management plans

Hierarchy of Emergency Plans

The ANBG plan is usually subordinate to a precinct plan and is superseded at the handover to the first response agency taking control of the emergency. This precinct plan is superseded by the Territory plan, and eventually by Emergency Management Australia for national emergencies and disasters. Such a handover will determine who is in control of the emergency. Handover of responsibility must be a formal process and is contained in this manual.

The Inter-Governmental Agreement (IGA) on National Search and Rescue Response Arrangements¹ signed by the Commonwealth and all States and Territories is an example of how national governance arrangements for disaster and emergency management and search and rescue need to be accounted for and managed. The Agreement sets out clear principles applying to the deployment of resources and the various roles and responsibilities to ensure that:

¹ <https://natsar.amsa.gov.au/iga.asp>

1. Australia's obligations under international conventions and agreements relating to search and rescue are fulfilled;
2. The national approach to search and rescue coordination is continued and strengthened;
3. Mechanisms are in place to facilitate cooperative decision making; and
4. The obligations of Parties under this arrangement are met.

Accordingly, all emergency plans should reflect and endeavour to support the terms of this Agreement including prevention, preparedness, response and recovery arrangements that require knowledge of and co-operation between DNP and State and Territory disaster and emergency response agencies. This may include consideration of State and Territory legislation and first response capacity for Parks and Gardens administered by DNP.

Australian Inter-Service Incident Management Scheme

The Australian Inter-service Incident Management System™ (AIIMS) is the incident management system officially endorsed and adopted by the Australasian Fire and Emergency Services Authorities Council (AFAC).

These arrangements reflect in part the arrangements set out in the Inter-Governmental Agreement (IGA) on National Search and Rescue Response Arrangements referred to above and may be implemented depending upon the scale/magnitude of any incident at ANBG.

Business Continuity Planning

The DNP Business Continuity Plan and Policy comprise the following elements:

- an analysis of the key business processes for all sites;
- agreed definitions of the maximum acceptable outages for each business process; and
- prescribed treatments for risks that threaten each business process.

In 2006 this plan was revised twice and in 2007 was revised again to incorporate measures related to the risk of an avian influenza pandemic.

Note:

Testing of the Business Continuity Plan should be undertaken annually at each site to ensure local relevance.

Review

This Emergency Management Plan will be reviewed at least once in every two years **OR** when there has been an activation of the plan **OR** an exercise has identified issues with the implementation requirements that would require review and amendment of the plan. When the plan has been reviewed and or amended the footer is to be updated and the plan reissued with amendment details to all people on the distribution list.

References

As indicated above, the following references have been utilised for the purpose of preparing this plan. The current documentation already exists at the ANBG and is held by the Chief Warden and General Manager.

1. Director of National Parks Risk Management Policy (Version 4.0, May 2017);
2. Director of National Parks Business Continuity Policy (V1.0 March 2016);

3. Director of National Parks ParkSafe (WHS) Management System
4. ANBG Hazardous Activities Register (12 September 2008 and amendments);
5. ANBG Fire & Bomb Threat Action Plan 2009/2010;
6. ANBG Physical Security Risk Assessment (June 2010);
7. ANBG Top Five Risks;
8. ANBG Risk Watch List (amended April 2011); and
9. DNP Emergency Management Policy.

EMERGENCY PREVENTION

A Layered Approach

To minimise the risk of an emergency occurring and to minimise the consequences should an emergency occur, the ANBG will apply measures, which ensure that its level of preparedness is maintained at a high level. At a minimum, this will involve the implementation of a layered approach comprising the following up to date elements:

Prevention	➔	Emergency Management Plan
	➔	Viable Safety Systems & Equipment
Preparedness	➔	Risk Threat Assessment
	➔	Emergency Response Guidance
Response	➔	Directional Signs
	➔	Regular Drills and Training
Recovery	➔	Good Safety Housekeeping
	➔	Employee Assistance Program Support

Figure 1 – Layered Approach

A Complete System

Each layer forms a critical element of the overall level of preparedness. It is essential for all equipment and systems to be operating effectively, and for that status to be confirmed on a regular basis preferably through independent audits of all safety measures. It is also essential for the emergency management plan to be current and to be updated regularly. Training and drills must be conducted regularly so that all staff and volunteers are fully aware of what is required of them. Importantly, if any element is flawed or non-operational it will impact on the effectiveness of the ANBG's ability to minimise the prospect of an emergency arising and the operational viability of the ANBG's response should an emergency arise.

Signage Standards

As signage will be the most visible of the layers, it should be simple, informative and readily assimilated by those to whom it is directed – staff, volunteers and visitors. To avoid any loss of information, the signage is to be structured in a manner that ensures the complete message has a high level of visibility from at least several metres distance.

The signage shall be placed in the Cafe, each building, public sites, amenities and throughout the ANBG's various internal enclosures, walking tracks and parking areas. The message to be conveyed at each point will differ to properly reflect the primary concerns and issues at that point and present a consistent message clearly indicating procedures to be followed in an emergency situation. Signage should also be used to assert the location of evacuation assembly areas and indicate paths of egress from the ANBG. Signage reflecting the specific roles of key people including members of the Emergency Control Organisation should be developed and maintained at appropriate locations throughout the ANBG including staff offices, works depots and nurseries.

Emergency Management Committee

Formation

As indicated in Australian Standard AS 3745-2002 an Emergency Management Committee (EMC) (sometimes known as the Emergency Planning Committee) shall be formed from representatives of occupant groups and shall include the General Manager, Chief and Deputy Chief Wardens and others who may have specialist knowledge, for example, Rangers, the Risk Management Co-ordinator and ANBG trades and maintenance staff.

Relationship to the Black Mountain Precinct Fire Management Plan

Following agreement in principle, a Precinct Planning Committee has been formed to ensure the most effective communication and consultation amongst occupiers of the Black Mountain precinct. These were identified as the DNP, the ANBG, CSIRO, Telstra, Parks Conservation and Lands (ACT TAMS), the AFP and the ACT Emergency Services Agency. Consideration should also be given to inviting the ACT Department of Education and the Principal of Black Mountain School which borders the urban interface and has a population of severely intellectually and physically disabled children. This School does have an Emergency Management Plan developed in 2008.

This group shall meet annually unless there is a need to meet more often for example in times when the risk of fire or other dangers are assessed by the General Manager, ANBG or other participating agency as imminent.

Duties and Responsibilities

The EMC is responsible for the development, implementation and review of emergency procedures; formation, training and maintenance of the Emergency Control Organisation (ECO) in accordance with Australian Standards and Legislation.

The EMC shall meet regularly, and at least annually, to:

- Establish and implement emergency plans and procedures;
- Determine the number of ECO personnel consistent with the nature and risk of the building, structure and workplace;

- Ensure that the personnel are appointed to all positions on the ECO and replacement personnel are appointed where necessary;
- Arrange for the training of the ECO personnel;
- Arrange for the conduct of joint evacuation exercises;
- Review the effectiveness of evacuation exercises and arrange for procedure improvements; and
- Determine who will implement emergency procedures.

Authority and Indemnity

The EMC shall ensure that during emergencies, instructions given by the Chief Warden at the ANBG shall overrule normal management structure.

During any emergency, until the arrival of Emergency Services personnel, the Chief Warden shall have overriding authority of all occupants regardless of their position in the organisation, tenancy arrangements or management structures.

“Both the EMC and ECO personnel shall be indemnified by their employer against civil liability resulting from workplace emergency response assessment, education, training sessions, periodic exercises or emergency evacuation of the building where personnel act in good faith and in the course of their emergency control duties.”²

RiskWatch

RiskWatch documents all the hazards and risks in the ANBG and is used as a marker for the development of the ANBG emergency management plan. The hazards and risks affecting the ANBG are listed in the table below.

RiskWatch lists provide a format for functional teams to detail the outcomes of their identification, analysis, treatment and ongoing monitoring of risk. The template for RiskWatch lists is provided at: [Risk Watch Lists](#)

RiskWatch lists are intended to address those identified risks of direct concern to the people, stakeholders, programs, projects, activities and interests of the reporting unit or team. The RiskWatch list is the DNP priority ‘risk management’ document. Both Branches and the Executive support groups must identify risks on the RiskWatch list and update them periodically. The issues raised in the RiskWatch list must be incorporated into the management planning process including in the drafting of formal Management Plans and development of annual operational plans and associated budgets.

The current top 5 risks at the ANBG as determined by the most recent risk assessments undertaken in accordance with the DNP Risk Management Policy are:

² Australian Standard 3745-2010 - subject to the provisions of Commonwealth law

Risk Description	Risk Level	Action Being Taken (Current Controls)
1. Failure to maintain assets to required standards (infrastructure and collections) due to insufficient maintenance, funding and rising energy costs, this could result in health and safety issues affecting staff and visitors and reputational risk for DNP.	High	<ul style="list-style-type: none"> • Prioritisation of maintenance based on available funding. • Regular monitoring of the condition of assets and associated risks. • Increased efforts to secure further external funding for living collections. • Consolidation of staff office accommodation to reduce maintenance costs if funds become available. • Master Plan developed and Stage 1 of construction program underway. Explore opportunities to edit and implement specialist staff roles to help address gaps
2. Injury to visitors and workers due to falling trees and branches caused by aging treescape and limited resources to undertake tree surgery works.	High	<ul style="list-style-type: none"> • Tree management strategy developed that includes tree succession plan • Staff trained in tree assessment techniques, regular assessments undertaken to determine risk ratings for trees • Specialist staff trained in tree surgery works in addition to use of contractors • Majority of Gardens closed during high winds and total fire bans
3. Plant loss due to fire & natural disaster (includes Living Collection, Seed Bank and Herbarium).	Medium	<ul style="list-style-type: none"> • Emergency plan developed. • Staff trained in fire procedures. • Fire alarms & boundary fire protection watering system in place. • Regular prescribed burn of surrounding bushland.
4. Injury to workers and visitors due to fire - building and bushfires.	Medium	<ul style="list-style-type: none"> • Regular Hazard reduction burns undertaken in ANBG southern annex and on Black Mountain. • Emergency Management Plan developed, wardens trained and liaison with neighbours on emergency planning. • Fire suppression sprinklers installed around boundary fence. • Partial closure of the Gardens on total fire ban days. HMc • All wardens carry radios on high fire danger days HMc • Full closure of the Park on catastrophic fire danger days HMc
5. Failure to maintain effective site safety during Master Plan construction works (e.g injury to staff, contractors or visitors).	Medium	<ul style="list-style-type: none"> • WHS Safety Plan required by contractors. • Construction site access controlled according to WHS and industry standards.

	<ul style="list-style-type: none"> • Builders accredited under the Australian Government Building and Construction OHS Accreditation Scheme. • Plans developed by registered architect and approved by structural engineer. • Regular inspections and safety audits.
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Table 4 – Top 5 Risks (Source: ANBG Risk Watch List 2018-19)

Potential hazards / Risks

Risk Profile of the ANBG

Risk is an intrinsic element of all potential emergencies. The amelioration and management of risk is a function of the ANBG’s ability to:

- Reduce the potential for an emergency to arise, through the maintenance of a safe environment and observance of good housekeeping practices.
- Minimise the consequences of an emergency through the maintenance of a program of planning, preparedness and practice.

Based on the range of potential emergencies and the circumstances prevailing at the ANBG an assessment has been made of potential risks. These are considered and documented in the various risk documents developed for the ANBG including the Top 5 Risks and Risk Watch Lists.

Overall the highest assessed risk to human life, the Living Collection and assets in the most recent assessment is fire. The ANBG has developed a range of preparedness, prevention and response actions and has incorporated them into this Plan.

Risk Management Requirements

This Emergency Management Plan has been developed to conform to the DNP policies and procedures for managing risk and the Director’s Business Continuity Plan to ensure that emergencies are prevented to the best extent possible responded to effectively and that business is resumed as soon as possible after an emergency occurs. For the purposes of this Emergency Management Plan the following definition is presented:

“The identification, assessment, and prioritisation of risks followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events³.”

Importantly, the overall responsibilities for managing risks at the ANBG are vested in the General Manager and listed in Attachment C to the Director National Parks Risk Management Policy Individual Roles in Risk Management.⁴

“Park Managers, Conservators, Section Heads... (are responsible for the) timely implementation of the Parks Australia risk management policy in your business unit, particularly:

³ Taken from the EMNI Draft Emergency Management Plan

⁴ Risk Management Policy for the Director of National Parks, Version 5, March 2016

- complete regular reviews of the RiskWatch list and provide ad hoc updates if circumstances change significantly;
- use a risk management approach for major decisions;
- undertake risk assessments of projects;
- manage all identified risks as agreed through the RiskWatch list process;
- report regularly on management of high–extreme risks;
- report monthly on incidents;
- consider whether the types and frequency of incidents are consistent with the RiskWatch list and whether any change in the listed risks, risk rate or treatment is warranted; and
- enhance staff awareness of the importance of risk management as a component of good management, and identified risks relevant to their work.”

Once the hazards have been identified and risk assessed, the treatment, minimisation and management of the risks identified in this Plan are considered and documented in a Risk Action Plan in accordance with DNP Policy. The required actions include:

An Emergency Plan that Provides for Planning, Preparation and Practice		
Regular ECO and Warden Training all staff are aware of emergency plans	Regular Evacuation & Lockdown Drills	Timely Maintenance of All Emergency Equipment & Systems
Effective Emergency Warning and Communication Systems	Maintenance of Good Housekeeping Standards	Proper Management of Ingress and Egress to the ANBG

Table 5 – An Emergency Plan that provides for Planning, Preparation and Practice

Once the Risk Action Plan is implemented, the risk rating for all identified risks should move to an acceptable level of risk.

Monitoring Risk Treatment

The effective implementation of the Risk Action Plan presumes the timely conduct of the required treatments. In this context the effective implementation of the plan depends upon:

- Identification of the required risk minimisation actions; and
- Conduct of those actions on a timely basis.

Some elements of the Risk Action Plan are within the reasonable control of the ANBG and action may be taken by the ANBG to address the issues. Other elements appear to come within the scope of standing third party contracts. Yet other risks have been identified as a result of consultations in the course of developing this Plan.

Accountabilities and Responsibilities

Although specific directors and managers are identified in the Risk Management Action Plan as being accountable for particular risk management activities, all Parks Australia staff are responsible for

ensuring that they comply with the Director’s risk management approach. At an individual level this may involve a focus on compliance with relevant legislation and duty of care requirements, developing and/or implementing programs for biodiversity and heritage conservation, or ensuring positive stakeholder and public relations.

At a corporate level, directors, managers and supervisors must ensure the implementation of effective programs to minimise identified risks.

Monitoring of Third Party Contractors and Independent Audit of Essential Safety Measures

All essential safety measures including the following elements should be maintained in buildings in accordance with the relevant Australian Standards and the contractual requirements entered into by the ANBG.

Air conditioning systems	Fire Doors
Early warning systems	Fire extinguishers
Emergency & exit lighting	Fire hydrants
Emergency Call-out	Fire isolated stairs and passageways
Emergency power supply	Fire rated materials
Emergency warning systems	Fire Suppression Systems (Wet System)
Exit doors	Fire windows
Fire Blankets	Mechanical ventilation
Fire curtains and doors	Path of travel to exits
Fire Detection Systems (Dry System)	Smoke control systems
Fire detectors and alarm system	Sprinkler systems

Documentation requirements are specified in Australian Standard AS1851-2012. Routine service of fire protection systems and equipment should be provided in order to demonstrate compliance. Specifically, the Specialist Supplier shall provide a Condition Report (see Appendix D of AS1851-2012) annually, as evidence of compliance of maintenance of the fire protection systems and equipment, which shall also contain acknowledgement of missed maintenance activities or outstanding rectification work.

Independent Audit of Essential Safety Measures

To minimise potential difficulties, it is suggested that independent audit of these and other essential safety measures be carried out on a six monthly basis. It is also important for the ANBG to have a good understanding of:

- (a) the third party contracts relevant to safety management at the ANBG;
- (b) the responsibilities of the contractors;
- (c) the identification and role of the Departmental contract managers; and
- (d) the avenues for the ANBG to obtain remedial action when required.

This would allow the ANBG to monitor the process and draw attention to any perceived shortcomings in third party performance. Care needs to be exercised to ensure that all external service providers always provide prompt advice or formally bring an identified deficiency to the attention of staff (in addition to the deficiency being noted in a record maintained by the service

provider at the ANBG. Without that formal notification the ANBG can be exposed to a risk, about which it has not been properly informed.

Other Issues for Consideration

Based on the issues that emerged during the plan development process, the following areas need further consideration:

- Effective bollards which can be deployed to block areas of the ANBG during partial closure.
- Clear and practical roles and responsibilities with training and drills to reinforce staff confidence in these roles in an emergency situation
- Designated warden roles and training for all staff at the café, including part time staff to ensure that fire safety and fire safety knowledge is maintained.

Also important is the continued maintenance of effective procedures that provide for formal reporting, directly to the General Manager of any gaps identified in emergency management at the ANBG.

Risk assessments

The Director of National Parks ('the Director') endeavours not to expose the Director or any of the Director's stakeholders to any event or set of occurrences able to cause adverse effect, whether by the actions of staff assigned to the Director or by external forces, including loss, injury or interruption, adverse publicity or adverse effect on the national interest.

Managers of staff assigned to the Director are responsible for ensuring they and their staff apply the principles of risk management contained within the DNP Policy on Risk Management and integrate them with their planning and administration of functions, processes or activities related to the development of emergency management plans.

Managers of staff assigned to the Director must maintain safe workplaces, safe work practices and safe equipment consistent with the risk management framework. These details are to be used in the development and prioritisation of activities to support the emergency management plan.

Risk Treatment

A Risk Treatment Plan should be developed for complex and significant (generally 'Very High' or 'Extreme' risk or priority rating) risk items shown on a Risk Watch List. The Risk Treatment Plan provides:

- a summarised history of the treatments undertaken;
- the progress made;
- management tasks and responsibilities including the names of those in charge;
- the risk management priorities;
- resource requirements;
- timing;
- the expected outcome of treatments; and

- reporting and monitoring requirements.

The Risk Treatment Plan (see the DNP Risk Management Policy) may have a useful secondary purpose in providing a record of the measures planned and undertaken to treat those risks carrying significant liability.

Communication Strategy

Recognising the importance of communication in effective risk management, a communication strategy plan should be developed to support the Emergency Management Plan.

The communication strategy defines:

- the communication responsibilities of officers at various levels including in times of disaster and emergencies;
- reporting responsibilities;
- training and induction programs; and
- communication media, e.g. newsletter.

Matrix reporting, i.e. interactive risk reporting between many levels in addition to the classical hierarchical reporting, occurs within Parks Australia, generally with the Risk Management Unit (RMU) as a hub for communication – RMU with Executive, RMU with Managers, RMU with project officers/training officers.

Experience has shown that effective use of RiskWatch lists requires the explicit documentation of major site issues and how they are managed. RiskWatch lists therefore become key vehicles for knowledge management for a site and DNP as a whole.

Security and Other Risks

This emergency management plan has taken into consideration a range of security issues and has developed appropriate response plans and checklists which can be found within the Annexes.

Hazardous Chemicals

Management of Hazardous Chemicals at the ANBG must comply with WHS Codes of Practice 2007 – Part 11 Storage and handling of Dangerous Goods until such time as the WHS Act 2011 (Cth) and associated WHS Regulations 2011 are updated and cover on the management of Hazardous Chemicals. Details and locations of the hazardous chemical (dangerous goods and hazardous substances) held at the ANBG are provided at Annex 6.14 and Site Map (page 52). A copy of the Hazardous Chemicals (Hazardous Substances and Dangerous Goods) Register is located at the ANBG.

Storage of Hazardous Chemicals / Substances

NOTE: The ANBG Depot maintains an up to date Safety Data Sheet (SDS) register which is clearly visible and accessible upon entry to the main Depot. ParkSafe WHS Management System managed by Parks Australia is currently in operation in the ANBG.

The ChemAlert Hazardous Chemicals holdings list is contained at Annex 6.14.

Staff/Visitors with Special Needs

Those persons permanently located at the ANBG or visitors who may need special assistance in the event of an emergency should be recorded. A suggested template is provided at Annex 6-54. In the event of an emergency it is the responsibility of the Chief Warden to ensure that support is available for all persons with special needs.

Care must be exercised to ensure that those with mobility or sensory impairment requiring special assistance do not impede the evacuation of able-bodied persons. Such persons should be moved to a safe place until the evacuation route is reasonably clear and capable of being negotiated without additional difficulty.

In those circumstances where the number of persons needing assistance is a significant proportion of those at the ANBG some special arrangements may be required, particularly where movement of personnel away from the specific location is required. Where groups of people with disabilities are planning on visiting the ANBG, adequate briefing and support should continue to be provided both before the planned visit and through a briefing before they enter the ANBG.

Those groups who simply turn up at the ANBG will be directed by ANBG staff in the event of an emergency.

Affected people and property

Number of Buildings, Staff and Volunteers

The ANBG comprises the following buildings and staff numbers:

BUILDING, STAFF & VOLUNTEERS					
Number of Permanent Buildings	Number of Trans-portable Buildings	Total Number of Staff	Total Number of Volunteers	Number of Special Need Staff or Volunteers	Security Fence Installed YES / NO
17	2	60	100 (estimate)	Varies	Yes
Additional comments: In case of Fire, ACT Fire Brigade is able to assist and they can reach the ANBG within 8 minutes. It should be noted that though the site has an automated boundary sprinkler system and is well equipped with standpipes, hoses and fire hose reels and extinguishers.					

Table 6 – Building and Staff Numbers

Diagrams of building plans and assembly points are posted at prominent locations in each building.

Buildings in proximity to the Visitors Centre include:

Name of Facility	Distance from Visitors Centre
Nursery	1 km
Administration Building	Adjacent

Top Depot / Trades Cottage	1.2 km
Glass House	1 km
Research Cottage	0.4 km
Ellis Rowan Building	0.2 km
Crosbie Morrison Building/ Banks Building	0.3 km
Herbarium	0.1 km
Cafe including outdoor patio (Pollen)	0.2 km
Botany Building	0.1 km
Franklin Building (Jindii Eco Spa)	0.5 km
Pesticide Storage/Mixing Building	1 km

Table 7 – Building Distance from Visitor Centre

Maintaining a Safe Environment

Prevention is Paramount

Prevention of emergencies is as important as the development of efficient means of dealing with them. All staff should be acutely aware of the need to avoid dangerous practices and the danger to life and property in the event of emergencies getting out of control.

Responsibility of Management

All staff have a responsibility for ensuring the maintenance of a safe working environment. Poor housekeeping practices and neglect are among the main contributing factors to the cause or spread of fire in buildings and increasing the prospect of other potential threats.

All Staff Must Avoid

- Electrical hazards through the overload of power points, the sitting of extension cords and running equipment at excessive loads.
- Gas cylinders (used or active) located too close to a heat source or not protected from vehicle impact.
- Chemicals stored incorrectly, or too close to a heat source, or incorrectly labelled or not having Material Safety Data Sheets readily available
- Rubbish from over-flowing bins, or not properly contained or stored too close to buildings.
- Flammable liquids stored incorrectly or in inappropriate volume too close to a heat source or not protected from vehicle impact.
- Flammable or explosive materials stored together, or in inappropriate volumes or in close proximity to areas subject to regular use.
- Storage of volatile materials and rubbish in proximity to evacuation routes or evacuation assembly areas.

All Staff and Visitors Must Ensure

- Paths, walkways, corridors, aisles and walkways remain clear of obstruction.
- Exit doors remain clear and unlocked whilst the area is occupied.
- Excess quantities of combustible materials and general litter are not permitted to accumulate.
- Extra care is taken with the use and maintenance of heating equipment.
- The self-closing mechanism to fire and smoke doors is in operational order, without any impedance to them closing automatically.
- Flammable liquids are not stored in proximity to areas subject to regular usage, are permitted only in special circumstances and only in minimal quantities.
- All occupants must observe the greatest care in the use of matches, portable heaters, electrical appliances and other possible sources of ignition.

Staff Must Also Undertake Regular Reviews To

- Identify and report hazards e.g. fallen trees, pest/insect infestation, fire hazards, dangerous reptiles and other feral species.
- Identify suspicious activity in the Park or Garden.
- Ensure fire-fighting equipment is available, serviceable and accessible.
- Ensure extinguishers are correctly indicated, mounted and charged.
- Ensure hose reels, hydrants and hoses are in good order.
- Check for incorrect storage of flammable liquids and chemicals
- Ensure defective emergency communication systems are quickly repaired.
- Ensure defective public address / telephone systems are repaired.
- Ensure Exit signs are illuminated and unobstructed from view.
- Ensure all passageways and Fire Exits are clear, with no packaging material, furniture etc., likely to cause obstruction in an emergency.
- Ensure hazardous materials kept in the area are identified, kept to a minimum and are otherwise stored correctly and safely.
- Ensure all occupants of the workplace are informed of who the Staff are and their specific duties in an emergency.
- Ensure all staff are familiar with the emergency procedures.
- Ensure evacuation assembly areas are safe, avoid traffic flows and are located in an area sufficiently distant from the site of the emergency.
- Ensure the Emergency Procedures signage is up to date and displayed prominently for all personnel and visitors to see.

Maintaining the Standard

It is essential for a regular review to be undertaken to ensure that:

- The building and the activities performed therein meet the required workplace standards.
- The safety systems are properly installed, accessible, maintained to standard and in good operational condition.
- The currency of the Emergency Management Plan is properly maintained.
- The safety and emergency personnel have been properly trained and are capable of competently implementing the Emergency Management Plan.
- The systems including back-up systems, generators, fire protection/ firefighting equipment, plans and procedures are regularly tested to confirm their continued effectiveness and relevance.

Information Packs

Information packs are to be prepared to summarise key elements of the emergency management and the response to emergency alerts:

- **Senior Officer Emergency Pack** (See **Annex 6.1**) – provides an overview of the emergency management ‘package’ that applies to the ANBG overall. It identifies appropriate standards of practice, the need to maintain a safety environment and conduct of regular safety audits.
- **Evacuation Procedures - Warden and Staff Pack** (See **Annex 6.4**) – provides a summary of potential hazards, initial response should a hazard be discovered and a step-by-step approach to the conduct of an evacuation.
- **Lockdown Pack – Warden and Staff Pack** (See **Annex 6.32, 6.33**) - provides a summary of events that could lead to a lockdown, and how to respond in the event of a lockdown incident.
- **Bus Driver / Tour Operators’ Pack** (See **Annex 6.13**) – provides advice and direction in relation to emergencies that may occur and how to respond.
- **Teacher Pack** – provides guidance relating to the special requirements surrounding the visits of groups of students including school groups. See Annexes **6.44 and 6.45**.

Emergency Preparedness

It is vital that the ANBG is prepared to prevent, prepare for, manage and address emergencies that occur within the park or garden. It will not always occur that emergency services are on hand to take over the professional management of emergencies and the ANBG must be ready to provide a safe place for its workers, visitors and contractors. This extends to the protection of critical business assets based upon known risks and the business continuity plans.

Emergency Control Organisation (ECO)

Role of the Emergency Control Organisation (ECO) – Chief Warden

The Emergency Control Organisation comprises the immediately accessible core group of personnel responsible for coordinating and managing the emergency response at the ANBG.

The Chief Warden heads the ECO. The Chief Warden is responsible for overall coordination and management, exercising judgement on appropriate responses and interfacing with emergency services. The Chief Warden is supported by all staff who are designated as wardens responsible for

managing and implementing the response and ensuring all necessary actions are taken if safe to do so and all staff, visitors and volunteers remain safe and are accounted for.

Due to the nature of the site and the type of activities conducted there, a formal ECO has been established supplemented by the allocation of Warden and other emergency management and response duties. This is to ensure that in addition to the formal ECO structure, the Chief Warden can direct any member of staff at any given time to attend to a particular issue and have confidence that the staff member knows what to do.

Therefore all staff should be provided with regular training to ensure they have an effective appreciation of the nature of potential threats in all buildings and what is the most appropriate response to those threats.

Although the actual response will be dictated by the circumstances prevailing, the Chain of Command used for any emergency in the ANBG will comprise the following positions: (See flow chart below).

Chief Warden (in close consultation with the General Manager)	Wardens
Communications Officer	First Aid Officer
Deputy Chief Wardens	All Staff or volunteers as required
Incident Controller Emergency Services or Police	

Notes:

1. The ECO will meet after each drill or actual event to review procedures and continually improve the policies and procedures based upon experience.
2. The General Manager and Chief Warden should never be simultaneously absent from the Command Post once established in an emergency situation;
3. The Chief Warden role will automatically be assumed by one of the two Deputy Chief Wardens if the Chief warden is absent; and
4. The Deputy Chief Warden role is to be filled by a Deputy Warden if a Deputy Chief Warden acts as Chief Warden or in the case of absence of one of the two Deputy Chief Wardens for any other reason.

Chain of Command Flow Chart

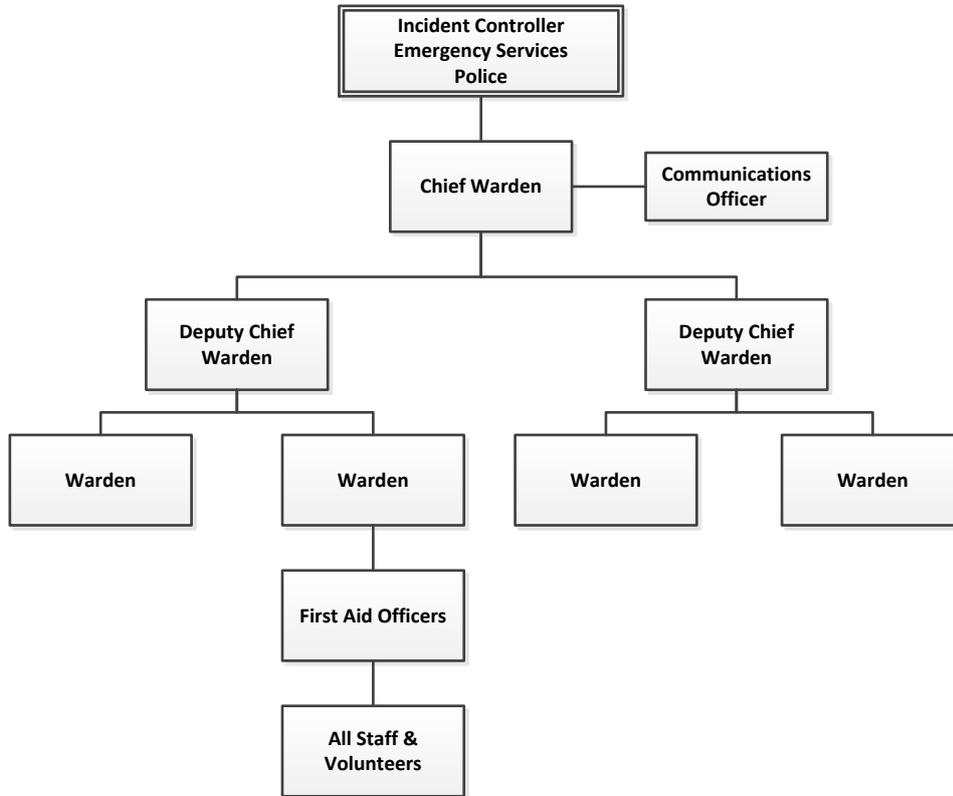


Figure 2 – Chain of Command Flow Chart

Members of the Emergency Control Organisation can be identified by the coloured hats that they wear. ECO members must wear their hats when an emergency is declared. Hat colours and positions are as follows:

Chief Warden (White)	
Deputy Chief Wardens (White)	
Communications Officer (White)	
Area and Building Wardens	



Roles and Responsibilities of the ECO

Recommended roles and responsibilities are provided at 6.2 below.

Note: A Crisis/Emergency Management Team comprising the General Manager, Finance Manager and Asset Manager or other corporate person shall be responsible for the business continuity and recovery dimensions of an emergency.

Evacuation Procedures and Drills

Emergency drills to practice different emergency responses will be undertaken at least once per year. Guidance on the procedures to be observed when conducting an evacuation from the various buildings, and the conduct of evacuation drills is provided below.

Visitors or community groups who utilise any of the buildings at the ANBG will be provided with advice on the conduct of the evacuation procedures. Providing clear directional signage within those buildings being utilised by staff, volunteers or visitors will assist this.

A debriefing session is to take place within 24 hours following an event or drill. Outcomes in terms of things that worked well and lessons learnt, including shortcomings in the Emergency Management Plan, are to be documented by wardens using the building evacuation report and Drill log at 6.5 and 6.6 below. It is recommended that the feedback be sought electronically from all staff in the event of an actual event.

This Emergency Management Plan is to be reviewed and re-issued if necessary, in the light of the experiences gained.

Conduct of Evacuation Drills

The evacuation plan and procedures must be regularly tested to ensure their effectiveness in an emergency situation.

Emergency drills to practice different emergency responses will be undertaken at least once a year.

If possible, at least one emergency drill shall be carried out with local emergency services to ensure that the ANBG's emergency procedures are satisfactory and effective. A copy of the Emergency Management Plan should also be made available to the local Emergency Services agency.

Conduct of the First Evacuation Drill

The first drill of the year will be designed to familiarise staff and volunteers [many of whom may be new to the site] with the process and provide them with a level of confidence in their ability to respond appropriately when the alarm is activated.

One approach is to sound the alarm with an accompanying announcement and walk staff, volunteers and visitors along the evacuation routes to the appropriate Evacuation Assembly Area, followed by a debriefing by the Chief Warden. Before the first evacuation drill takes place, all staff will be briefed on the following:

- The identity of the Staff.
- The role of individual staff and volunteers.
- Alarm System and the preferred method of reporting emergencies.
- Actions they are to take in response to the alarm signals.
- Procedure for assisting staff/visitors/volunteers with special needs.
- Assembly points for their area.
- The management of security gates
- What is required at the completion of the exercise?

This briefing is best performed through the two-way system, thus enabling the staff and volunteers to identify their colleagues and become aware of their authority and duties.

Adequate warning will be given as the first evacuation can be difficult enough without the added confusion brought about by surprise.

Subsequent Drills

It is at the Chief Warden's discretion whether notice should be given for subsequent evacuation drills, with the timing of the drills being varied.

Debriefing Session

A debriefing meeting conducted by the Chief Warden after each practice evacuation is essential in order to identify any shortcomings in the procedures and the need to amend those procedures.

Regular Testing of Emergency Systems

The Chief Warden will be responsible for ensuring that the installed emergency systems are in good working order.

The Emergency Warning System will be tested monthly in conjunction with all Warden Communication devices and the installed PA systems and any other supplementary communication devices to ensure they are operating effectively and in accordance with the required standards. Any identified deficiencies are to be remedied immediately.

Lockdown Procedures and Drills

Guidance on the procedures to be observed when conducting a lockdown in any of the buildings on the ANBG site - the conduct of lockdown drills are provided at Annexes 6.32 and 6.33.

Regular visitors or community groups who use buildings within the ANBG will be provided with advice on the conduct of the lockdown procedures. Providing clear directional signage in these buildings being utilised by these groups will assist this process.

Lockdown Training Outline

- What is a Lockdown?

- Incidents Leading to Lockdown
- Who Should Call the Lockdown
- Responding to an Incident
- Using a Coded Warning
- Buildings Not Connected to PA System
- Lockdown in Open Plan Environment
- Other Circumstances
- Areas of Allocated Responsibility
- End of the Lockdown Alert
- After the Lockdown Alert
- Duration of the Lockdown
- Critical Incident Advice

1. Conduct of Lockdown Drills

- Frequency
- Focus
- Debriefing

2. Lockdown Schedule of Allocated Responsibilities

3. Reducing the Incidence & Minimising the Consequences of a Lockdown

- Observing Good Practice
- Planning
- Preparation
- Practice

Allocated Responsibility

The Chief Warden is responsible for the activation of the ANBG Lockdown Arrangements although any member of staff, contractor or volunteer may call a lockdown if the situation demands such action.

Lockdown Procedure

Below is a Lockdown template to guide development of specific lockdown procedures at the ANBG:

Stage Descriptor:	ALERT		INFORM		LIMIT ACCESS		MOVE		HOLD		RESTORE	
Lockdown Stages:	Business as Usual	Stage 1	Stage 2	Stage 3	Stage 4	All Clear - resume BAU						
General Description (by EWIS or group SMS)	Normal Operations	Lock all internal and external doors except main entry	Lock all main entry doors and isolate lift controls	Staff move to Secondary Muster Point	Staff to take shelter	All Clear - Evacuate to muster point /prepare for return to work						
Primary Guide/Tool	Policy settings	Procedures	Lock Down Button?	Warden instructions	Warden instructions	Lead Combat Authority						
Action by Wardens	Normal Operations	Verify readiness	Assist relocation	Assist relocation	Monitor Comm's	Assist relocation; Report						
Action by Staff	Normal Operations	Staff, Rangers continue work at normal location except wardens Vacate	Clear, and remain at(locations) Vacate	Muster at.....	Staff take shelter In/at	Recovery procedure to support prompt return to normal operations						
Carpark access	Normal operations	Isolate (no entry)	No entry or exit	No entry or exit	No entry or exit	Recover procedure						
Lift access	Normal operations	Isolate from	Isolate full - no lift movements. Chock open until key locked	Isolate full - no lift movements	Isolate full - no movements	Recover procedure						
Egress allowed	Normal operations	From main foyer only	No exit; restricted movement between zones	No exit; restricted movement between zones	No exit; restricted movement between zones	Evacuate to muster point /prepare for return to work						
Visitor access	Normal operations	To main foyer only; restricted movement between zones	No entry; restricted movement between zones	No entry; restricted movement between zones	No entry; restricted all movements	Evacuate to designated muster point / prepare for return to work						
Communicate by	Email / Intranet Awareness Training	Group SMS and email to Managers, Rangers, Wardens and staff	EWIS if available WIP phones 2-way radios Silence all Mobile Phs	Warden phones 2-way radios Silence all Mobile Phs	WIP phones 2-way radios Turn off Mobile Phs	EWIS WIP phones 2-way radios Re-activate Mobile Phs						

Note – the performance of responsibilities associated with the implementation of lockdowns is distinctly separate to the roles and responsibilities of the Emergency Control Organisation.

Note:

In the conduct of a lockdown, time is of the essence, with the time taken to complete the lockdown being measured in minutes. To ensure this occurs it will be necessary to share the physical tasks by allocating responsibility for the performance of those tasks to the position most closely located to the area where the task must be performed.

It is also critical for the gates, external doors, toilets and other areas to be identified specifically by name. These responsibilities are to be prominently displayed in the associated workplace for the position. For example, specific rooms, Visitor Centre, Administration Building, Depot, Café and chemical store.

The performance of the allocated responsibility will be activated by the alert announcement over the central communication system (or equivalent system such as two-way radio). **The activation process will be a single step and NOT a multi-step process.** The following exception will apply: where the Central Communication system does not reach all areas at the ANBG, the Alert announcement will be passed on by two-way radio or other means such as land lines or mobile phones.

The following positions have been allocated responsibility for undertaking the specified tasks during the conduct of a lockdown alert. These complement the roles and responsibilities of the Chief Warden and Deputy Chief Warden as outlined above.

NOTE: THE CHIEF WARDEN WILL MAINTAIN COMMAND AND CONTROL UNTIL A FORMAL HANDOVER OF RESPONSIBILITIES IS PROVIDED AT THE ARRIVAL OF

THE APPROPRIATE INCIDENT CONTROLLER – THE POSITIONS BELOW WILL CONTINUE TO REPORT TO THE CHIEF WARDEN.

Lock Down Drills - Frequency

Lockdown drills shall be conducted at least every two years. Drills shall be conducted at different times of the day and in varying circumstances. The drills will be designed to expose staff and volunteers to potential incidents and give them confidence to deal with those incidents.

The drills will also be used to test the effectiveness of the procedures and identify any underlying weaknesses that need to be addressed.

Focus

A particular focus of the drills will be to test:

- The circumstances where individual persons are spread throughout the ANBG when the incident is announced.
- The announced lockdown occurring as personnel are arriving or departing from the ANBG at the beginning or end of the day, as well as during normal business hours.
- The locking and securing of external gates and doors and whether this can be accomplished safely.
- The effectiveness of the lockdown in circumstances where the ANBG site comprises dispersed buildings away from the main building and the threat is initiated by an unauthorised entry into one of the dispersed buildings.

When the drill is complete - a simple announcement that the lockdown alert is now over shall be made.

Conduct of the First Lockdown Drill

The first drill of the year will be designed to familiarise staff and volunteers - many of whom may be new to the ANBG - with the process and provide them with a level of confidence in their ability to respond appropriately when the alarm is notified by the Wardens.

One approach is to sound an alarm with an accompanying announcement and walk staff and volunteers through the procedures, followed by a debriefing by the Chief Warden and Deputy Chief Warden using the Lockdown Drill Checklist at 6.33.

Before the first drill takes place, all staff will be briefed on the following:

- The roles and responsibilities of those in charge of a building.
- The role and responsibilities of those positions that have been given 'allocated responsibilities'.
- What is required at the completion of the drill?

Adequate warning will be given as the first drill can be difficult enough without the added confusion brought about by surprise.

Debriefing

Following the drill, a debriefing session must be held for the purpose of identifying any weaknesses that need to be rectified with the lessons learned properly factored into the procedures.

It is also important that action be taken to rectify any identified deficiencies in the ANBG's ability to respond effectively due to a faulty warning system or due to gaps in the warning system.

From time to time, consideration should be given to arranging police participation in the drill for the purpose of assisting in the identification of threat scenarios and the rectification of identified weaknesses.

Reducing the Incidence and Minimising the Consequences of a Lockdown

Observing Good Practice

There are a variety of measures the ANBG can take to minimise the potential for incidents to occur and the consequences if they do occur. These involve a process of Planning, Preparation and Practice.

Planning

Through the preparation of a Lockdown Plan that identifies potential incidents, how to deal with and safeguard against those incidents, it is possible to initiate preparatory measures, which will minimise the consequences should the incident arise.

Preparation

There are a number of measures that can be taken to prepare the ANBG against incidents. These include ensuring that:

- Installed fencing is treated and managed as part of the ANBG's daily security preparedness by ensuring that the gates are secured in the locked position when the ANBG is closed, except when areas outside the fence are required for evacuation. Procedures have been developed for groups using the ANBG after hours.
- All external and internal gates, doors have appropriate BCA⁵-compliant locking mechanisms installed.
- All external doors are correctly managed, and not propped open or used as regular two-way exit/entry points for staff or visitors.
- All building doors are correctly managed, with their locking mechanisms in the locked position at all times.
- All building doors are of a structure that allows the occupants of the building to be concealed should this become necessary.
- There is a policy of discouraging unauthorised entry to buildings by visitors. A policy reinforced by installation of relevant signage.
- Areas of potential exposure are identified and remedial measures established to minimise those exposures.

⁵ <https://infostore.saiglobal.com/en-au/.../building-codes-and-standards-ncc-lookup/>

- The available area between the buildings and the external security fence is capable of accommodating a reasonable number of staff, visitors and volunteers without congestion pending evacuation through other gates in the external fencing.
- All staff and volunteers are given a full awareness briefing at the beginning of the year on the procedures based upon risk / threat assessments and the need for good management and emergency housekeeping practices to be observed.
- Adequate signage that conveys the simple lockdown message is installed throughout the ANBG.

Practice

Conduct regular drills to:

- Practice the 'recognition and response' process.
- Test the adequacy of the arrangements
- Familiarise all staff and volunteers with their roles and responsibilities.
- Provide familiarity with actions that should be taken under different circumstances.
- Identify weaknesses in the operation of the warning and locking systems and allow remedial work to be undertaken to remove those weaknesses.

Terrorist Activity

The National Terrorism Threat Advisory System⁶ is a scale of five levels to provide advice about the likelihood of an act of terrorism occurring in Australia:

When the threat level changes, the Australian Government provides advice on what the threat level means, where the threat is coming from, potential targets and how a terrorist act may be carried out.

The National Terrorism Threat Level is regularly reviewed in line with the security environment and intelligence.

It is important to be aware of the current threat level and to report any suspicious incidents to the National Security Hotline on 1800 1234 00.

More information is available in the following fact sheet:

- [National Terrorism Threat Advisory System fact sheet \[PDF 216KB\]](#)
- [National Terrorism Threat Advisory System fact sheet \[DOCX 287KB\]](#)



Emergency Warning System

The following provides additional information on the installed emergency management system:

Location (see previous page)	System Description
Visitor Centre (including the bookshop)	Fire Indicator panel (lower floor botany building) Smoke Alarms Smoke Detectors Internal Auditory System Fire Extinguishers Security alarm
Top Depot	Fire extinguishers Security alarm
Nursery	Fire extinguishers Security alarm

⁶ <https://www.nationalsecurity.gov.au/Securityandyourcommunity/Pages/National-Terrorism-Threat-Advisory-System.aspx>

Administration Building	Fire Indicator panel (lower floor botany building) Security alarm Smoke Detectors Fire extinguishers
Bottom Depot	Fire Extinguishers Security alarm
Glass House	Fire extinguisher
Research Cottage	Fire extinguishers Security alarm Fire Indicator Panel for all buildings Smoke Detectors
Ellis Rowan Building	Fire Indicator Panel Fire Hose Reel Fire extinguishers Security alarm Smoke Detectors
Crosbie Morrison Building/ Banks Building	Fire Indicator panel located on Ellis Rowan Building. Fire extinguishers Security alarm Smoke Detectors
Herbarium/Botany building	Fire indicator panel (lower floor) Fire extinguishers Security alarm Smoke Detectors
Cafe including outdoor patio	Fire extinguishers (inside building only) Security alarm Smoke Detectors

Table 8: Installed Emergency Management Systems at the ANBG

In circumstances where the building Emergency Warning System (EWS) or Emergency Warning Information System (EWIS) does not reach all areas at the ANBG it will be necessary to supplement the warning system with sirens or ‘runners’ and specified staff being given an ‘allocated responsibility’ for passing on warnings to adjacent areas beyond the reach of the alert signals. Many staff and volunteers at the ANBG carry mobile phones for general and emergency communication purposes.

Mobile phone coverage at the ANBG in some areas is to standard however, in other areas of the ANBG there is a degradation of the signal. Internet access is limited to the Administration Building, the Visitor Centre, Top Depot and Bottom Depot, Research Cottage, Ellis Rowan/Banks Building, Franklin Building, Nursery and Trades Cottage.

Fire Detection and Protection Systems

Detection, Warning & Evacuation Systems (Australian Standard AS 1851 2012)

In addition to the building EWS/EWIS, the following detection, warning and evacuations systems are installed at the ANBG.

System Description	Location
Fire Indicator Panel (FIP) – monitors the installed fire detection system to indicate which area of the building has activated the fire alarm.	Visitors Centre and Administration, Herbarium, Botany/Library, Banks/ Crosbie Building, Ellis Rowan Building and Café
Smoke Detection System – monitors the presence of smoke as part of the installed detection system and indicates which area of the building has activated the alarm. Regular testing is required to confirm continued operational effectiveness	Detectors throughout all buildings at the ANBG
Emergency Lighting & EXIT Signs – provides lighting in the event of a power failure. Regular testing is required during evacuation drills to confirm continued operational effectiveness.	Not all buildings have emergency lighting
Fire/Smoke Doors – these are installed where components of the building have been incorporated to withstand heat and smoke for a specified period. Regular testing is required to confirm continued operational effectiveness.	Located as shown on Site Plans for each of the seven buildings
Vehicles – all vehicles are equipped with car first aid kits, all vehicles should also contain fire extinguishers and fire blankets.	Depot/Administration Building, Nursery

Figure 3 – Detection, Warning and Evacuation Systems

Fire Protection Systems

The following fire protection systems are installed at the ANBG:

System Description	Installed within
Fire Hose Reels – equipment needs to be subject to regular inspection to confirm the ANBG is easily accessible and properly signed, and equipment is operating effectively. The points of installation are provided at Annex 6.57.	Visitors Centre Education Centre Administration Building
Fire Extinguishers - The contents of fire extinguishers vary according to their intended use or specific purpose. The capability and application need to be clearly signed at the ANBG point and clearly identified on the extinguisher cylinder. Details of the different types installed and the point of installation are provided at Annex 6.57. Regular testing is required to confirm continued operational effectiveness.	In all buildings
Fire Protection System - the fence bordering the western perimeter of the ANBG has a sprinkler system, run by a stand-alone pump, electric with back-up diesel motor to ensure fire protection to the gardens from encroaching bushfire. Water is supplied from Lake Burley Griffin and/or town supply.	ANBG buffer zone/external fence

Figure 4 – Fire Protection Systems

Evacuation Assembly Areas

Outdoor Assembly Area at ANBG

A number of evacuation assembly areas have been identified below (including access for emergency vehicles) and located on the site/building plan.

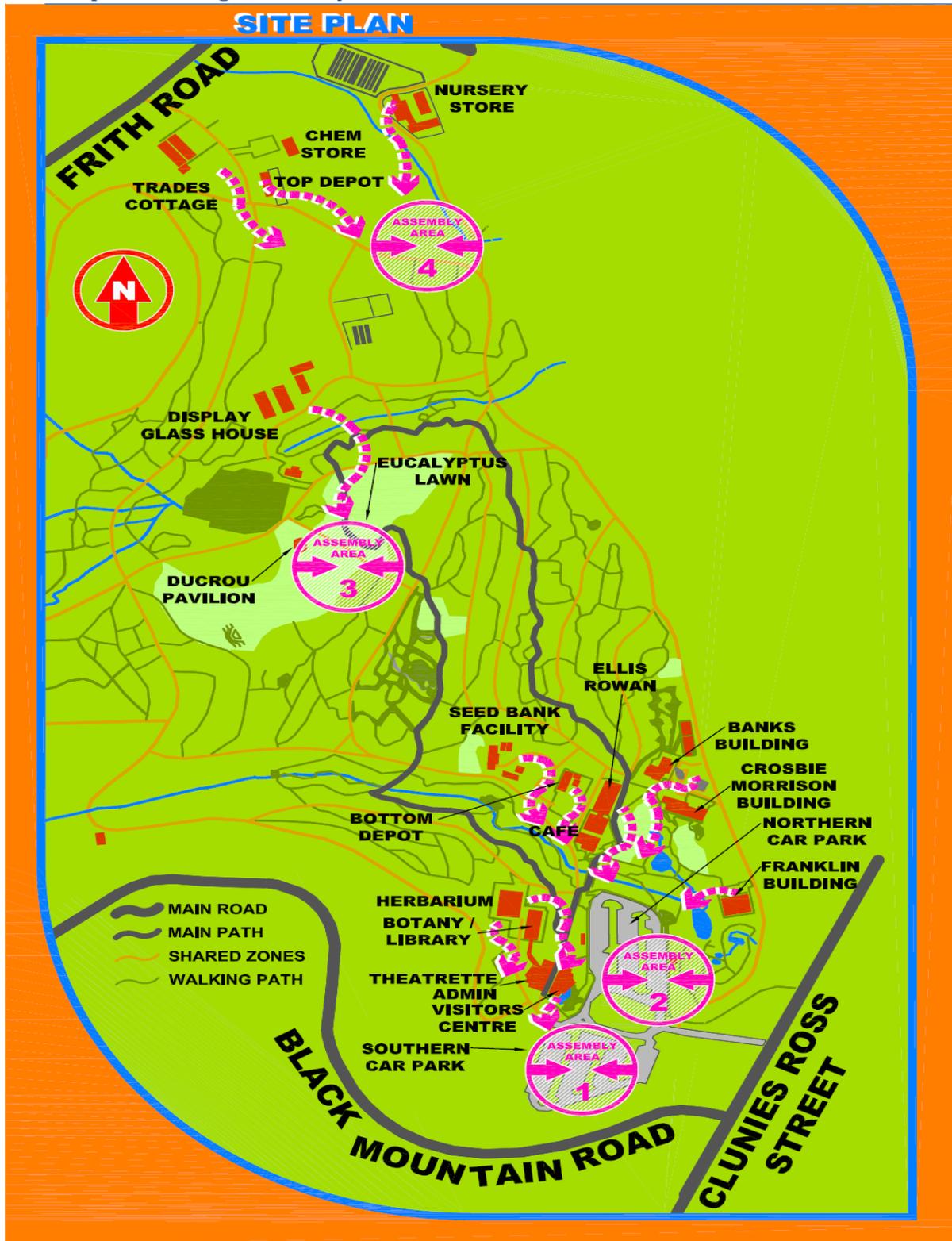
IT IS IMPORTANT FOR THE EMERGENCY VEHICLE ACCESS POINT TO BE KEPT CLEAR AT ALL TIMES AND FREE OF PARKING ZONES.

Outdoor Assembly Area 1	Evacuation Route to Assembly Area 1
Visitors Centre parking lot (lowest tier) Northern carpark	Pathways leading from Cafe, Banks Building, Ellis Rowan, Research Cottage, Bottom Depot, Crosbie Morrison building.
How Do Emergency Vehicles Access this Assembly Area?	
Entry through front entrance.	
Outdoor Assembly Area 2	Evacuation Route to Assembly Area 2
Southern Car park (second tier)	From Administration Building, Visitors Centre, Botany Building
How Do Emergency Vehicles Access this Assembly Area?	
Entry through front entrance.	
Outdoor Assembly Area 3	Evacuation Route to Assembly Area 3
Eucalypt Lawn Area	Pathways and roads leading from old nursery site
How Do Emergency Vehicles Access this Assembly Area?	
Off Clunies Ross Drive Acton or Frith Road.	
Outdoor Assembly Area 4	Evacuation Route to Assembly Area 4
Green waste site below ANBG nursery	From Top depot, Trades facilities/buildings, Nursery
How Do Emergency Vehicles Access this Assembly Area?	
Off Clunies Ross Drive Acton or Frith Road.	

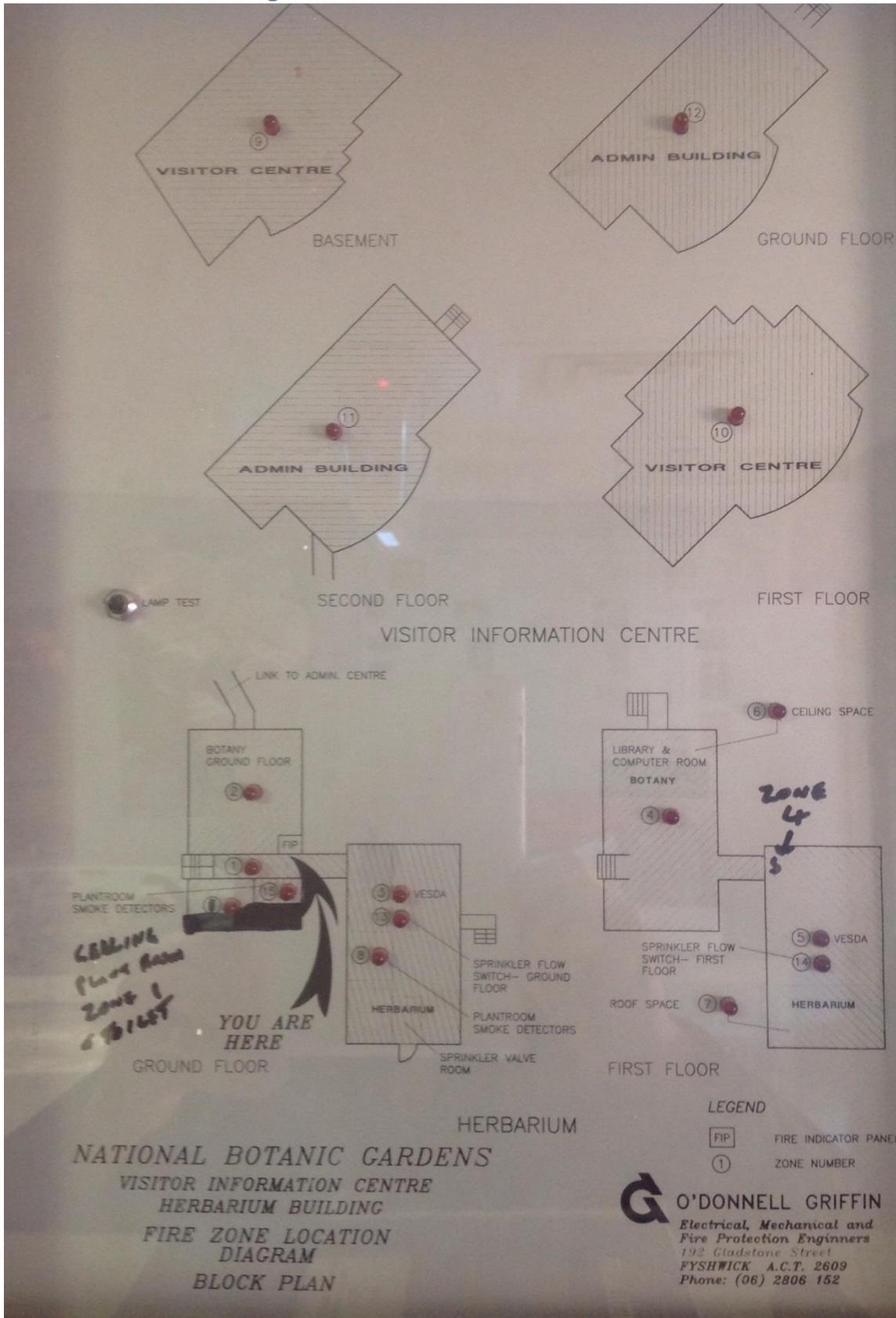
Figure 5 – Evacuation Assembly Areas

Electronic copies of the ANBG Building Plans have been provided separately and are posted in all buildings. Site maps including building locations, evacuation routes and assembly areas are provided at page 53.

Site Map – Building Assembly Areas



Fire Zone Location Diagram



Alternative Assembly Points

Where it is deemed necessary by the Chief Warden that the outdoor assembly areas are unacceptable due to the nature of the emergency, staff and visitors will be moved to an alternate assembly area within walking distance and which is shown on the Site Map (section 3.8).

National Fire Danger Ratings

It is important for the General Manager and Chief Warden to be alert to warnings posted on the Australian Bureau of Meteorology Website at:

<http://www.bom.gov.au/weather-services/bushfire/>

Figure 6 shows the National Fire Danger Ratings to be used in all DNP Parks and Gardens.

CATASTROPHIC (FDI 100+)	<p>Fires will be uncontrollable, unpredictable and fast moving – flames will be higher than roof tops.</p> <ul style="list-style-type: none"> • People will die and be injured. Thousands of homes and businesses will be destroyed. • Well prepared, well constructed and defended homes may not be safe during the fire. Construction standards do not go beyond a Fire Danger Index of 100. • A thick river of embers will spread quickly up to 20km ahead of the main fire. • Leaving is the best option.
EXTREME (FDI 75 – 99)	<p>Fires will be uncontrollable, unpredictable and fast moving – flames will be higher than roof tops.</p> <ul style="list-style-type: none"> • People will die and be injured. Hundreds of homes and businesses will be destroyed. • Only well prepared, well constructed and actively defended houses are likely to offer safety during a fire. • Thousands of embers will be blown around. • Spot fires will move quickly and come from many directions, up to 6 km ahead of the fire. • Leaving is the safest option for your survival.
SEVERE (FDI 50 – 74)	<p>Fires will be uncontrollable and move quickly– flames may be higher than roof tops.</p> <ul style="list-style-type: none"> • There is a chance people may die and be injured. Some homes and businesses will be destroyed. • Well prepared and actively defended houses can offer safety during a fire. • Expect embers to be blown around. • Spot fires may occur up to 4 km ahead of the fire. • Leaving is the safest option for your survival. Your home will only offer safety if it and you are well prepared and you can actively defend it during a fire.
VERY HIGH	<p>Fires can be difficult to control – flames may burn into the tree tops.</p>

(FDI 25 – 49)	<ul style="list-style-type: none"> • There is a low chance people may die or be injured. Some homes and businesses may be damaged or destroyed. • Well prepared and actively defended houses can offer safety during a fire. • Embers may be blown ahead of the fire. • Spot fires may occur up to 2 km ahead of the fire. • Your home will only offer safety if it is and you are well prepared and you can
HIGH (FDI 12 – 24)	<p>Fires can be controlled</p> <ul style="list-style-type: none"> • Loss of life is highly unlikely and damage to property will be limited • Well prepared and actively defended houses can offer safety during a fire. • Embers may be blown ahead of the fire. • Spot fires can occur close to the main fire. • Know where to get more information and monitor the situation for any changes
LOW – MODERATE (FDI 0 – 11)	<p>Fires can be easily controlled</p> <ul style="list-style-type: none"> • Little to no risk to life and property • Know where to get more information and monitor the situation for any changes

Figure 6 – National Fire Danger Ratings

Note: Total Fire Ban days are those days when the danger is assessed as Extreme or Catastrophic.

Maintaining a Safe Environment

The prevention of emergencies is as important as the development of efficient means of dealing with them. All staff and volunteers will be made aware of the need to avoid dangerous practices and maintain a safe working environment within each of the buildings and across the ANBG consistent with ParkSafe policies and procedures as managed by the DNP.

Recommendations on the maintenance of good housekeeping standards, the avoidance of specific actions and the conduct of regular reviews by the General Manager are provided at 2.12.

Resource Directory

The fence bordering the western perimeter of the ANBG has a sprinkler system, run by a stand-alone pump, electric with back-up diesel motor to ensure fire protection to the gardens from encroaching bushfire. Water is supplied from Lake Burley Griffin and/or town supply.

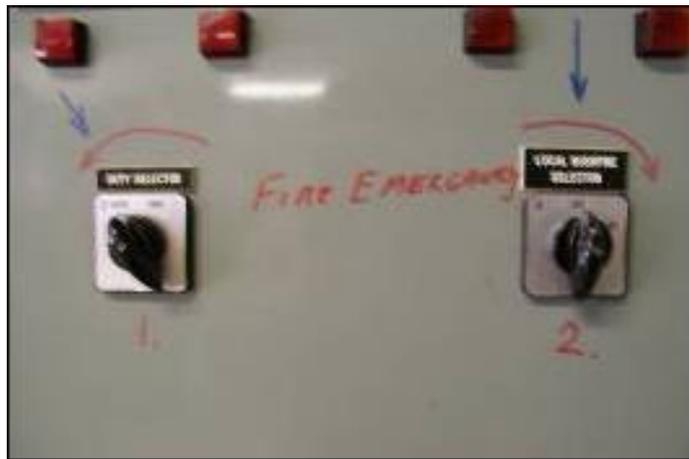


Activation of boundary sprinkler system – Fire Pump House

The Chief Warden or delegate will give the instruction for the boundary sprinkler system to be activated. This can be done either directly at the control panel on the internal eastern wall of the Bush Fire Pump House or remotely, on a pressure switch within the Switch Room (boundary sprinkler remote switch inside sign on door) on the ground floor of the Herbarium building (see Map "Herbarium" for location).

Note: The boundary sprinkler system may be operated by electric or diesel powered pumps. If power is interrupted, the diesel pump will start automatically.

Emergency Operating Procedures for Boundary Sprinkler System



When not in use, the system in the Bush Fire Pump House should be in **'AUTOMATIC'** mode with the bushfire selector **'OFF'**

To start: Turn Bushfire Selector to **'ON'**. This can be done at the control panel on the internal eastern wall of the Bush Fire Pump House or by pushing the switch in the Switch Room on the ground floor of the Herbarium Building (see Site Map 'Herbarium' for location),

To stop: Turn Bushfire Selector to **'OFF'** at the Bushfire Pump House. If activated from the remote pressure switch in the Switch Room on the ground floor of the Herbarium, the boundary sprinkler system can only be stopped by both turning the Bushfire Selector in the Bush Fire Pump House to **'OFF'** and by deactivating with a key the remote pressure switch within the Switch Room on the ground floor of the Herbarium. The key for deactivation is held in the fire case at the visitor centre.

Irrigation System – emergency use

Depending on the location and direction of the fire the Chief Warden may order the activation of the grounds irrigation system by a trained member of staff (if available).

Herbarium roof and wall drench

The Herbarium roof and wall drench will be activated on the instruction of the Chief Warden, in the event of fire in the grounds that threatens the herbarium building. The control for the roof drench is

in the boiler room marked ‘**Manual Drench Control Inside**’ on the ground floor of the Herbarium Building.

In addition to the automated boundary sprinkler system the ANBG is well equipped with standpipes, hoses and fire hose reels and extinguishers.

Emergency Equipment / Resources

The location of vital emergency equipment within the ANBG buildings is recorded in Annex 6.57.

Logistics Support

The responding organisations and agencies will be responsible for either providing logistics support, including resupply and relief, of their own personnel or advising the Local Emergency Operations Coordinator (LEOCON) of any requirements which cannot be met from within their own resources.

The LEOCON will coordinate the logistics support from the Emergency Operations Centre (EOC).

Emergency Colour Codes

The following emergency colour codes are prescribed in the AS/NZS 3745:2010 Planning for Emergencies in Buildings. These same codes are to be used in various locations and for radio communications where and when appropriate.

COLOUR	EMERGENCY
Fire and/or Smoke	Red
Bomb Threat	Purple
Medical Emergency	Blue
Personal Threat	Black
Internal Emergency	Yellow
External Emergency	Brown
Evacuation	Orange

Figure 7 – Emergency Colour Codes

Emergency Warning System Tests

All elements of the emergency warning systems are to be tested on a regular and contracted basis to ensure that they are operational and effective. The requirements for preparedness all relate to the requirements for prevention, 2.5 Risk Management Requirements and 2.12 safe workplaces. Systems tests may include radios, two-way radios (daily), EWS and EWIS communications (monthly), telephone number correctness (quarterly) and the like.

Extinguisher selection Chart

FIRE EXTINGUISHER SELECTION CHART

TYPE of EXTINGUISHER		WATER 	FOAM 	WET CHEMICAL 	CO2 	DRY CHEMICAL 	VAPORISING LIQUID 
CLASS	TYPE OF FIRE						
A	Ordinary Combustibles (wood, paper etc)	✓ YES Most Suitable	✓ YES	✓ YES	✓ YES Not Very Suitable	✓ YES B(E) Powders Not Suitable	✓ YES
B	Flammable Liquids	× NO	✓ YES Special Foam Required for Alcohol -Type Fire	× NO	✓ YES	✓ YES	✓ YES
C	Flammable Gases	× NO	× NO	× NO	✓ YES	✓ YES	✓ YES
D	Combustible Metals	× NO	× NO	× NO	× NO	× NO	× NO
E	Fire involving live Electrical Equipment	× NO	× NO	× NO	✓ YES	✓ YES	✓ YES
F	Oils and Fats	× NO	× NO	✓ YES	✓ YES	✓ YES AB(E) Powders Not Suitable	× NO

(Australian Standard 2444)
POST 1999

Building Maintenance / Inspection

ANBG management will institute a regular inspection of all elements related to this emergency management plan including:

- weekly inspections of evacuation routes to ensure that they remain unobstructed
- weekly checks of communications systems to ensure they are operational
- monthly risk reviews on elements related to the emergency management systems
- quarterly checks on training status for ECO appointed workers and first aid officers
- annual checks of emergency phone numbers and contact addresses

Evacuation Diagrams

In accordance with AS/NZS 3745-2010 building evacuation diagrams are to be provided in every building and located in a position where they can be viewed by occupants and visitors to the building. The location of the diagrams will be determined by the EMC and must comply with the requirements of the standard.

Public Education

All members of the public entering into the ANBG are to be provided with adequate information to allow them to comply with general emergency evacuation and emergency response requirements. Details will be determined by the EMC.

Worker Training

The Senior Officer is to prepare the schedule annually. If necessary the training is to be conducted more frequently than scheduled to compensate for any major loss of knowledge and expertise due to staff turnover.

Whole of Staff and Volunteer Induction and Training – on arrival (This is separate from the requirement for a general briefing of all staff upon introduction of the Emergency Plan)	Fire Safety and Extinguisher Training - Annually	Building Evacuation Drills/ ANBG Evacuation Drill - Once per year Lockdown Drills - Once every two years
Plus: First Aid / CPR – Annually for designated first aid officers		

Note:

- At a minimum, first aid officers should hold a current first aid certificate (Provide First Aid) and the skills and knowledge to treat someone immediately until, if necessary, further help arrives.
- Some workplaces may require more specific or advanced first aid training depending on the workplace and what risk factors workers may be exposed to.⁷

Worker training will include the following subjects:

Evacuation Procedures

- | | |
|---|--|
| <input type="checkbox"/> The Emergency | <input type="checkbox"/> Evacuation Options |
| <input type="checkbox"/> Role of Emergency Control Organisation | <input type="checkbox"/> Initiating the Evacuation |
| <input type="checkbox"/> Initial Response to Detected Hazard | <input type="checkbox"/> Conducting the Evacuation |
| <input type="checkbox"/> Emergency Alert | <input type="checkbox"/> Evacuation Assembly Areas |
| <input type="checkbox"/> Notifying the Emergency Services | <input type="checkbox"/> Communications |
| <input type="checkbox"/> First Response | <input type="checkbox"/> Areas of Allocated Responsibility |
| | <input type="checkbox"/> Directional Signage |
| | <input type="checkbox"/> After the Evacuation |

Bomb Threat Suspect Packages Evacuation Drills

- | | |
|--|---|
| <input type="checkbox"/> Conduct of Evacuation Drills | <input type="checkbox"/> Debriefing Session |
| <input type="checkbox"/> Conduct of First Evacuation Drill | <input type="checkbox"/> Regular Testing of Emergency Systems |
| <input type="checkbox"/> Subsequent Drills | |

⁷ <https://www.safeworkaustralia.gov.au/first-aid>

Emergency Drills and Training Schedule

An annual training schedule has been prepared to ensure staff and volunteers become and remain familiar and competent in those skills appropriate to an effective emergency response. The schedule is provided below.

It is necessary for the ANBG to maintain a high level of preparedness in the event of an emergency. For this purpose it is essential for regular training to be provided. The Emergency Control Organisation personnel must be both trained and familiar with the systems at the ANBG. It is preferable for drills to be conducted each term. To be reviewed and agreed by the General Manager and Executive Director. The general training schedule is contained at Figure 8 below.

Month	Training Event	Who is to be Trained	Est. Cost
Feb	Emergency Management Plan Briefing and Induction Training	<ul style="list-style-type: none"> All Building Wardens and Deputies and staff new to the ANBG 	
May	ECO Warden Training	Emergency Control Organisation <ul style="list-style-type: none"> Chief Warden Deputy Chief Wardens Deputy Grounds Warden Rangers Trades Unit rep. Visitors Centre Staff Volunteer Supervisor/ Coordinator (Building wardens) including Cafe staff 	
Aug /Sept	ECO Warden Training and Evacuation Incident Preparation	Emergency Control Organisation <ul style="list-style-type: none"> Chief Warden Deputy Chief Wardens Deputy Grounds Warden Rangers Trades Unit rep. Visitors Centre Staff Volunteer Supervisor/ Coordinator (Building wardens) including Cafe staff 	
Sept / Oct	Evacuation Drill: <ul style="list-style-type: none"> Pre-drill Briefing and preparation; Incident Management arrangements; Emergency Evacuation Drill and post drill Debrief; and Report preparation 	Emergency Control Organisation <ul style="list-style-type: none"> Chief Warden Deputy Chief Wardens Deputy Grounds Warden Rangers Trades Unit rep. Visitors Centre Staff Volunteer Supervisor/ Coordinator (Building wardens) including Cafe staff 	
Total			

Figure 8 – Training Schedule

First Aid Requirements / Office

In accordance with Safework Australia recommendations⁸ Evaluation of the known risks affecting the ANBG will determine the number of first aid officers required. All personnel requiring to be first aid trained will keep their training up to date. A register of trained first aid officers will be kept by the Park Manager or Park Operations Manager.

Similarly, all first aid kits will be stocked according to the needs determined by the risk assessments undertaken in the location. All ANBG vehicles will carry a first aid kit.

Quarterly checks are to be performed by the first aid officers to ensure that all kits are current and up to date.

EMERGENCY RESPONSE

Response Outline

Arrangements for response are based upon pre-arranged and agreed roles and responsibilities for the agencies likely to be involved in an emergency at the ANBG. This will require consultation and communication with these agencies, noting that the ANBG has a responsibility to manage the emergency issues arising in its area of control in the first instance. It cannot always be guaranteed that the emergency services organisations will be able to attend to the needs of the ANBG in a timely manner.

When the scale and complexity of an event is such that local emergency services support is not available or has been substantially depleted, arrangements need to be put into place that will allow for the escalation of concerns to the next level of support from within the precinct, region, State, Territory or nationally. The pathway for assistance is through the Operations controller then the Regional Controller.

Activation Stages

The following activation stages apply to emergencies within the ANBG:

STAGE	STATUS	COMMENTS
1	Alert	This stage is declared when the local controller or the Chief Warden receives warning of an event which may necessitate and emergency response (fire ban or flood warning)
2	Standby	This stage is declared when the local controller or the Chief Warden considers an emergency operation is imminent (fire over the hill, rapidly rising water)
3	Activation	This stage is declared when emergency measures are required to maintain the viability of the ANBG. The ECO is activated and the notification to response agencies initiated. Parks Australia notifications are sent.
4	Stand-down response and transition to recovery	This stage is declared when the local controller considers that no further emergency management measures are necessary but the situation requires ongoing recovery coordination that will lead to transfer back to the ANBG for recovery operations.

⁸ 5. Ibid

5	Recovery	This stage is declared when the local controller or the Chief Warden declare that the emergency is over and recovery operations will be the focus of attention.
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Figure 9 – Emergency Activation Stages

Command, Control, Coordination, Communication

Command, control, coordination and communication (C⁴) will be managed by the Chief Warden of the ANBG. These responsibilities will remain with the Chief Warden until such time as the first responder agencies arrive on site and a formal handover is provided to that agency leader and documented in the ANBG emergency log.

The ECO will remain in place and assist the first responder organisation until formally released. Details of formal release are to be documented in the ANBG emergency log.

Emergency Operations Centres

An Emergency Operations Centre (EOC) is to be established by the ANBG to allow for the local management of an emergency within the ANBG. Depending on the emergency, alternative EOC locations are to be provided and communicated to stakeholders during an emergency.

The following locations are the primary EOC and alternative EOC locations.

Primary EOC	Administration Building, ANBG	0407 292 628 (Chief Warden)
Alternative EOC	John Gorton Building	02 62741414

Figure 10 – Emergency Operations Centres

Worker / Staff Responsibilities

All staff and workers at the ANBG are to follow the directions of the Chief Warden, Deputy Chief Warden, Area wardens, Incident Controller or any other member of the ECO or emergency services in accordance with their employment contract or works contract.

On the notification of an alarm, if smoke or fire are evident or under instruction from a fire warden, please do the following:

- Alert all other staff and visitors in your area;
- Ensure that, as soon as possible, the Fire Brigade (0)000 and the Chief Fire Warden are informed of the situation;
- Switch off electrical equipment (at the power point if possible, but do not delay an urgent evacuation to do this);
- Close filing cabinets;
- Shut (do not lock) doors and windows as you leave; and
- Evacuate to designated assembly areas –see site map page 20. Assist others to evacuate the building as you leave.

Note: First aid officers should take their first aid kits with them when evacuating to assembly points.

Staff, Visitors, Volunteers Requiring Special Assistance

Care must be exercised to ensure that people with one or other form of mobility impairment requiring special assistance do not impede the evacuation of able-bodied persons. Such persons should be moved to a safe place until the evacuation route is reasonably clear and capable of being negotiated without additional difficulty. This is usually visitors and their carers who should be able to manage this as part of the evacuation process. Details related to the management of workers with special needs is contained at Annex 6.52.

The following legislative instruments and standards pertain to services and facilities for persons with disabilities:

- Disability Discrimination Act 1992 (Cth), Sections 23 and 24 (see below);
- Building Code of Australia (BCA) – Part D3, and E3.6;
- Australian Standard AS1428.1; and
- Australian Standard AS 1735.12; and
- Human Rights and Equal Opportunity Commission particularly in relation to its role in leading implementation of the Disability Discrimination Act 1992 and major responsibilities for the Convention on the Rights of Persons with Disabilities.

Disability definition

For the purposes of this report Disability covers the following:

- Intellectual/Cognitive disability;
- Language disorder;
- Autism;
- Physical disability;
- Hearing Impairment;
- Vision Impairment;
- Emotional disturbance (DSM IV categorisation);
- Communication disorder;
- Mental Health; and
- Temporary incapacitation due to injury.

Event Logs

All events are to be monitored and details of actions, decisions, issues and communications are to be documented. The documentation is a legal requirement under the WHS Act 2011 and associated Regulations and must be kept for each and every event or drill. Documenting these issues helps determine systems improvements in the future.

A copy of the log to be used during emergencies and exercises / drills is at Annex 6.6.

Emergency Operations - No Response Agency

Where no response agencies are available to support the ANBG, the Chief Warden is to manage the Emergency and move all people to a safe location where possible. The Chief Warden will manage ongoing events without support through local management, the ECO and the Emergency Management Committee. Support should be sought from the immediate area commander (usually the Police) in the first instance prior to escalating the support needs to regional, State, Territory or national agencies.

The Chief Warden is to remain in control of the management of the emergency situation until a formal handover has been completed and documented.

Liaison Officers

Depending on the size of the emergency being managed, additional support may be required to manage the functions of the ECO. Additional communications staff and specific liaison staff can be appointed to the ECO to reduce the administrative burden on the Chief Warden, Deputy Chief Warden and the Communications Officer. The role of liaison officers will be determined by the Chief Warden and details advised to the ECO as and when time becomes available.

Communications

Communications in an emergency is vital. Relying on one type of communication method in isolation may be problematic. A range of communications methods are to be available during emergencies being managed at the ANBG. The following communications methods will be used:

Problems

- Mobile telephone coverage in some areas is to standard however in other areas of the ANBG there is a degradation of the signal.
- Internet access is limited to the Administration Building, the Visitor Centre, Top Depot and Bottom Depot, Research Cottage, Ellis Rowan/Banks Buildings, Franklin Building, Nursery and Trades Cottage.

Communications

- Preferred means of communication is the two-way radio system. This system is visible to the other emergency agencies.
- Chief Warden is available on 0407 292 628
- Deputy Chief Wardens are available on 0439 031 603/0439 031 604
- Communications Officer is available on 02 6250 9453/0429 073 938

Information

Information can come from a number of sources and may flood into the Emergency Operations Centre. Additional staff may be required to manage various sources of information including administrative staff appointed to be liaison officers etc. These staff members can investigate information and confirm details prior to passing the information to the ECO for attention and action. Additional communications staff may also be required to assist with the documentation requirements.

Area Control

The Chief Warden will manage all aspects of emergency management at the ANBG until such time as a formal handover to the area controller has been undertaken, documented and communicated to the ECO.

The Police generally take control of people and vehicle movements in and around an emergency site. They will communicate their needs through the Chief Warden or other response agencies through meetings at the Emergency Operations Centre (EOC) if this has been established. The Chief Warden is responsible for communicating area control transfer to the ECO appointments and for continuing to provide liaison to the ECO for Area control purposes.

Calling for Out of Area Assistance

Out of area assistance is not to be called by the Chief Warden unless the principal response agencies are not in a position to assist in the ANBG emergency. This is generally unlikely, however, national disasters have been known to disrupt emergency service organisations to the same extent as the community. Where communication cannot be established with the principal response agencies, the Chief Warden is to maintain control of the emergency within their area of control and seek to communicate with Territory or national emergency assets to get some idea of support.

The Emergency Management Committee should review communications methods to outside agencies as part of emergency planning requirements and determine the scenarios where external assistance might be sought and the means by which the communications will be initiated.

Generally this will mean dialling '000'.

However, in some instances, the ANBG may have the need to create Service Level Agreements (SLAs) to provide support from adjacent duty holders. The current SLAs, where created, are to be documented and contained in this Emergency Management Plan Manual for reference.

Vehicle Movement Control

The Chief Warden is responsible for controlling vehicle movements in and out of the ANBG in an emergency. This will occur until there is a handover of responsibility to the principal response agency. This duty may be delegated but remains the responsibility of the Chief Warden to ensure vehicle control is maintained.

Media advice and reporting

All media comments and communications are to be managed by the Parks Australia Media Unit who can be contacted on 0416 911 968. No comments are to be provided to the media by staff, workers or the ECO without prior clearance from the Parks Australia Media Unit. The DNP and the media unit are part of the Emergency Plan activation notifications and will be aware of the need to deal with media inquiries.

- All media liaison will be in accordance with Parks Australia media guidelines and is the responsibility of the Chief Warden in consultation with senior management.
- Park staff must not issue press releases of any sort unless approved by the Park Manager.

Transfer of Emergency Control

Special care should be exercised when transferring control of an emergency from the Chief Warden to the first response agencies (Police, fire, ambulance service etc). The Chief Warden will brief the

incoming area controller of the current situation, state of evacuation, known facts, assumptions, people position, ECO structure and position etc.

When the Chief Warden and the incoming area controller are happy a formal transfer of emergency control will be stated, communicated to ANBG ECO staff and documented in the log.

It is most likely that the Chief Warden and the ANBG ECO will be required to continue with their functions until such time as they too are relieved through the response agencies resupply chain and even then they may be required to escort response agency staff to various locations via known routes etc. These changing states and other applicable information need to be communicated to the ECO on a regular basis. All communications are to be documented in the emergency log. The following briefing list will be used:

Brief or Situation Report (SITREP)

SITREP NO:

LOCALITY:

- A. **TIME/DATE REPORT COMPILED:** (hours/day/month/year)
- B. **CURRENT SITUATION:** (general overview of event and scope of damages.)
- C. **CASUALTIES:** (numbers, nature of injuries, locations)
- D. **ESSENTIAL FACILITIES:** (condition/damage sustained/time to restore operation).

Communications:

Airport:

Roads:

Power:

Water:

Sewerage:

Health Centre:

E. **OTHER DAMAGE:**

F. **RESPONSES MOBILISED:**

G. **ASSISTANCE REQUIRED:**

Immediate/Short term.

Possibly - Long term.

H. **WEATHER CONDITIONS:** (Briefly describe wind direction and speed, hot/cold, clear/cloudy, temperature, rain/dry and changes likely/expected).

I. **OTHER ISSUES:** (Any other matters/information that may be of value).

After Hours Emergency Procedures

After hours procedures have been drafted for consideration by the General Manager as an important element of this Plan. They are at Annex 6.7.

Recovery

Recovery Outline

The impact of an emergency on staff and visitors should not be under-estimated and consideration must be given to those measures necessary to facilitate a return to normalcy. To assist in this process the Recovery Checklists at 6.41 will be followed. These provide for measures of support:

- Within first 24 hours;
- During the first week; and
- For the longer term.

Stand Down

Stand-down is only called or notified by the Incident Controller from the first response agency. This will be confirmed by the Chief Warden through communications with the ECO using agreed communications methodologies. ANBG staff are to continue in their ECO functions until released by the Chief Warden – See 5.4.

Staff and Volunteer Accounting and Release

Consistent with AS 3745 Emergency Control Organisation and Procedures for Buildings, Structures and Workplaces, a list of all staff, volunteers and contractors must be kept and removed during an evacuation. A current master copy of these should be kept at each of the buildings within the ANBG that houses permanent staff and volunteers to use in case of evacuation.

The procedure for staff, volunteer and visitor accounting and release is provided below. When proposing the release of visitors, consideration will be given to the nature of any known emergencies or incidents that may be occurring in the immediate vicinity of the ANBG. Where it is deemed that these represent a threat, the timing of the release of potentially affected personnel shall be reviewed and advice sought from the Chief Warden and the emergency services Incident Controller.

Personnel Accounting and Release Plan

Personnel Accounting and Release Procedures
(Note names of those being released and to whom and a contact number)
Procedures for Releasing Visiting Special Needs or Disabled Persons, Children to Parents, Guardians & Other Designated Adults During an Emergency
(Note names of those being released and to whom and a contact number)

Figure 11 – Personnel Accounting and Release List

Debrief

A debriefing session is to take place within 24 hours following an event or drill. The debrief session should provide a free flow of information to allow an opportunity for personnel to report back up the line. Outcomes in terms of things that worked well and lessons learnt, including shortcomings in the Emergency Management Plan, are to be documented by wardens using the Building Evacuation Report at Annex 6.5 below. It is recommended that the feedback be sought electronically from all staff following an actual event although this might not always be possible.

This Emergency Management Plan is to be reviewed and re-issued if necessary, in the light of the experiences gained.

Stress Debriefing

The Chief Warden, in consultation with ANBG management, is to assess the need for, and if required, arrange for the conduct of a formal Critical Incident Stress Debriefing and co-ordinate the attendance of **ALL RELEVANT PERSONNEL**.

During and/or at the end of a major incident, or as required for any incident, a Critical Incident Stress Counsellor should be made available to speak, however briefly, to every person who participated in the incident response. This service may be provided by the Employee Assistance Program (EAP). This is a professional, confidential counselling service for employees and their immediate family members, paid for by the Department.

The counselling discussion can be either face to face, over the telephone or via Skype and is confidential. **To make an appointment phone: 1300 360 364.** Details are to be recorded in the Post Operations Report.

Disaster Relief Funding Measures

There are no special disaster relief funding arrangements for the ANBG.

ANNEXES AND PROCEDURES

Senior Officer – Emergency Pack

Aim

To maintain a safe environment, reduce the incidence of emergencies, provide the correct information including updates to DNP policies and procedures and minimise the consequences should they occur.

This Requires

The establishment and maintenance of:

- An effective Emergency Control Organisation (ECO).
- A fully operational emergency warning system encompassing site-specific evacuation and lockdown procedures.
- A signage program that provides essential information at all key points of need.
- A regimen of practices consistent with ensuring that the ANBG is safe and secure.
- A safety and awareness program embracing all staff, visitors, contractors and volunteers.

Emergency Control Organisation (Wardens)

In accordance with **Australian Standard AS 3745-2010 Emergencies in facilities**, the ECO needs to be appointed and membership displayed clearly in staff rooms and other key locations. The ECO is to be provided with emergency response training on a regular basis. Membership of the ECO is to be reviewed regularly to record changes due to staff turnover and to confirm all current members have received the necessary training. The ECO and the emergency procedures must be regularly tested through the conduct of evacuation and lockdown drills.

Emergency Warning System

The system must be kept in good working order and identified deficiencies rectified as a priority. The 'reach' of the emergency warning system should extend to all areas and buildings. The system must be tested regularly and the 'reach' confirmed through practice drills and training. Those parts that are not covered by the system are to be encompassed by alternative communication devices, a system of runners and nearby classrooms being allocated responsibility for passing on the necessary information.

Guidance Signage

Guidance signage that complies with the Australian Standard AS3745 is one of the site's vehicles for conveying consistent critical safety and emergency management information throughout the location. Points of need include – Visitors' Centre, Administration Building, amenities rooms, staff rooms, accommodation and thoroughfares and exit doors. The signage should be designed to:

- Provide instructions on how to respond to the evacuation signals.
- Identify evacuation routes and exit points.
- The signage is simple and is capable of being read fully from a distance of two metres.

Standards of Practice

The observance of good standards of practice is critical to maintaining a safe and secure environment. These include ensuring:

- Electrical, air-conditioning and heating equipment is sited correctly, operated properly and not overloaded.
- Electronic equipment is tested and tagged annually in accordance with AS/NZS 3760;
- Chemical and flammable materials are correctly stored and properly identified.
- Rubbish is properly contained and stored away from buildings.
- Corridors, aisles, fire stairs and walkways remain clear of obstruction.
- Safety systems, equipment and infrastructure are in good operational condition.

Maintaining a Secure Environment

The maintenance of a secure environment that minimises incidents and consequences should one arise relies upon:

- Exits and gates being supervised during recess.
- External 'Exit Only' doors not being used as two-way thoroughfares.
- Separate or isolated buildings having a method of direct communication should they experience an emergency.

Safety Awareness Program

The safety awareness program comprises several elements. These include:

- WHS and emergency induction training.
- A current Emergency Management Plan available to all members of the ECO.
- Comprehensive guidance on the management of evacuations and lockdowns.
- A Warden manual for all people fulfilling those duties.
- Conduct of regular emergency management briefings to staff, contractors and volunteers.
- Conduct of regular evacuation and lockdown drills in a variety of circumstances.
- Conduct of regular training for the ECO, particularly for new members.
- Installation of informative emergency and safety signage throughout the location.
- Regular Reviews and Walk-Throughs.

The emergency management system must be regularly reviewed and tested through evacuation and lockdown drills to ensure each element is current and operationally ready.

A daily, weekly and quarterly activity schedule should be developed and diarised so that the ANBG Manager or delegate can use for emergency management planning and review. This should include

the conduct of ad hoc walk-throughs with the focus on seeking to identify issues that may require attention and modelling behaviours for the guidance of all staff.

Assessment of Hazards & Treatment of Risk

Implementation of the site's Hazard and Risk Management Plan must be monitored and risk mitigation actions actioned and documented.

Emergency Control Organisation Roles

Chief Warden	Position	Phone Number
	Craig Cosgrove, Major Projects Coordinator	0407 292 628
Area of Responsibility & Special Instructions		
<ul style="list-style-type: none"> • Assess the nature of the emergency and call 000 to request assistance advising if anyone is injured ask for police, fire or ambulance advising circumstances of any injured persons. • Ensure that a communications officer is available and ready to make a record of all actions. • Proceed to the Emergency Control Panel and follow printed operating instructions adjacent to Panel. • Direct specified staff member(s) to investigate the source of the alarm and confirm emergency or false alarm. • Notify circumstances and directions to Wardens via Emergency Warning System, PA [or other communication devices] or runners. • Arrange for General Manager, Chief Warden or Communications Officer to meet the emergency services in the Administration Building. • Direct staff and visitors to ready themselves for implementation of the evacuation procedures if required. • If evacuation initiated, monitor progress and confirm through runners that evacuation complete and everyone is accounted for. • Await arrival of Emergency Services and brief them on circumstances and act on their advice. • Keep the Deputy Chief Warden informed of current status. • Upon advice from emergency services personnel, confirm the end of the emergency and re-occupation of building. 		

Deputy Chief Wardens	Position	Phone Number
	1. David Taylor, Curator	0439 031 603
	2. Phil Hurle, Administration Support	0439 031 604
Area of Responsibility & Special Instructions		

- Perform the duties of Chief Warden if required.
- If performing role of Chief Warden, alternate Deputy is to undertake all Deputy Chief Warden tasks.
- Ensure Visitor/Contractor Sign on books and Emergency Kit are conveyed to the Assembly Area(s).
- Assume responsibility for managing the Assembly Area(s) and advising the Chief Warden of progress including: *'all staff, visitors, contractors and volunteers accounted for'*.
- Upon advice from emergency services personnel, record the 'all clear' after each class group is confirmed as present and immediately notify the Chief Warden by mobile phone or runner.
- If any person is identified as missing, direct nominated staff member(s) to establish the circumstances and conduct search if safe to do so.

Communications Officer	Position	Phone Number
	Administration Officer	6250 9453

Area of Responsibility & Special Instructions

- Contact neighbouring land owners, licensee businesses, cafés, gift shops etc. and inform them of the situation. Keep them informed of all developments.
- Collect contractor / visitor books
- Provide support as required to the Chief Warden.
- Confirm that appropriate emergency services have been notified.
- Confirm that ECO and staff have been notified.
- Record instructions conveyed between Chief Warden and ECO members.
- **Maintain a log of events for every drill and incident including lessons learned**

First Aid Officers	Position	Phone Number
	Designated trained staff	First Aid Officers have been designated for each area of the Gardens

Area of Responsibility & Special Instructions

- Collect First Aid Kit and take to the assembly area.
- Establish First Aid Point at Assembly Area and administer first aid as required.
- Ensure appropriate emergency service is immediately informed of any injuries or conditions that require additional medical attention and/or attendance of Ambulance.

Note: The First Aid Officer is to be solely concerned with administering first aid to injured people and should not be allocated other tasks.

ECO POSITION	NAME	CONTACT NUMBER
Chief Warden	Craig Cosgrove	0407 292 628
Deputy Chief Warden	David Taylor	0439 031 603
Deputy Chief Warden	Phil Hurle	0439 031 604
Grounds Warden (Week Days)	Dan Marges	0407 292 003
Deputy Grounds Warden (Week Days)	Vacant	
Rangers (Week Days)	6665 or 6664	0417 021 558 or 0409 228 261
Rangers (Weekends – Interim Chief Warden)	6665 or 6664	0417 021 558 or 0409 228 261
Administrative Support Staff	Helen Cross	6250 9453
Liaison Officers		
Emergency		000 (122 on Mobile)
General Manager	Peter Byron	6250 9500 0429 659 320
Chief Operating Officer		
DNP	Dr James Findlay	6274 2220
Parks Australia Media Unit	Mark Sawa	6274 9860 0439 582 686
Emergency Contacts at Annex 6.55		

Evacuation Procedures / Checklist

It is essential for the nature of an emergency to be ascertained before determining the most appropriate response.

The following emergencies could attract a different response. Chief Wardens, Wardens and staff need to be alert to these differences:

Bushfire Internal Fire / Smoke	→	Close doors and windows to isolate hazard. Prepare to Evacuate on the command of the Chief Warden Assess whether partial or full evacuation required. If in doubt commence full evacuation.
Internal Biological, Chemical Spill or Gas Leak	→	Close doors and windows to isolate hazard. Turn off air recycling system, extinguish naked flames. Assess whether partial or full evacuation required. If in doubt commence full evacuation.
External Biological, Chemical Spill or Gas Leak	→	Move into building, close doors and windows, seal ventilators, turn off air conditioners, extinguish naked flames. Only evacuate if directed to do so or internal fumes become intolerable.
Severe Weather & Storms	→	Move into main building <u>storm-safe</u> area. Only evacuate once storm passes and only if necessary due to structural storm damage.
Earthquake	→	Remain where you are – inside or outside building. Avoid anything that could become unstable. Evacuate as soon as earthquake ceases.
Bomb Threat	→	Assess nature of threat and the need to evacuate. If in doubt commence full evacuation while ensuring routes and assembly areas are safe.
Suspect Packages	→	Isolate the package, assess the threat, notify emergency services and consider application of 'white powder' or bomb threat procedures. Do not evacuate until assessment concluded.
Violent Internal Incident	→	Assess and isolate threat to minimise injury. Consider internal lockdown or partial or full evacuation.
Violence Threat in the ANBG	→	Report incident and move to evacuation or protective areas Do not evacuate until area cleared by emergency services.

Initial Response to Detected Hazard

Should you become aware of a potential threat within the ANBG, it is important for you to:

- Remain calm, and alert those nearby.

- Inform the Chief Warden / Warden or the Visitors Centre about the circumstances and await instructions.
- Upon receipt of the evacuation order, evacuate all staff, visitors, tradespersons and volunteers to evacuation assembly areas as directed.
- If a fire or biological/chemical spill, isolate the hazard by closing the windows and doors.
- If a bomb threat or internal gas leak, open doors and all windows.
- Await advice from Chief Warden or delegate to commence evacuation.

Emergency Alert

Upon the Chief Warden / Deputy Chief Wardens or any member of staff or the general public becoming aware of a potential emergency, immediate action will be taken to ascertain the circumstances and potential severity, while keeping staff, visitors and volunteers informed of the actions being taken and the actions required of them.

If the investigation confirms the existence of an emergency, the Chief Warden will exercise judgement on whether staff, visitors and volunteers should remain in-situ or commence staged, partial or immediate evacuation.

Notifying the Emergency Service

If a fire, the Fire Indicator Panel, which monitors the installed detection system in some buildings, will indicate which area has activated the fire alarm. The activation would have automatically notified the Fire Brigade. In any event, immediate action will be taken to call 000 and notify the appropriate emergency service.

First Response Option

If the detected hazard is a fire and deemed to be 'minor' and capable of being neutralised, an attempt can be made to extinguish, but only if safe to do so and provided the correct extinguisher is available and the staff involved are trained in its identification and use. If a minor chemical spill capable of being cleaned up by staff, this may proceed, but only if safe to do so with appropriate protective clothing and respirator.

Evacuation Options

There are several evacuation options available. These are:

- Staged evacuation;
- Partial evacuation [which could include re-location to another building]; and
- Immediate evacuation.

The decision to adopt one or other option will be based upon the circumstances surrounding the emergency, and any special features that characterise the ANBG and/or the occupants of the ANBG. This is a matter for the judgement of the Chief Warden / General Manager.

Staged Evacuation / Partial Evacuation

A staged and partial evacuation may be combined. Either approach could be adopted if the overall threat is considered to be moderate and isolated to a specific area, with no indication that the ANBG at large is in danger.

Alternatively it could apply to an area of the ANBG or a single building with little likelihood of the threat spreading between the buildings.

Immediate Evacuation

When the risk is immediate or information is minimal and doubt exists, the evacuation will be undertaken immediately. This could have all staff, visitors and volunteers immediately vacate all buildings and move to the designated assembly areas. Alternatively, an immediate evacuation of one building to a designated assembly area could be initiated.

AN IMMEDIATE TOTAL EVACUATION ON THE SOUNDING OF THE ALERT SIGNAL MAY BE THE PREFERRED OPTION WHERE THE CHIEF WARDEN AND STAFF ARE NOT CONFIDENT OF MANAGING A STAGED OR PARTIAL EVACUATION. THIS COULD BE DUE TO PERCEIVED THREAT BEING OF A DISASTROUS OR CATASTROPHIC NATURE, THE AGE GROUP OF A STUDENT CONTINGENT, THE INVOLVEMENT OF MOBILITY-IMPAIRED PEOPLE, OR A COMBINATION OF THESE AND OTHER ISSUES AT THE ANBG, WHICH COULD RESULT IN THE EVACUATION BECOMING DIFFICULT AND PROTRACTED.

Initiating the Evacuation

The options are staged, partial or immediate evacuation. If the threat is imminent or where information is minimal due to the short notice of the threat, consideration will be given to immediate evacuation to designated evacuation assembly areas indicated on the site map at page **Annex 6.56**.

The evacuation signal will be given by the Chief Warden and transmitted by two way radio or mobile phone to the Deputy Chief Wardens, Deputy Wardens and Building Wardens.

Conducting the Evacuation

DURING WORK HOURS

On the evacuation notification, staff, volunteers and visitors will ready themselves for evacuation and respond to the Chief Warden's directions.

Persons in Charge of Visitors to the ANBG

The person in charge of a group of visitors will receive directions via two-way from the Senior Officer on Duty or their delegate.

Calmness and Confidence

Throughout the conduct of the emergency and associated evacuation it is essential for all staff, volunteers and other personnel to present a demeanour of calmness and confidence.

Check Allocated Responsibility

Continue to review who has been allocated what task and ensure that all necessary areas have been covered.

Evacuation Routes & Exit Points

Staff or volunteers will lead visitors at walking pace out of the building via the marked evacuation routes and exit points to the nominated assembly area. Staff and volunteers are to assure themselves that all visitors proceed as required and there are no stragglers or missing persons.

Assembly Areas

To facilitate identification of each group, the visitors will sit and the accompanying staff member or volunteer will remain standing.

Accounting for all Personnel

All staff, volunteers and visitors must be accounted for. A search of toilets, locker and utility rooms will be undertaken during the course of the evacuation to ensure they are not occupied. If necessary, this search should be undertaken in pairs.

Staff, volunteers and visitors or those persons in charge of visiting groups will be required to account for those in their respective group during the evacuation. A roll call will be conducted at the assembly area and all persons accounted for.

Mobility Impaired Persons

Special consideration is to be given to assisting any mobility impaired persons by accompanying them to a temporary safe holding place at the ANBG that does not obstruct the continuing evacuation of the able-bodied and/or arrival of the emergency services. [See below for further comment].

What to Take and What to Leave

Staff, volunteers and visitors may take personal items that are with them at the time. On no account are they to return to lockers or other buildings to retrieve items.

No Return to Evacuated Building

In no event will staff, volunteers and visitors return to the evacuated building unless specifically authorized by the Chief Warden or the officer in charge of the emergency services.

First Aid Requirements

The first priority is the preservation of life, thus if there are injured, First Aid should be administered as quickly as possible.

Persons Refusing to Comply with Directions

Should a person refuse to comply with the directions given, the Warden is to ensure the person fully understands the emergency circumstances and they are required to evacuate the building. If the problem persists notify the Chief Warden, who will advise the officer in charge of the emergency service who, at their discretion, may take the appropriate action under law to remove the person. It is advisable to have a witness to confirm any refusals and ALWAYS document any such incidents.

End of the Emergency

The Chief Warden will declare the emergency to be over and, subject to the agreement of the officer in charge emergency services, normal operations will be resumed.

DURING OUT OF HOURS TIME

Staff, volunteers and visitors are to move to the nominated assembly areas. The procedures as specified above will be observed as applicable.

The Chief Warden or delegate will be responsible for ensuring the accounting of all people.

Evacuation Assembly Areas

Provision has been made for several options in respect of evacuation assembly areas as indicated on the Site Map at page 53.

The designated assembly areas must be sufficient to accommodate all the evacuated personnel away from danger and, preferably, be at least 150 metres away from the building and beyond any installed external fence. In some circumstances including potential bomb or terrorist incidents, the exclusion zone should be up to 600 metres away from the building. The responsible incident controller attending to the threat may insist on that distance until the area is declared safe.

Care should be taken to avoid crossing busy roadways to reach the assembly area. If the crossing of a road is required, it may be necessary to provide for traffic Staff to control the traffic. Staff will need to be trained in controlling traffic to prepare for situations where this may be necessary.

Staff, volunteers and visitors will remain in the assembly area until the situation is stabilised. Visitors will remain seated. Under no circumstances will staff members, volunteers or visitors be permitted to go back into the building for any reason, until advised safe to do so.

Regular visitors or community groups who use the ANBG will be provided with advice on the conduct of the evacuation procedures. Providing clear directional signage in the meeting rooms being utilised by those groups will assist this.

Disabled & Mobility Impaired Persons

As the ANBG caters for a significant number of disabled and mobility impaired visitors, staff and volunteers, the suitability of the various evacuation options will be tested through the conduct of drills under different circumstances, with a particular emphasis on post-drill analysis. Issues that should be considered during this process include:

- Immediate versus staged or partial evacuations.
- Precedence being given to different forms of impairment.
- Assessing the suitability of the available evacuation routes out of the building.
- Assessing whether it is possible to match evacuation route with impairment level.
- Assessing the suitability of the established assembly areas.
- Assessing the suitability of alternative sites within walking distance.
- Assessing if a Personal Emergency Evacuation Plan (PEEP) is required.
- Testing the logistics and pre-planning required to evacuate the ANBG involving transport.

Each of these issues needs to be subject to trial through drills and then subject to detailed analysis. In turn, any variations or special conditions would need to be factored into the range of allocated responsibilities throughout the ANBG and reflected in the Park/Garden's emergency signage.

Security Fencing

Where a security fence is installed at variable distances from the building it is important to ensure that the evacuation routes do not inadvertently direct staff, volunteers or visitors into a restricted

space insufficient to contain the number of staff, volunteers or visitors at an acceptable distance from the building.

As part of the evacuation procedures nominated staff members will be allocated responsibility for unlocking the gates as a priority action. However, if there is any delay in the unlocking and the space is insufficient to temporarily contain the visitors safely, a decision is required on whether the gates should, as a standing arrangement, remain open during opening hours.

The Chief Warden will need to balance safety during evacuation by keeping the gates open, with safety during a potential security incident, which dictates that the security gates should be closed. This issue will be tested and regularly reviewed during evacuation and lockdown drills.

Communications

Throughout the emergency, regular, timely and informative communication is critical to a successful outcome. The elements of the ANBG's emergency communication system including two-way radio, internal phone systems, mobile phones and in some cases runners will be tested through conduct of training and drills.

It is essential that the information provided be as accurate as possible while ensuring that the emergency plan is working properly. The better the quality of the information, the better the advice provided to the emergency service providers. The quality of this advice is critical to a successful outcome.

Areas of Allocated Responsibility

It is important for the time between the announcement of an alert and the implementation of the evacuation to be kept to a minimum.

To achieve this end, staff may be allocated specific duties, such as:

- Ensuring that any buildings or other areas within their immediate vicinity but outside the reach of the alert warning and PA announcement are notified.
- Ensuring that toilets and amenities areas within their immediately vicinity are clear of any staff, volunteers or visitors.
- Ensuring that the gates in external security fencing are immediately opened.

Directional Signage

Directional signage showing exit points and assembly areas for each building will be prominently displayed. This shall be supplemented by signage, which (a) provides advice on those actions that will be taken when particular circumstances arise and, (b) additional directions on necessary actions where all persons can link-up with those areas within the immediate vicinity that are beyond the reach of the alert signal and PA announcements.

After the Evacuation

The Chief Warden in consultation with the General Manager and the officer in charge Emergency Services will determine those actions that should occur following the evacuation and conclusion of the emergency.

Recovery

The Emergency Management Plan provides for a phased procedure that will facilitate recovery and a progressive return to normalcy for all staff, visitors and volunteers.

Post Incident Meeting and Report

Following the incident, the Chief Warden is to arrange a post emergency meeting to resolve any deficiencies that arose during the incident and develop any necessary remedial measures. A report will be generated and identify the actions to be taken and a milestone schedule for implementing those actions.

If relevant, the report will be tabled at the next meeting of the Precinct Emergency Planning Committee.

Critical Incident Advice

An emergency situation is deemed to be a Critical Incident and the Chief Warden will observe the departmental procedures that apply to such events. This applies particularly to media contact. Upon a critical incident occurring, immediate advice is to be conveyed to the Director of National Parks, who will make any necessary liaison arrangements with the media, as well as inform, as appropriate the Minister's Office.

Evacuation Procedures – Warden and Staff Pack

Alert & Evacuate Signals

Upon notification of an Alert, staff members are to do an assessment of their immediate area, remain in place and await instructions from the Chief Warden.

Upon the Evacuate notification, commence evacuation immediately and follow any instructions given by the Chief Warden.

Discovering a Hazard

Should you become aware of a potential threat within the ANBG, it is important for you to:

- Remain calm and alert those nearby.
- Inform the Chief Warden about the circumstances and await instructions.
- Evacuate all staff, visitors and volunteers from the immediate area.
- If a fire or chemical spill, isolate the hazard by closing the windows and doors.
- If a bomb threat or gas leak, open doors and all windows.
- Remain in-situ and otherwise operate normally pending advice from Chief Warden / Chief Warden and/or signal to commence evacuation.

Types of Hazard

Internal Fire / Smoke	<input type="checkbox"/> →	Close doors and windows to isolate hazard. Assess whether partial or full evacuation required. If in doubt commence full evacuation.
Internal Chemical Spill or Gas Leak	<input type="checkbox"/> →	Close doors and windows to isolate hazard. Assess whether partial or full evacuation required. If in doubt commence full evacuation.
External Chemical Spill or Gas Leak	<input type="checkbox"/> →	Move into building, close doors and windows, seal ventilators, turn off air conditioners, extinguish naked flames. <u>Only evacuate if directed to do so or fumes become intolerable.</u>
Bushfire	<input type="checkbox"/> →	Move into nearest building <u>fire-safe</u> area. Turn off gas and remove volatile substances, close all windows, doors and other apertures. <u>Only evacuate once fire clearly passed over.</u>
Severe Weather & Storms	<input type="checkbox"/> →	Move into nearest building <u>storm-safe</u> area. <u>Only evacuate once storm passes and only if necessary.</u>
Earthquake	<input type="checkbox"/> →	Remain where you are – inside or outside building. Avoid anything that could become unstable. <u>Evacuate as soon as earthquake ceases.</u>
Bomb Threat	<input type="checkbox"/> →	Assess nature of threat and the need to evacuate. <u>If in doubt commence full evacuation while ensuring evacuation routes and assembly areas are safe.</u>
Violent Internal Incident	<input type="checkbox"/> →	Assess and isolate threat to minimise injury. <u>Consider internal lockdown or partial or full evacuation.</u>
Threat Outside the ANBG	<input type="checkbox"/> →	Remain in situ and lock all external doors. <u>Do not evacuate until area cleared by emergency services.</u>

First Response Option

If the detected hazard is a fire and deemed to be ‘minor’ and capable of being neutralised, an attempt can be made to extinguish, but only if safe to do so and provided the correct extinguisher is available and the staff involved are trained in its identification and use. If a minor chemical spill capable of being cleaned up by staff, this may proceed, with appropriate protective clothing and respirator, but only if safe to do so.

Conducting the Evacuation

DURING OPENING HOURS

On the evacuation signal, staff and volunteers should ready themselves for evacuation and respond to the Chief Warden's directions.

Person in Charge of Visitors	<input type="checkbox"/> →	Will assume the role of Warden in conjunction with Area Staff.
Remain Calm & Confident	<input type="checkbox"/> →	Staff must present a manner of calmness and confidence.
Check if any Allocated Responsibility	<input type="checkbox"/> →	Building allocated responsibility for checking other areas or informing other buildings will have the instructions prominently displayed.
What to Take & Leave	<input type="checkbox"/> →	May take personal items that are with them at the time. On no account are items to be retrieved from lockers.
Proceed at Walking Pace	<input type="checkbox"/> →	Staff/Volunteers to lead visitors at walking pace out of the building.
Evacuation Routes & Exits	<input type="checkbox"/> →	Depart via marked evacuation routes and exit points.
Nominated Assembly Areas	<input type="checkbox"/> →	Assemble in nominated place, to facilitate identification of each group, visitors to sit, staff to remain standing.
Accounting for Personnel	<input type="checkbox"/> →	During course of evacuation, check toilets, locker and utility rooms for visitors.
Roll Call	<input type="checkbox"/> →	Staff will make lists of persons immediately notifying Chief Warden of any missing persons.
Mobility Impaired Persons	<input type="checkbox"/> →	To be moved to safe holding at the ANBG that does not obstruct continuing evacuation of the able bodied; then evacuated.
No Return to Building	<input type="checkbox"/> →	In no event will staff, visitors and volunteers return to an evacuated building unless specifically authorised by the Chief Warden or the OFFICER IN CHARGE of the emergency services
First Aid Requirements	<input type="checkbox"/> →	If there is any injured, First Aid must be administered as quickly as possible.

End of the Emergency

The Chief Warden will declare the emergency to be over and, subject to the agreement of the Emergency Services, normal operations will be resumed.

Building Evacuation Report

Name of Reporting Officer:					
Date of Incident:		Time of Incident			
Chief Warden:		Deputy Chief Warden/Building Warden:			
Emergency Services Called:	Fire Brigade <input type="checkbox"/>	Police <input type="checkbox"/>	Ambulance <input type="checkbox"/>	Other <input type="checkbox"/>	
Evacuation Trigger:	Fire Alarm Activation <input type="checkbox"/>	Chief Warden Decision <input type="checkbox"/>	EWIS Activation <input type="checkbox"/>		
Type of Emergency:					
Was the evacuation advice clearly delivered/understood?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Was the evacuation orderly?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Were mobility-impaired persons involved?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Were the assembly areas appropriate and adequate?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Did the ECO function effectively?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Did the Warden structure function correctly?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Were evacuation routes and exit points appropriate?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Did the automatic fire doors close when alarm activated?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Was the EMP used			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Did the communications record show the actions and the time?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Did communications operate effectively?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If a drill, were the building occupants notified beforehand?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Comment on Issues Arising					
Required Actions					

Building Evacuation Report

After Hours Emergency Management Procedures

Please read this document. It is your responsibility to provide a signed copy with any required documents to the Administration Building prior to use of the ANBG facilities.

Introduction

In order to meet the requirements of the Work Safety Act 2011 (Cth), associated Regulations and Australian Standard AS 3745 – 2010 emergencies in facilities, the Management of the ANBG has an obligation to ensure the safety of all parties using the ANBG's facilities.

Your Responsibilities

If you are using the ANBG outside of normal operating hours (after 5 PM weekdays or on public holidays or weekends) it is your responsibility to ensure adherence to the emergency procedures developed for the ANBG. These procedures are summarised in this document. They detail the essential elements of the ANBG emergency management arrangements and provide information on procedures to be followed in an emergency by all groups and individuals using the facilities. Signage erected in all buildings provides detailed guidance on what to do in an emergency including evacuation routes.

At the commencement of all functions held in the ANBG, those attending should be briefed on the emergency management arrangements in place including the location of the evacuation assembly area. This should include:

1. Location of Fire Exits
2. Location of the ANBG's Evacuation Assembly Areas (see Site Plan at page 53); and

Procedures for evacuation including any special arrangements for mobility, sight or hearing impaired persons (see below).

Massed Gatherings

In planning events at the ANBG a risk assessment will need to be conducted and provided beforehand to the Chief Warden and senior management at the ANBG at least 7 days prior to the planned event and with adequate time to implement risk mitigation strategies. This should also initiate discussions with stakeholders in emergency management in relation to response plans and management activities.

A special events guide may be available from Australian Capital Territory Government as a useful reference point as it covers all aspects of event organisation and management including police and communication with the Emergency Services organisation in the area.

Contact Numbers

A list of emergency contact numbers is at pages 3-5 of this document.

Site Plan and Location of Evacuation Assembly Area

A site plan is at page 53 of this document. It is essential that you brief all persons attending or participating in your function on the location of exits and the emergency evacuation assembly areas. This should be done at the commencement of all events.

Emergency Arrangements

Signage in all buildings has been updated to guide occupants to the nearest safe evacuation assembly area. Due to the location of the ANBG and its proximity to Black Mountain and consequent threat of bushfire, it is important that all instructions given by ANBG staff and Wardens be followed including immediate evacuation if ordered.

In the Event of an Emergency

Should you become aware of a potential emergency within the ANBG, it is important for you to:

- Remain calm and alert those nearby;
- Inform the Emergency Services (000) and ANBG staff of the circumstances;
- Evacuate from the immediate area; and
- Await the arrival of the Emergency Services and inform them if everyone has been safely evacuated from the ANBG.

First Response Option

If the detected hazard is a fire and deemed to be 'minor' and capable of being neutralised, an attempt can be made to extinguish using a fire extinguisher, but only if safe to do so and if you have been trained in its identification and use.

Conducting the Evacuation

Remain Calm & Confident	➔	It is important to remain calm – after notifying emergency services help can be expected within a very short period of time.
What to Take & Leave	➔	People may take personal items that are with them at the time.
Proceed at Walking Pace	➔	Adults to lead children at a walking pace out of the building.
Evacuation Routes & Exits	➔	Depart buildings via evacuation routes and exit points as indicated on building signage or designated exit doors. 
Nominated Assembly Areas	➔	Assemble in the evacuation assembly area closest to you or as directed by ANBG staff or Wardens.
Mobility, Sight or Hearing Impaired Persons	➔	To be moved to a safe holding location that does not obstruct continuing evacuation of the able bodied; then evacuated.
No Return to Building	➔	In no event will anyone return to the evacuated building until advised by Emergency Services Incident Controller that it is safe to do so.
First Aid Requirements	➔	If there is any injured, First Aid must be administered as quickly as possible.

Post-Incident Advice (For ANBG Staff)

Immediately following any emergency incident at the ANBG the Chief Warden, General Manager or most senior staff on site at the time of the incident should be advised, and if necessary a report provided including the Incident reference number allocated by local emergency services.

Certification:

I certify that I have read these procedures and provided documentation including Certificates of insurance and an Event Management Plan (if required) to the Manager, Visitor Services as required.

Signature.....

Name Block Letters:

Name of Organisation:

Contact Details:

(including telephone number and address)

.....

Attachment:

Contact	Emergency Numbers
Chief Warden	0407 292 628
Deputy Chief Wardens	0439 031 603 0439 031 604
Duty Ranger (Warden)	0417 021 558
Evening program ANBG Staff	0419 552 660
Emergency Services (Fire, Police, Ambulance)	0 000 or 112 from a mobile phone
Ambulance (Non Urgent)	6207 9900
Fire Brigade	6207 8333
Police (non-urgent)	131 444
State Emergency Services (SES)	6207 8455
SES Emergency Help During Storms & Floods	132 281
Hospital	6244 2222
Poisons Information Centre	131 126

Animal (Fauna) Interaction / Communicable diseases

In the event that there is an animal attack

There are a range of options open to ANBG staff attending as first responders to an animal attack on a staff member or visitor to the ANBG. Animal attacks are unlikely to warrant the need to activate the emergency management plan but will require good communications systems inherent within the plan to be effective and efficient at all times.

After an animal attack, and depending on the animal type (crocodile, kangaroo, snake ...)

- Make sure that the area is safe
- Render first aid
- Contact 000
- Keep the patient calm until medical support arrives

There are a number of procedures that can be used to determine the way ahead with respect to preventing a recurrence of the event and

In the event of an animal disease outbreak

One of the main purposes of national parks and gardens is the preservation of native flora and fauna and their living environments. An animal disease or pandemic can devastate the local animal population or species, cause a quarantining of the ANBG and a closure to the public. Avian influenza, anthrax and horse flu (Hendra Virus) outbreaks in Australia have caused great concern for environmental managers.

Rangers and local indigenous peoples are likely to be the first people to note any disease outbreaks in the local animal population. If a disease outbreak is noted then the following actions are to be taken:

- Ranger is to isolate the immediate area until advised otherwise.
- Initiate the Emergency Management Plan by contacting the Chief Warden
- The Emergency Management Committee is to be convened to decide on a course of action to prevent a spreading of the disease and to allow specialist personnel to examine the area to determine preventative actions. Alternatives include:
 - to isolate the ANBG or
 - isolate parts of the ANBG
 - decide on the need to evacuate the park or quarantine the visitors and staff
- If local action is not possible the ECO is to contact and advise the following people of the event and await directions
 - Specialist staff from DoEE
 - DNP
 - Parks Australia Media Unit

In the event of an animal to human disease outbreak

If there is a disease outbreak in an animal population that could cause a follow on human disease e.g. Lyssa Virus from Bats or Horse Flu (Hendra Virus), the emergency management plan must be activated and a decision made on the actions to be taken.

Ranger is to isolate the immediate area until advised otherwise.

- Initiate the Emergency Management Plan by contacting the Chief Warden
- The Emergency Management Committee is to be convened to decide on a course of action to prevent a spreading of the disease and to allow specialist personnel to examine the area to determine preventative actions. Alternatives include:
 - to isolate the ANBG or
 - isolate parts of the ANBG
 - decide on the need to evacuate the park or quarantine the visitors and staff
- If local action is not possible the ECO is to contact and advise the following people of the event and await directions
 - Specialist staff from DoEE
 - DNP
 - Parks Australia Media Unit

Armed Hold-up / Armed Intrusion

Procedures

**WARNING: OCCUPANTS OR VISITORS SHOULD NOT PLACE THEMSELVES
IN JEOPARDY UNDER ANY CIRCUMSTANCES.**

Managers should ensure cash and valuables are secured and kept to a minimum workable level. Employees who may be subject to such an incident should be given instruction to ensure their safety.

If confronted by an armed or unarmed intruder

- Obey any instructions. Do what you are told, nothing more and do not volunteer information.
 - Try to remain calm and avoid staring directly at the intruder or any weapon.
 - Do not take any action to excite the intruder.
 - Hand over case/valuable on requires – if possible coins first followed by notes.
 - Take a mental note of descriptive information, include:
 - **Head** – hair, complexion, eyes, scars, facial hair, speech
 - **Body** – build, shirt, arms, tattoos, weapons
 - **Legs** – pants, shoes
 - **Exit** – height, direction of travel, vehicle
- If it is safe to do so and you are able to, leave the building and contact the Police. Contact Police by dialling 0 000 or 112 from a mobile phone.
 - As soon as the intruder has left, secure any areas where they stood or touched. Do not allow anybody in the area until the police arrive.

- As soon as the intruder has left write down your observations, before your memory is influenced by others.
- No one is to leave until the Police arrive.

Bomb threat / suspect packages / Improvised Explosive Devices

BOMB THREATS

ALL THREATS ARE TO BE TREATED AS REAL

Until proven otherwise, all threats are to be treated as real. The Chief Warden / General Manager should evaluate the threat and consider what actions, including evacuation, may be required.

- In all events the Police should be notified immediately on 000 and provided with a description.**

The threat may be specific or non-specific:

Specific Threat

In this case the caller will provide a more detailed warning statement, which might describe the type and placement of device, the reason or motive and /or other additional specific information.

Non-Specific Threat

In this instance they may make a simple statement to the effect that a device has been placed. Generally very little, if any, additional detail is conveyed before the caller terminates the conversation.

The non-specific threat is more common, but neither type of threat can be immediately discredited without investigation. Every threat has to be treated as real until proven otherwise.

Source of Threat

The threat may be received by one or more means:

- By telephone.
- In writing.
- Verbally.

In The Case Of a Telephone Call:

- Let the caller finish without interruption and fill out as much as possible of the Bomb Threat Record (See Appendix 1a).
- Seek to attract the attention of a fellow staff member.
- If available, note caller ID number on the phone.
- DO NOT hang up as police may be able to trace the call.

- DO NOT discuss the call with other staff/volunteers.
- Immediately inform the Chief Warden or other senior staff member. If none available, notify the Police on 000.

In The Case Of A Written Threat:

- The note should not be altered in any way (e.g. not stapled or written on) but picked up by the fingernails or fingertips and placed inside an envelope large enough to accommodate the note without folding.
- Note delivery details on the envelope BEFORE the note is inserted, showing time and date received, mode of delivery and by whom, place of delivery and name of person accepting delivery.
- Immediately inform the Chief Warden or the General Manager. If neither is available, notify the Police immediately on 000.

In The Case Of a Verbal Threat:

- Let the person finish without interruption and keep them talking as long as possible to determine:
 - Why, when and where the device is located.
 - The nature and appearance of the device.
 - Is the device timed to detonate, if so when.
 - Who they are.
- Immediately inform the Chief Warden or other senior staff member. If none available, notify the Police on 000.
- Using the Bomb Threat Record, record as much additional information as possible.

Conducting the Search – Only If Safe to do so

The aim of the search is to identify any object that:

- Is out of place or not normally found in that area.
- Cannot be accounted for and/or the owner is not readily identifiable.
- Is similar to that described in the threat.

The search is best undertaken by staff familiar with the area involved. It is preferred for the search team(s) to comprise at least two people.

**IN THE EVENT OF A SUSPECTED DEVICE BEING FOUND DO NOT TOUCH, MOVE
OR OTHERWISE TAMPER WITH THE DEVICE. INFORM THE POLICE
IMMEDIATELY.**

Be aware of secondary entrapment devices and a search of other areas should be continued to ensure that there are no other suspect objects, particular adjacent to potential evacuation routes and assembly areas.

If the threat has indicated that the device is scheduled to detonate at a particular time, the search process should cease at least 20 minutes prior to that stated time.

Evacuation Options

The Chief Warden or General Manager may consider the following options:

- Do Nothing** - It may be tempting to do nothing if it is judged the threat is frivolous but if the slightest doubt another option must be considered.
- Search With Partial Evacuation** - If the threat level is considered moderate, with no reason to believe explosion is imminent, the Chief Warden might consider partial evacuation, retaining only essential staff and search teams. Partial evacuation might also be appropriate where the campus is spread over a wide area: Only those staff, visitors and volunteers at immediate risk may need to be evacuated initially and in accordance with established evacuation procedures.
- Search and Evacuation** - In this option staff, volunteers and visitors remain in place during initial search and are evacuated once the presence of a suspicious device is confirmed. Normally this option would be adopted in a low threat assessment scenario because otherwise the implication is that persons would be exposed to the effects of a device if it functioned.
- Evacuate Immediately** - When the risk is high or when search is precluded due to the extreme short notice of the threat, the Chief Warden has no option other than to evacuate as quickly and as safely as possible in accordance with established evacuation procedures.

Evacuation Decision

If an evacuation is to be ordered:

- conduct a search along paths of travel and around assembly areas before ordering an evacuation,
- If safe to do so use the two-way radio communication or other agreed method e.g. runners to order the evacuation and advise of the assembly area
 - the assembly area must be at least 200 metres from the building or at a greater distance if directed by the emergency services Incident Controller
- Doors and windows should be left open
- Staff, volunteers and visitors should be required to remove all personal belongings when evacuating. This will facilitate the identification of suspect objects
- If safe to do so, isolate the gas and electricity by turning off at main shut-off.
- Undertake the evacuation in accordance with established evacuation procedures.
- Re-entry the ANBG or Buildings must not occur until authorized by the Incident Controller – normally the Police.

BOMB THREAT RECORD

REMEMBER, DON'T HANG UP AFTER CALL

EXACT WORDING OF THE THREAT	
QUESTIONS TO ASK	
When is the Bomb going to explode?	
Where did you put the Bomb?	
When did you put it there?	
What does the Bomb look like?	
What kind of Bomb is it?	
What will make the Bomb explode?	
Did you place the Bomb?	
Why did you place the Bomb?	
What is your name?	
Where are you?	
What is your address?	
REPORT THREAT IMMEDIATELY TO CHIEF WARDEN / DEPUTY CHIEF WARDEN Then RECORD THE FOLLOWING:	
THREAT LANGUAGE	
Well spoken:	
Incoherent:	
Irrational:	
Taped:	
Message read by caller:	
Abusive:	
Other:	
BACKGROUND NOISES	
Street noises:	
House noises:	
Aircraft:	
Voices:	

Music:	
Machinery:	
Local call:	
Long distance:	
Other:	
CALLER'S VOICE	
Accent (specify):	
Any impediment (specify):	
Voice (loud, soft, etc.):	
Speech (fast, slow, etc.):	
Diction (clear, muffled, etc.):	
Manner (calm, emotional, etc.):	
Did you recognise the voice?	
If so who do you think it was?	
Was the caller familiar with the area?	
OTHER	
Sex of caller:	Male <input type="checkbox"/> Female <input type="checkbox"/>
Estimated age:	
CALL TAKEN	
Date & Time:	
Duration of call:	
Number called:	
RECIPIENT OF CALL	
Name (print):	
Phone number:	
Signature:	

REMEMBER, DON'T HANG UP AFTER CALL

SUSPECT PACKAGES

WARNING – DO NOT OPEN SUSPECT PACKAGES

Potentially harmful substances or devices may be:

- Received through the mail system.
- Found on the premises.

The suspect package may range from a simple envelope, a parcel or a box of some size
A checklist that will assist in an initial risk assessment is provided at **Annex 6.3**.

If the package is accompanied by a general or specific threat, whether in writing, by phone or given face to face, the event must be immediately referred to emergency services by calling 000.

WARNING – DO NOT OPEN SUSPECT PACKAGES

Unknown Substances of Uncertain Origin

Where a perceived harmful substance is discovered after the opening of a letter, parcel or package, immediate protective action should be taken.

In many cases the substance is likely to come within the scope of what is typically described as a 'white powder incident'.

There are three levels of potential exposure:

- Those who had touched the suspect material.
- Those who had been close to the suspect material.
- Those who had been in the same room as the suspect material.

Action should be taken to record the details of everyone at the three levels of exposure. This information is to be provided to emergency services on their arrival (if they are called), with a copy retained at the ANBG.

Assessing & Responding to the Risk

Assessing the Risk – although the majority of incidents are hoaxes or in the low risk category, the essential first step in all cases is to quickly and carefully assess the situation and then manage the material in the context of the identified risks.

If there is an accompanying threat or warning linked to the event, emergency services must be contacted immediately on 000.

Physical indicators that an unknown material is a serious and immediate hazard include:

- The letter or parcel is leaking a powder or some other substance.

- It is causing an adverse physical reaction if touched, or causing illness or distress to those who are present.
- The material is producing physical effects – fumes, strong odours, sounds, sparks or smoke or it may melt or alter the surfaces it touches.
- It is spreading beyond your ability to manage.

A material that is NOT associated with a threat or warning or causing effects like any of the foregoing warrants further assessment before reaching a final view regarding the level of risk.

Act Prudently – regardless of whether the assessed risk is deemed to be low, always take reasonable precautions and, if practical, the material should be covered with a clear plastic sheet or container to limit the spread of the material pending clean-up action being undertaken.

Responding to the Assessed Risk – if there is any suggestion that the material poses a hazard, it is essential to:

- Isolate the material, vacate the area and move away from the apparent danger, keep others away from the danger and immediately call emergency services on 000 and follow their instructions.
- Avoid handling or trying to open the package or envelope. Avoid shaking or trying to empty it.
- Avoid sniffing the package or tasting any substance associated with it.
- If it is a letter and is NOT leaking or losing contents – place it in clear plastic bag (provided it is safe to do so).
- Turn off air conditioners and extinguish any naked flames, including pilot lights.
- Anyone who may have made contact with the substance should wash thoroughly with soap and water.
- Record the details of everyone at the three levels of exposure and provide this information to emergency and health services on their arrival.
- Participate fully in any decontamination processes emergency services may require.
- Observe the directions of the emergency services Incident Controller.

Clean-up Procedures

No-Risk Clean-up - If the risk assessment concludes that you know what the substance is and that it is harmless, like powdered milk, talcum powder or cleaning powder or fluid, clean it up normally, but taking the precaution of using disposable gloves, disinfectant wipes and a dust or surgical mask.

Wipe down the surrounding surfaces. Remove gloves and mask and place in a clear plastic bag along with wipes. Put the bags in a second, clean bag. Tag these with the date and a copy of your Incident Report. Keep them in a secure area for 60 days, then dispose of them in the regular way.

Clean-up Following Emergency Call - If the risk assessment prompted an emergency call, the emergency services Incident Controller will advise on whether the clean-up should be performed by

a skilled hazardous material response team or could proceed as a no-risk clean-up. Follow their directions.

Substance / Device Found on the Premises

Circumstances may arise where the unknown substance or device of unknown origin is found on-site rather than received through the mail delivery system.

A risk assessment similar to that applied to letters and parcels received through the mail delivery system should be undertaken. In addition, the following indicators should be considered:

- The substance/device was found where someone seeking to do harm would typically place it, with strangers being seen in the area.
- The substance/device appears to have been placed to cause harm. It could not be easily seen and avoided. It was on or in a package, envelope, briefcase, or the like, which is of unknown origin.
- The substance/device is accompanied by a specific written or spoken warning or threat. Or the ANBG staff and volunteers have been receiving threats.
- The ANBG Management, staff or volunteers recently initiated actions that would have angered someone or prompted retaliatory actions.
- The ANBG, staff or volunteers know of an unstable individual who may wish to do harm.

Decision to Evacuate

The outcome of the foregoing considerations should be factored into the risk assessment and the decision on whether to evacuate and, if so, whether this should be a partial or a full and immediate evacuation. If there is any doubt, guidance should be sought from the emergency services Incident Controller.

Once the decision is taken to evacuate, normal evacuation procedures should be observed.

Note:

In some instances it may not be safe to evacuate and a lockdown may be called instead. Procedures for Lockdown at the ANBG have been developed and are reflected in the duties of the Chief Warden.

SUSPECT PACKAGE CHECKLIST

Although there is no way of readily identifying suspect letters and parcels, those deemed suspicious for any reason could feature one or more of the following characteristics:

- Is unexpected or from someone unfamiliar to the recipient.
- Is addressed to someone no longer with the organization or is otherwise outdated.
- Has no return address, or has one that can't be verified as legitimate.
- Is of unusual weight, given their size, or are lopsided or oddly shaped.
- Is marked with restrictive endorsements such as "Personal" or "Confidential."
- Has protruding wires, strange odours, or stains.
- Is from a foreign source or is delivered via special delivery.
- Has excessive postage.
- Has a hand-written or poorly typed address.
- Includes incorrect titles.
- Includes titles but no names.
- Contains misspelled common words.
- Is a rigid envelope.
- Has excessive securing material such as masking tape, string, etc.
- Contains visual distractions.
- Is leaking unidentified powder, liquid or chemical.

ANBG EMERGENCY MANAGEMENT ARRANGEMENTS FOR BUS DRIVERS OPERATING IN THE ANBG

Prior to and Upon Entry to the ANBG

- Observe all speed limit and other traffic and directional signs

Note: Staff with First Aid training will provide First Aid if required and these can be contacted via the Visitors Centre.

Evacuation Assembly Points

Remain alert to the possibility that an emergency could arise whilst you are at the ANBG.

- Ensure that you are familiar with the ANBG site map (available from the Visitors Centre) and the identified Evacuation Assembly Points.

Communication

- Pay close attention at all times to instructions given by on-site Wardens, ANBG Staff or education presenters (after hours).
- The Ranger contact number is 0417 021 558. For evening visits the After Hours Education contact number is 0419 552 660.
- Ensure that a roll call is undertaken at each point of departure including entering and leaving the ANBG getting on or off buses within the ANBG and supplement roll calls with head counts of people in your charge.
- Be prepared to accept responsibility for ensuring the safety of your bus party at all times.

Alert & Evacuate Signals

On an emergency arising, ANBG staff or education presenters in charge of a group of students will contact you followed by an announcement giving directions on required actions.

During the Alert & Evacuation

On the evacuation signal you should prepare your passengers so they are ready to evacuate when the direction is given. It is important to:

Remain Calm & Confident	➔	Calmness will give people confidence in your ability to manage the evacuation they are required to undertake.
Take Essentials Only	➔	Children and accompanying adults may only take those personal items they have with them at the time.
Proceed at Walking Pace	➔	The evacuation should proceed at a slow pace out of the ANBG. You will be advised by ANBG staff of special conditions requiring slow or faster driving and of pick up points.
Follow the Instructions of ANBG Staff and Wardens	➔	Evacuation routes and Exits will vary depending upon the particular emergency. It is important that your party follow the instructions of Wardens/ANBG staff.
Assemble as Directed by ANBG staff	➔	Areas away from the buildings have been identified as assembly areas. ANBG staff will direct you to them. Otherwise move well away from the site of the emergency.
Account for Everyone	➔	Make sure that all members of your bus party are with you and accounted for. Notify ANBG staff of any missing persons.
Mobility Impaired Persons	➔	If any passengers are mobility impaired, notify ANBG staff, who will assist to move them to a safe holding area prior to evacuation and without impeding continuing evacuation of the able-bodied.
Not Return to the Building	➔	In no event will you or the people in your party return to any evacuated building or visitor site unless specifically authorised by ANBG staff assigned to your group. Await instruction at the designated Evacuation Assembly Area
Administer First Aid	➔	If there are injured persons, First Aid must be administered as quickly as possible in advance of the arrival of paramedics.
Do not leave the site	➔	Your bus may be required to assist with evacuation from the site. Do not leave the evacuation assembly area unless it is safe to do so and all persons in your care have been accounted for.

SHOULD YOU REQUIRE ASSISTANCE TO EVACUATE VULNERABLE PEOPLE DURING THE VISIT, IMMEDIATELY NOTIFY THE NEAREST ANBG STAFF MEMBER OF THE CIRCUMSTANCES AND FOLLOW HIS/HER INSTRUCTIONS.

End of an Emergency

A warden, ANBG staff or a member of the Emergency Services will advise you when the emergency is over. If appropriate consideration may need to be given to the provision of calming activities and/or the provision of a measure of counselling for people to ensure they are able to come to terms with what has occurred.

ChemAlert Details Availability

Copy of the ChemAlert hazardous chemicals holdings for ANBG is below.

THE ANBG DEPOT MAINTAINS AN UP TO DATE MSDS REGISTER WHICH IS CLEARLY VISIBLE AND ACCESSIBLE UPON ENTRY TO THE MAIN DEPOT. PARKSAFE OH&S MANAGEMENT SYSTEM MANAGED BY PARKS AUSTRALIA IS CURRENTLY IN OPERATION IN THE ANBG.

Class	Sub Class	Pack. Group	Name of Substance	Quantity Held	Area Stored	Installed Fire Protection Equipment
3	1,2.1,2.3,4 .2,5.1,6,7	II	Unleaded Petrol	50L	Top Depot Fuel Cabinet	1x Dry Powder, 1x Carbon Dioxide
3	1,2.1,2.3,4 .2,5.1,6,7	II	2 Stroke Petrol	15L	Top Depot Fuel Cabinet	1x Dry Powder, 1x Carbon Dioxide
3	1,2.1,2.3,4 .2,5.1,6,7	II	Unleaded Petrol	80L	Bottom Depot Fuel Cabinet	1x Dry Powder, 1x Carbon Dioxide. 1X Foam
3	1,2.1,2.3,4 .2,5.1,6,7	II	2 Stroke Petrol	61L	Bottom Depot Fuel Cabinet	1x Dry Powder, 1x Carbon Dioxide. 1X Foam
C1 combustible liquid			Diesel	1,250 L	Bulk storage site	1x Fire Hose
2.0	1.2	None	Acetylene	8.s m3	Trades workshop	2x Dry powder
2.2 5.0	2 1	None	Oxygen	10.4 sm3	Trades Workshop	2x Dry powder
2.0	1	None	L.P.G	11.5 Kg	Trades Workshop	2x Dry powder
3.0	3	II	Xylene	4 Ltrs	Trades Workshop	2x Dry powder
8		II	Hydrochloric Acid	2.5 Ltrs	Trades Workshop	2x Dry powder
3		II	Unleaded Petrol	40 Ltrs	Nursery	Dry powder & Foam
3		II	2 Stroke Petrol	20 Ltrs	Nursery	Dry powder & Foam
3		II	Methylated Spirits	24Ltrs	Nursery	Dry powder & Foam
2.0	1	None	L.P.G	8.5Kg x 2 2.2Kg 3.7Kg	Nursery	Dry powder & Foam

Chemical spill or gas leak (hazardous chemicals)

Transport Incidents

Transport incidents are of an impact nature with little or no lead time. With the exception of maintaining infrastructure, no mitigation can generally be put in place.

In the event of a transport accident involving hazardous chemicals:

- Call 000 immediately.
- Place ECO on standby for ancillary operations related to
 - o Environmental damage
 - o Fire or bushfire
 - o Injury or death to people or responders

The Chief Warden will maintain control of the incident site within the ANBG until such time as a handover of responsibilities to the Fire and Rescue Service for the local area can be affected. The Fire and Rescue Service for the local area is the Hazard Management Authority for hazardous chemicals incidents. They maintain a Hazardous Materials (HAZMAT) management capability and would supply a first response to any major incident until further resources could be sourced.

The chief Warden is to monitor the situation and determine if the emergency management plan needs to be activated in relation to these other matters.

Gas Leaks

The possible risks presented by gas distribution systems are very wide, ranging from an unprotected lethal pinhole leak to multiple unprotected leaks and fires after a major earthquake. Even if a building's own systems are well maintained they may still be at risk from inadequately maintained gas lines. Ensure you know where your site's gas shut off valve is located.

Procedures in the Event of a Gas Leak

- evacuate the affected area immediately using the evacuation procedures at **Annex 6.2**
- Notify fire brigade and Police 000
- If Safe to do so - organise for the gas to be turned off.
- Establish scope of the emergency and whether the containment can be safely achieved (if not commence evacuation).
- Ensure "no smoking" is enforced.
- The ECO members should be informed and if necessary begin a possible evacuation. Ensure any injured persons are moved to a place of safety.
- Ensure ActewAGL is notified.
- Notify DNP
- Notify Parks Australia Media Unit

"Simple" Gas Leaks (presents no inhalation hazard)

- Restrict access.
- Place in fume hood if possible.
- Locate leak with soapy water.
- Tighten fittings.

- If cylinder still leaks, contact supplier.
- Contact the Chief Warden and Management.

Compressed Gas Leak 'Major'

- Evacuate and ventilate the affected area.
- Nominate an Emergency Assembly Area for evacuees.
- Contact the Fire Brigade by dialling 0 000. Nominate an Emergency Assembly Area for emergency vehicles to attend.
- Assemble the ECO prior to any decision to evacuate.
- Ensure that the location of all natural gas mains and connections are available for Emergency Services.
- Contact the gas supplier.
- Evacuate the property.

Chemical and Biological Hazards

Preliminary

Biological hazards are a potential source of harm or danger that makes use of biologically produced substances, particularly bacteria or viruses that affect humans, animals, food crops and water supplies.

Procedures

- Place a waste bin over the substance to confine and use spill kits if safe to do so. Avoid handling.
- Advise the Chief Warden, a warden, a supervisor or an Emergency Officer.
- Notify Police by dialling 0 000 or 112 from a mobile phone.
- Priority is to confine and quarantine. If substance has been touched, ensure those people are separated from others and if available washed or showered. Clothes should be quarantined for analysis.
- Area is to be kept clear until arrival of Emergency Services.
- The air conditioning system should be shut down immediately.

Chief Warden's Pack

Chief Warden's Primary Focus

To maintain a safe environment, reduce the incidence of emergencies and minimise the consequences should they occur.

This Requires

The establishment and maintenance of:

- An effective Emergency Control Organisation (ECO).
- A fully operational emergency warning system encompassing lockdown and evacuation.
- A signage program that provides essential information at all key points of need.
- A regimen of practices consistent with ensuring the ANBG is safe and secure.
- A safety and awareness program embracing all staff and volunteers.

Emergency Control Organisation

In accordance with Australian Standard AS 3745, the ECO needs to be appointed and membership displayed clearly in staff rooms and other key ANBG locations. The ECO is to be provided with emergency response training on a regular basis. Membership of the ECO is to be reviewed regularly to record changes due to staff turnover and to confirm all current members have received the necessary training. The ECO and the emergency procedures must be regularly tested through the conduct of evacuation and lockdown drills.

Emergency Warning System

The system must be kept in good working order and identified deficiencies rectified as a priority. The 'reach' of the emergency warning system should extend to all parts of the ANBG. The system must be tested regularly and the 'reach' confirmed. Those parts that are not covered by the system are to be encompassed by alternative communication devices, a system of runners and nearby buildings being allocated responsibility for passing on the necessary information.

Guidance Signage

Guidance signage that complies with the Building Code of Australia and AS 3745 is one of the primary vehicles for conveying critical safety and emergency management information throughout the ANBG. Points of need include – buildings, amenities rooms, staff rooms, corridors and thoroughfares and exit doors. The signage must:

- Provide instructions on how to respond to the evacuation and lockdown signals.
- Provide additional instructions to those buildings that have an allocated responsibility for notifying buildings outside the reach of the alarm and PA systems.
- Identify evacuation routes and exit points.
- Provide instructions on how to operate the installed emergency warning and fire detection systems.
- Provide warnings against specific practices that impact on the safety and security of the ANBG.

The signage must be simple and readily understood, uncluttered and capable of being read fully from a distance of several metres.

Standards of Practice

The observance of good standards of practice is critical to maintaining a safe and secure environment. These include ensuring:

- Electrical and heating equipment is sited correctly, operated properly and not overloaded.
- Chemical and flammable materials are correctly stored and properly identified.
- Rubbish is properly contained and stored away from buildings.
- Corridors, aisles, fire stairs and walkways remain clear of obstruction.
- Safety systems, equipment and infrastructure are in good operational condition.

Maintaining a Secure Environment

The maintenance of a secure environment that minimises incidents and consequences should one arise relies upon:

- External fencing being secured during ANBG hours.
- External 'Exit Only' doors not being used as two-way thoroughfares at any time.
- Building doors being kept on permanent lock and door apertures not precluding concealment.
- Separate or isolated buildings having a method of direct communication should they experience entry by an unauthorised person?

Safety Awareness Program

The safety awareness program comprises several elements. These include:

- A current Emergency Management Plan available to all members of the ECO.
- Comprehensive guidance on the management of evacuations and lockdowns.
- Conduct of regular emergency management briefings to staff and volunteers.
- Conduct of regular evacuation and lockdown drills in a variety of circumstances.
- Conduct of regular training for the ECO, particularly for new members.
- Installation of informative emergency and safety signage throughout the ANBG.

Regular Reviews and Walk-Throughs

The emergency management system must be regularly reviewed and tested through evacuation and lockdown drills to ensure each element is current and operationally ready.

The issues identified in this information pack should be structured into a daily, weekly and quarterly activity schedule that the Chief Warden or delegate can use for emergency management planning and review. These should include the conduct of ad hoc walk-throughs with the focus on seeking to identify issues that may require attention.

Communications Failure

Electromagnetic pulse from solar flares can adversely affect large areas of communications systems, equipment and devices; fire can destroy land line connectivity; loss of power can affect computer and Voice Over Internet Protocol (VOIP) connections. Failure of communication systems in an emergency can lead to potentially fatal outcomes.

Communications systems available for use in an emergency should not be restricted to one means and back up communications systems should be available. In some locations there can be communications shadows where certain communications methods will not be available or will be restricted. These problem areas are:

- Mobile telephone coverage in some areas is to standard however in other areas of the ANBG there is a degradation of signal.

In most emergency situations it is necessary to have a secondary form of communication available. For example over large distances satellite phones, High Frequency (HF) or Very High Frequency (VHF) radio devices may be required. The current systems available to the ANBG are listed as follows:

- Two-way radio system. This system is visible to the other emergency agencies.

The use of communication and testing of communication devices should be monitored during the preparation for emergency phase of emergency management to ensure all methods are available and operational on the day.

Critical Services Impact (from BCP)

Details on critical services are contained in the body of the text at section 1.11.

Discovery of Deceased Body / Bodies

If a dead person is discovered the following actions should be taken immediately:

- Ascertain to the best of your ability that the person is deceased, minimising scene disturbance. Do not move the body or disturb the scene unless further damage to the body will occur. e.g. crocodile, fire, rising flood water etc.
- Notify Police and Manager ANBG Operations or General Manager ASAP. **Do not** use names of deceased persons over the radio.
- Chief Warden notification until the Incident Controller (IC) arrives on site
- Seal off the area from unauthorised entry if possible. The scene should not be left unattended.
- Do not allow witnesses to leave the area until you obtain all relevant details from them in accordance with standard investigation procedures
- Police may assume this role at any time.
- Incident Controller will advise Police and Ambulance as required and will co-ordinate action.

Earthquake

In the event of an earthquake:

- If inside a building take cover adjacent to a desk or a bed
- After the earthquake has stopped evacuate the building and go to the nearest evacuation assembly point
- Notify the Chief Warden who will activate the emergency management plan
- Notify police and emergency services
- Review the current position with respect to
 - People affected, injured, trapped, deceased
 - Determine the safest evacuation assembly point and get all people moved to this location if possible
- Activate first aid attendants to provide support to the injured
- Arrange for gas supplies to be switched off
- Switch off power supplies if there are fires or the potential for fire
- Where it is safe to do so – get wardens to conduct local search and rescue in pairs and report back the results

Emergency Contacts

- [Geoscience Australia earthquake monitoring](#)
- [Australian Council of State Emergency Services](#)
- [Emergency Management Australia](#)
- [Triple Zero \(000\) - Australia's Emergency Call Service](#)
- [Emergency Alert \(national telephone warning system\)](#)
- [Emergency and disaster assistance](#)

Recovering from an Earthquake

- Once the shaking stops you can check for injuries and hazards and start the clean-up process
- If you suspect that any property has sustained structural damage, leave immediately and contact the SES.

Note: Aftershocks may strike at any time. These secondary earthquakes are usually less violent than the main quake, but they can be strong enough to cause additional damage and weaken buildings. Aftershocks can also trigger secondary disasters such as tsunamis, landslides, fires and floods, and further threats such as the collapse of structurally weakened buildings

- Take care at all times as structural damage may be hidden
- Stay away from downed power lines, poles and wires, and fallen trees
- Open cupboards carefully as objects may have shifted and could fall off shelves
- Check gas, electrical, and water lines, and check appliances for damage
- Remove and discard any damaged goods that pose a health risk, such as carpets and soft furnishings, but take photos or videos and keep samples of materials and fabrics to show the assessor.

Environmental Pollution / Contamination (e.g. oil, chemical, waste)

There are a number of ways that environmental contamination can occur including incidents from crashed aircraft, motor vehicles and vessels; accidental loss of chemicals; deliberate loss of contaminants and dumping etc. Some of these pollutants can cause environmental blooms of algae caused by sewerage or effluent pollution and poor water flow; loss of flora and fauna and loss of the very reason the park exists. Some of these events will require an activation of the emergency management plan and the ECO.

In the event of an incident that results in environmental contamination the following actions are to be taken under the principle of 'Isolate and Contain':

- Secure the location if possible to prevent others from entering the room/area
- Do **not** attempt to clean or disperse until the pollutant has been identified (see below)
- Prevent the contamination spreading if safe to do so
- Notify the Chief Warden and provide a SITREP on the event or condition that has been found
- The Chief Warden will determine the level of response and advise the appropriate people

Small area and Control within Park Resources

- Notify appropriate personnel to investigate and commence clean-up operations
- Ensure that all personnel involved in the clean-up have appropriate personal protective equipment and the clean-up materials are disposed of in accordance with the local legislation
- If the clean-up requires a larger response but not an activation of the plan – contact the local government authority to assist with the investigation and clean up
- If asbestos is suspected secure the area and seek support from asbestos management experts to conduct the clean up

Large Area where External Support is Required

- Activate the Emergency Management Plan
- Secure the site if possible
- prevent escalation of the pollution if possible and safe to do so
- Contact the police to secure the site to allow clean-up operations
- Contact Environmental Protection Authority in the local region
- Contact Local Government Emergency Management Committee

Fire – Structures / Buildings

In the event of a building fire:

- Evacuate the building to the nearest safe evacuation assembly point
- Contact the Fire Brigade on 000
- Commence first aid to injured people
- If safe to do so conduct fire suppression operations using fire extinguishers and hose reels operated by trained personnel who have assessed the risks and the type of fire to be suppressed
- Get someone to advise the Chief Warden of actions taken or being taken
- Chief Warden to confirm that the fire brigade and emergency services have been notified
- Chief warden to confirm the safety of staff and visitors
- Prepare briefing notes for emergency services handover including any known hazards likely to be found in the building that is the subject of the emergency
- Assist emergency controller after the handover

Fire - Bush / Wild / Grass

Introduction

Bushfires within the ANBG will be reactive and will be dealt with by the ACT Fire Brigade. The ACT Fire Brigade is the recognised lead response authority for this threat and should be notified as a matter of priority as soon as an emergency is identified.

Should the incident escalate to the stage where a co-ordinated emergency response is necessary, the management of the overall operation will be executed by the Chief Warden for the ANBG through the activation of the emergency management plan, until the local fire brigade or Police take over as the Incident Controller.

Initial Responses

The ACT Fire Brigade will respond to a Fire threat within the ANBG after external notification or notification by the Chief Warden.

Incident Controller

All incidents are to be managed in accordance with the principals of the Australasian Inter-Service Incident Management System (AIIMS).

The Incident Controller shall have overall management of the incident and overall responsibility for the management of resources allocated to that incident. There shall only be one Incident Controller.

The Incident Controller is normally the Chief Warden ANBG until a formal handover to the highest ranked officer of the ACT Fire Brigade which is the:

- Fire Control Officer (FCO) in attendance at the fire
- Fire Warden
- Highest ranked officer from a brigade,
- the land manager or
- the police

In all situations it is desirable that the Incident Controller has powers under the Bushfires Act 2004 or is under instruction from a Fire Warden.

Notifications

The Intent is that a Bushfire Information Message (BIM) will be issued on a regular basis for bushfires that have a localised threat to property or public safety and meet any of the following criteria:

- A bushfire is threatening or has the potential to pose a threat to public safety in the immediate area of the fire; or
- A bushfire is producing an undesirable effect (e.g. smoke) in an area that may cause concern to public; or
- ACT Fire Brigade Station Officer (SO) wishes to advise the public of a specific event.

A Bushfire Warning Message (BWM) is the highest level of warning to the public and will generally be issued for wide area community impact. A BWM will be issued when all of the following criteria are met:

- A bushfire is running / contained under very high to extreme weather conditions; and
- The risk of loss of life or threat to properties is almost certain or has occurred; and
- The ACT Fire Brigade is primarily undertaking defensive strategies to protect lives and property; or
- Where special circumstances exist and specifically approved by the Incident Controller e.g. If a life or house has been lost.

Communications

All fire ground radio communications will be conducted through the Police, Fire and Emergency Services Radio Network, unless advised by the Incident Controller who will be the Chief Warden until a formal handover has occurred.

Fire Checklist - Staff

First Response Option

If the detected hazard is a fire and deemed to be 'minor' and capable of being neutralised, an attempt can be made to extinguish, **but only if safe to do so** and provided the correct extinguisher is available and the staff involved are trained in its identification and use. If a minor chemical spill capable of being cleaned up by staff, this may proceed, with appropriate protective clothing and respirator, **but only if safe to do so.**

Conducting the Evacuation

On the evacuation signal, staff and volunteers should ready themselves for evacuation and respond to the Chief Warden's directions. Person in Charge of Visitors	➔	Will assume the role of Warden in conjunction with Area Staff.
Remain Calm & Confident	➔	Staff must present a manner of calmness and confidence.
Check if any Allocated Responsibility	➔	Building allocated responsibility for checking other areas or informing other buildings will have the instructions prominently displayed.
What to Take & Leave	➔	May take personal items that are with them at the time. On no account are items to be retrieved from lockers.
Proceed at Walking Pace	➔	Staff/Volunteers to lead visitors at walking pace out of the building.
Evacuation Routes & Exits	➔	Depart via marked evacuation routes and exit points.
Nominated Assembly Areas	➔	Assemble in nominated place, to facilitate identification of each group, visitors to sit, staff to remain standing.
Accounting for Personnel	➔	During course of evacuation, check toilets, locker and utility rooms for visitors.
Roll Call	➔	Staff will make lists of persons immediately notifying Chief Warden of any missing persons.
Mobility Impaired Persons	➔	To be moved to safe holding ANBG that does not obstruct continuing evacuation of the able bodied; then evacuated.
No Return to Building	➔	In no event will staff, visitors and volunteers return to an evacuated building unless specifically authorised by the Chief Warden or the OIC of the emergency services

First Aid Requirements	➔	If there is any injured, First Aid must be administered as quickly as possible.
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End of the Emergency

The Chief Warden will declare the emergency to be over and, subject to the agreement of the Emergency Services, normal operations will be resumed.

Hazardous Plants / Plant Diseases / Interactions / Infestation

In the event of an plant disease outbreak

One of the main purposes of national parks and gardens is the preservation of native flora and fauna and their living environments. A plant disease or infestation can devastate the local plant species, cause a quarantining of the ANBG and a closure to the public.

Rangers and local indigenous peoples are likely to be the first people to note any infestations or unusual plant changes. If a disease outbreak or infestation is noted then the following actions are to be taken:

- Ranger is to isolate the immediate area until advised otherwise.
- Contact the Chief Warden who may Initiate the Emergency Management Plan
- The Emergency Management Committee is to be convened to decide on a course of action to prevent a spreading of the disease / infestation and to allow specialist personnel to examine the area to determine preventative actions. Alternatives include:
 - to isolate the ANBG or
 - isolate parts of the ANBG
 - decide on the need to evacuate the park or quarantine the visitors and staff for decontamination to prevent the spread of the disease or infestation
- If local action is not possible the Chief Warden is to contact and advise the following people of the event and await directions
 - Specialist staff from DoEE
 - DNP
 - Parks Australia Media Unit

Lockdown procedures – Warden and Staff Pack

A lockdown is where the Chief Warden or General Manager takes action to secure the ANBG for the protection of staff, volunteers and visitors. This could be to isolate and contain an identified threat originating from either inside the ANBG, or to protect staff, volunteers and visitors from an external hazard.

Discussions with the Australian Federal Police (AFP) have emphasised the importance of the principle ‘Isolate and Contain’ to protect the greatest number of people in any one incident. The following example of an effective and proven lockdown procedure should be adapted to the ANBG:

Stage Descriptor:	ALERT	INFORM	LIMIT ACCESS	MOVE	HOLD	RESTORE
Lockdown Stages:	Business as Usual	Stage 1	Stage 2	Stage 3	Stage 4	All Clear - resume BAU
General Description (by EWIS or group SMS)	Normal Operations	Lock all internal and external doors except main entry	Lock all main entry doors and isolate lift controls	Staff move to Secondary Muster Point	Staff to take shelter	All Clear - Evacuate to muster point /prepare for return to work
Primary Guide/Tool	Policy settings	Procedures	Lock Down Button?	Warden instructions	Warden instructions	Lead Combat Authority
Action by Wardens	Normal Operations	Verify readiness	Assist relocation	Assist relocation Monitor Comm's	Assist relocation Monitor Comm's	Assist relocation; Report
Action by Staff	Normal Operations	Staff, Rangers continue work at normal location except wardens Vacate	Clear, and remain at(locations) Vacate	Muster at.....	Staff take shelter In/at	Recovery procedure to support prompt return to normal operations
Carpark access	Normal operations	Isolate (no entry)	No entry or exit	No entry or exit	No entry or exit	Recover procedure
Lift access	Normal operations	Isolate from	Isolate full - no lift movements. Chock open until key locked	Isolate full - no lift movements	Isolate full - no movements	Recover procedure
Egress allowed	Normal operations	From main foyer only	No exit; restricted movement between zones	No exit; restricted movement between zones	No exit; restricted movement between zones	Evacuate to muster point /prepare for return to work
Visitor access	Normal operations	To main foyer only; restricted movement between zones	No entry; restricted movement between zones	No entry; restricted movement between zones	No entry; restricted all movements	Evacuate to designated muster point / prepare for return to work
Communicate by	Email / Intranet Awareness Training	Group SMS and email to Managers, Rangers, Wardens and staff	EWIS if available WIP phones 2-way radios Silence all Mobile Phs	Warden phones 2-way radios Silence all Mobile Phs	WIP phones 2-way radios Turn off Mobile Phs	EWIS WIP phones 2-way radios Re-activate Mobile Phs

Incidents Leading to Lockdown

A lockdown may be precipitated by: (See also Paragraph 3.4 above and Paragraphs 6.33 and 6.34 below).

- Entry of an unauthorised intruder into the ANBG.
- Potential threatening persons or a police incident in proximity to the ANBG.
- A threatening and potentially violent disturbance from within the ANBG involving an unauthorised intruder, or a member of staff, volunteers or visitors.

In these circumstances the lockdown could require the securing of external and internal gates or doors to buildings or rooms as a delaying tactic to minimise potential danger to staff, volunteers and visitors and provide time for the emergency services to arrive and deal with the threat. The Incident Controller where lockdowns occur is typically the Police, who will liaise with other emergency services as required.

A lockdown may also be precipitated by:

- A hazardous chemical spill, gas leaks, electrical conditions, bush fires, severe storms, major medical emergency and dangerous weather conditions or disasters close to the ANBG.

In these circumstances the focus is on ensuring staff, contractors, volunteers and visitors remain safe and in situ, while the threat passes and/or is dealt with by emergency services. Such events would not typically involve the securing of external and internal doors as required in the circumstances identified above.

In either case, evacuation of the building is not advisable – until the threat is properly dealt with and an all clear is given by emergency services.

Who Should Call the Lockdown

All staff should be alert to any potential threat. This will be notified to the emergency services and to the Chief Warden or designated replacement who may call a lockdown. Staff, Managers or the Police or emergency services may also call a lockdown.

Threat is Inside the ANBG

1. Upon becoming aware of a potential incident, the Chief Warden will alert the Deputy Chief Warden who will in turn advise Deputy Wardens and Building Wardens.
2. To avoid any confusion amongst staff, the alert will be in plain language rather than code. [See below for circumstances where code would be appropriate]. The significance of coded terms or special alert sounds can be forgotten and for new or casual staff and volunteers they can be meaningless and have unpredictable results. A simple announcement along the following lines will be used

Will all visitors, staff and volunteers remain in or return to the nearest building. Will staff lock all external doors in their allocated area of responsibility and ensure open spaces are clear. Do not open doors or windows to anyone unless you have personally identified the person.”

3. To emphasise the announcement it will be preceded by an audible signal, through the Emergency Warning System or by a code known to staff at the ANBG. The function of the signal is simply to attract attention and it is important to avoid relying solely on a ‘special lockdown signal’. If the signal is not accompanied by an announcement there could be uncertainty and confusion, which can lead to different and unpredictable responses.
4. All outside activities will cease immediately. Staff are to direct visitors who are in the ANBG or outside the boundary fences, to immediately take shelter in the nearest building.
5. Staff with allocated responsibilities outside are to ensure these responsibilities are immediately carried out in accordance with their instructions. These may include securing gates and external doors and/or notifying visitors outside the reach of the alert signal.
6. Staff will check toilets and amenities areas, buildings and adjacent areas and direct any persons in the immediate vicinity to the dedicated assembly area.
7. Staff to lock the door and stand by for further instructions.

8. Staff shall record the names of visitors who are in the respective building, room or external assembly point. Any missing visitors should be noted. If possible, staff will provide details of their list to the Chief Warden or designated replacement.
9. The main entrance will also be locked. The only entry to the ANBG for the period of lockdown will be through this entrance. The Chief Warden or delegate will ensure that attempts to access are monitored and that only authorised personnel and emergency services have access.
10. The Chief Warden or delegate will liaise with the police Incident Controller [or other emergency services if necessary] to develop and implement a plan for visitors to depart the ANBG when advised that it is safe.

Threat is outside the ANBG

- Depending upon the situation and if safe to do so, the lockdown will be announced over the PA system and/or through other dedicated communication devices, accompanied by an audible signal to emphasise the announcement:

“Will all visitors, staff and volunteers remain in or return to the nearest building. Will staff lock all external doors in their allocated area of responsibility and ensure open spaces are clear. Do not open doors or windows to anyone unless you have personally identified the person”.
- All outside activities will cease immediately, with staff directing visitors to assemble in designated assembly areas or return to the ANBG buildings or, depending upon the nature of the threat move to a safe area away from the ANBG.
- If safe to do so, staff with allocated responsibilities outside the area should ensure these responsibilities are immediately carried out in accordance with the displayed instructions.
- Staff will NOT leave the locked building to reach visitors.
- If volunteers, visitors and accompanying staff are congregated in an area such as the Visitors Centre, Administrative offices or cafeteria they will remain in that area PROVIDED the area can be properly secured from the threat and they are able to effectively conceal themselves from the threat.
- In any building the doors must be locked, windows and blinds are to be closed, door glass covered and lights turned off. All persons are to be located out of line of sight of doors and windows and staff are to ensure the visitors remain calm, quiet and safe.
- Staff shall record the names of visitors in their immediate care. Any missing persons will be noted. If possible, staff will provide details of the roll call to the Chief Warden.
- Staff shall ascertain the nature of any communications devices in buildings, including ANBG phones, mobile phones, pagers and computers with Internet access. Mobile phones and pagers must be turned off initially and then placed on ‘vibration and silent only’ mode and only used under the strict supervision of the staff member present.
- Staff will maintain security and will not open doors for anyone until officially notified by the Chief Warden or an identified police officer that the lockdown is over.

- If the threat is outside the ANBG, the main entrance and the entry between buildings will also be locked with only authorised personnel given access to the premises. Communication with emergency services would be maintained via a two-way link until they arrived.
- If the fire alarms sound during the lockdown, room security will be maintained. If it is not a false alarm, it should be assumed in the first instance that emergency services on site will deal with the matter. If it is not a false alarm and emergency services do not deal with the matter, a judgment is required on the best means of evacuating quickly and safely.

Immediate Danger

Threat is inside the ANBG

- The threat is in the ANBG and represents an immediate danger; and
 - The following steps typically apply to implementation of the lockdown:
- Should a threat be identified, the staff member who identifies the threat shall immediately contact emergency services on 000 and the Chief Warden who will determine if lockdown procedures should be implemented across the ANBG.
 - The announcement will be in plain language, describing the reason for the lockdown and advising that the police have been notified. This will assist the staff to know what to look for and may encourage the intruder to leave.
 - Chief Warden is to call 000 and ask for the police.
 - If the threat is imminent and there is insufficient time or opportunity to lock the external doors or the threat is already within the ANBG, the staff will immediately check spaces outside their buildings for nearby volunteers and visitors and direct all persons in the immediate vicinity into their building and then immediately lock the building door.
 - The lockdown will be announced over the central communication system and/or through other dedicated communication devices, accompanied by an audible signal to emphasise the announcement:

“Will everyone within the ANBG please remain in or return to the nearest supervised building or assembly area immediately. Will staff please lock doors and remain this way until further notice. Do not open doors or windows to anyone unless you have personally identified the person. Everyone outside the ANBG are to move to a safe place away from the ANBG. Do not re-enter the ANBG. The police have been notified.”
 - If all staff, contractors, volunteers and visitors are in lockdown, communication with emergency services should be maintained via mobile phone if possible.
 - Alternatively and only if safe to do so, the Chief Warden or delegate may wait outside the main entrance of the ANBG to direct emergency services.

Threat is in the Visitor Centre or Administration Building

- If the threat is occurring at the Visitor’s Centre or Administration building, it may not be possible to activate the alarm or give an announcement over the PA. An effort will be made to call 000

and ask for the police and also to secure any doors between the foyer and the Centre. If the threat moves beyond the front office / foyer area, the PA and alarm must be activated immediately.

- See also advice on using a Coded Warning in the foregoing circumstances.

Using a Coded Warning – Guidance only

Circumstances can arise in public areas where it may be more appropriate to use a coded warning to convey information about the threat or potential threat.

- Should an irate, argumentative and potentially violent person come into the ANBG making threats or demands and/or asking for a specific member of staff, the respective staff member should initially notify the Chief Warden or other trusted person informing them that:

1. their presence was being sought; and then
2. add a code such as:

“I have also made arrangements for [*use some agreed unusual name*] to come to the office [*or refer to a specific agreed circumstance*]”.

- This will alert the Chief Warden to the need to ask a series of ‘yes/no’ questions designed to inform the Chief Warden or the Executive Team member of the severity of the situation without exposing the front office staff to danger.
- On the basis of the responses to the yes/no questions it can be determined whether to initiate whole or partial lockdown procedure without alerting the intruder that such actions were taking place. This could be initiated through an alternative phone or communication device, or by using a runner, or by keeping the intruder occupied while those actions were taking place.
- If the situation is deemed to be serious, the Chief Warden or designated replacement shall call 000 asking for the police.

COLOUR	EMERGENCY
Fire and/or Smoke	Red
Bomb Threat	Purple
Medical Emergency	Blue
Personal Threat	Black
Internal Emergency	Yellow
External Emergency	Brown
Evacuation	Orange

Communications

In the event of a rapid escalation, it is imperative that as many people as possible be notified by the safest possible means and action taken to lock doors, close windows, draw blinds and curtains, turn

off lights, locate people outside the line of sight and not open the doors until officially notified by the Chief Warden or emergency services personnel.

Lockdown in Open Spaces

If safe to do so head to the nearest building or other sheltered place and stay out of line of sight until emergency services or the Police advise the All Clear.

Other Circumstances

The lockdown alert may occur at any time during the course of the day and it is important that the response is rapid, appropriate and effective on all occasions. The following provides advice on the response in particular circumstances.

Moving away if the Threat is Inside a Building

If the threat is inside a particular building, all of those outside the building will move away immediately to a safe location. Those inside the building would move to safe place. These directions will form part of the notification by Wardens.

Areas of Allocated Responsibility

It is important for the time between the announcement of an alert and the securing of the Building to be kept to a minimum.

To achieve this, it will be necessary to allocate responsibility for particular tasks in particular areas of the Buildings to those closest to that area. It will not be feasible for one person to undertake a task [such as locking all gates and/or external doors] for all buildings.

Accordingly, staff on hand may be allocated responsibility for:

- confirming that specified external gates and external doors are properly secured; and/or
- confirming that specified toilets and amenities areas are clear of personnel; and/or
- ensuring that identified buildings or other areas outside the reach of the PA announcement are promptly notified.

Those staff positions allocated responsibility for securing particular buildings, will be advised of what action to be taken on the announcement of an alert, and via prominently displayed signs in the building or otherwise at their normal workplace.

End of the Lockdown Alert

A person recognized by the listener's shall announce an all-clear signal at the conclusion of the alert. This shall also be in plain language and could be accompanied by an audible signal:

“This lockdown alert is now over ... “

Additional elements of the announcement will be dictated by the circumstances, ranging from a return to normal activities to some collective counselling pending departure of staff and visitors from the ANBG.

After the Lockdown Alert

Following a lockdown, a debriefing will be conducted. The Chief Warden in consultation with the General Manager may consider counselling all personnel on their rights and responsibilities should the media seek to have access to them away from the ANBG.

More than one briefing may be necessary and, depending on the severity, it will include emergency services as well as staff and volunteers. Debriefs will focus on allowing participants to better understand what occurred, the effectiveness of the response and the lessons learned.

The Recovery Checklist also provides options for the provision of counselling support to those involved in the incident.

Duration of the Lockdown

Where the lockdown lasts an extended period of time or extends beyond normal hours, the Chief Warden or the most senior staff member will seek to notify authorities who will in turn notify parents utilizing the Critical Incident arrangements and with the assistance of emergency services.

As part of this process and in conjunction with emergency services, arrangements will be made for parents to be notified of the release from the ANBG and what pick-up arrangements for personnel have been put in place. This could include the use of other environs and use of buses to move people to these areas if required.

Note: Depending upon the nature of the incident, an exclusion zone usually declared by police can last more than 24 hours.

Critical Incident Advice- Media

A lockdown is deemed to be a Critical Incident and the Chief Warden will observe DNP procedures that apply to such events. This applies particularly to media contact where departmental procedures apply with only authorised people to speak to the media.

Lockdown Drill Checklist

Following all lockdown incidents including scenario training sessions the following Lockdown Drill Checklist should be completed and retained on file. It is to be completed by ALL staff with allocated responsibilities.

Did you hear and understand the signal?
Was there any uncertainty about what needed to be done?
Did you have sufficient time to check and lock allocated gates and external doors? Did you encounter any difficulties?
Were you able to bring all of the visitors in from outside the buildings?
Were you able to lock the internal doors? Did you encounter any difficulties?
Were you able to get all the visitors into the building?
Did you use the building or one of the other specified 'safe havens'?
Were the visitors cooperative and responsive?
Were you able to conceal views of visitors concealed from direct line of sight?
Were you able to keep the visitors quiet?
How long did it take you to conclude all of the above actions?
Were you able to make a list of all visitors?
Were you able to identify and control the use of communications devices held by visitors?
Do you feel that the procedures could be improved or strengthened? How?
Do you have any further comments?

Lockdown Event Report

Lost People / Children / Missing Persons

On a report of a missing person always obtain the following information:

- Missing person(s) name;
- Missing person(s) description (build, age, sex, medical condition);
- What activity the missing person(s) planned on doing;
- Details of associated persons, vehicles or witnesses.

CATEGORIES AND RESPONSE FOR MISSING PERSONS

Persons Reported Missing (Public)

Response

- Notify Police and advise that you are investigating (Police may take control of the incident)
- Notify ANBG Chief Warden, Duty Officer and ANBG Senior Manager
- Check with front counter for latest information.
- Check age, sex and get a good description including what they are wearing.
- Check last known location.
- Check vehicle/number plate belonging to the person, cars will be in the day use car parks.
- Update Incident Commander and assess whether search is required (REFER Search Parties at end of section)

Lost Children

Response

- Greet and comfort the lost person/child or the parent/guardian of a lost person/child and explain the purpose of the ANBG Lost Child Services.
- Complete the Lost Person/Children Register (Attached) including a description of the person/child or the parent/guardians who have accompanied the child. Take person/child or parent/guardian into the Visitors Centre and keep occupied.
- Communicate a description of the person/child or parent/guardian via radio to the Visitors Centre immediately. The Visitors Centre Ranger will notify all Wardens of the description of the missing person/child or parent/guardian.
- If the Lost Person/child or parent/guardian refuses to stay at the Visitors Centre, two volunteer staff can walk around the site to continue to search. **At no time should the person/child be left without supervision.** Regular checks with the Visitors Centre must be carried out by the patroller in case the person/child or parent/guardian has been found.

- If the parent/guardian has been found, they must absolutely report to the Visitors Centre to sign the report. When the parent/guardian arrives to claim the person/child, you must insist on proof of identity to verify the address and telephone number.
- Only water can be offered to the person/child. NO FOOD, SNACKS or OTHER BEVERAGES may be offered because of possible allergy problems.
- It is preferable for a Ranger to be assigned to care for the person/child. All staff need to be mindful of any unnecessary contact with the lost person/child no matter how distressed they are, e.g. avoid hugging or holding the person/child if possible.
- Where a search of the ANBG fails to locate the parent/guardian, the person/child is to be brought to the Visitor Centre. On arrival at the Visitors Centre the person/child is to be handed into the care of staff at that location. All details obtained about the person/child are to be provided to the staff member at that area. The staff member is to complete relevant details in the Lost Person/children Register. Lost Person/children Register is attached.
- If more than 1 hour has elapsed and no one has arrived to claim a person/child, staff in the Visitors Centre will contact the Police. It will then become a matter for the Police.
- Where any concerns or doubts exist as to the identification of a parent/guardian (i.e. the person/child does not know the person or shows reluctance to go), staff should contact the Police and request assistance.
- Staff are advised that circumstances surrounding lost person/children can be quite stressful and traumatic for parties, person/children and parents/guardians. All actions carried out by staff are to be polite, reassuring and clear so that both parties understand that the Authority is ensuring, as far as possible, that lost person/children and parents/guardians are re-united promptly and safely.

Missing Persons (Staff)

Response

- Check radio for communication. Cell call to vehicle or handheld radio.
- Check District or HQ for plan or Search and Rescue time.
- Check last known location.
- Check vehicle registration.
- Notify ANBG Chief Warden, Duty Officer and ANBG Senior Manager
- Incident Commander or Manager will decide on whether to notify Police (Police may take control of the incident)

Missing Persons Tour Groups

Response

- Notify Police and advise that you are investigating (Police may take control of the incident)
- Notify ANBG Chief Warden, Duty Officer and ANBG Senior Manager
- Find out all details from Tour Company.

- Check last known location/sighting importantly, time of last sighting
 - What trail/tour they planned to attempt.
 - Time of departure and expected return time.
 - What preparations were made prior to tour (maps, information, water, food)?
- Update Incident Commander and assess whether search is required (Refer to Search Parties at end of section)

Search Parties

- Search activities to be determined by the Incident Commander in consultation with Police.
- Crew to consist of at least two persons with allocated emergency rescue packs, radios and sufficient drinking water for a number of hours.
- Incident Commander to coordinate logistics, operations and planning of search including boat, vehicle, quad, helicopter etc.
- Night searches will generally only be carried out if there is serious concern for the missing party due to age, health, experience, equipment, weather conditions etc., or at the direction of the Police.

Event:		Location:			Office Use Only		
Date	Lost Persons Name & Age	Lost Persons Address/ Contact Details	Name of Parent/ Guardian	Identification & Contact Details (if different to a child's)	Time In	Time Out	Signature of Staff Member

Massed Gathering Incident / Mass Casualties

Places of mass gathering incorporate a diverse range of facilities including, but not limited to, sporting venues, shopping and business precincts, tourism/entertainment venues/attractions, hotels and convention centres, major events and public transport hubs. This also includes significant one-off events.

They are characterised by having a large concentration of people on a predictable basis and often have a minimum of security controls present. Identification of places of mass gathering for the purpose of this document is based on risk and not on any arbitrary numerical threshold. Given the pervasive threat to a diverse range of targets, the identification of places of mass gathering cannot be precise.

The identification of places of mass gathering potentially at risk from terrorism should be informed by the current security context. The National Guidelines for the Protection of Places⁹ states:

“Places of mass gathering not only present terrorists with potential opportunities for mass casualties, symbolism and high impact media coverage, they pose a broad range of security challenges for their owners and operators.

The National Counter-Terrorism Committee noted that places of mass gathering have been specifically identified by religious and political extremists as attractive targets.”

Principles

The national approach is based on the following principles:

- counter-terrorism preparedness for places of mass gathering focuses on the protection and safety of people
- all levels of government contribute to the prevention, preparedness, response and recovery from a terrorist incident, including local government
- event managers and owners and operators of places of mass gathering are responsible for taking reasonable steps to ensure the protection and safety of people
- prevention and preparedness arrangements for protection from terrorism are underpinned by an intelligence-led, risk management approach
- security arrangements for places of mass gathering recognise the dynamic nature of the terrorist threat and are responsive to changes in the security environment, and
- effective security outcomes in complex mass gathering environments require cooperation and coordination between all stakeholders.

Note: security at public transport hubs is considered more specifically under the Inter-Governmental Agreement on Surface Transport Security.

⁹ National Guidelines for the Protection of Places of Mass Gathering from Terrorism, National Counter Terrorism Committee, 2011

Process for engaging with places of mass gathering at risk from terrorism

The national approach relies on an active business government partnership. This partnership will be achieved through three principal methods of engagement based on an intelligence-led, risk management process.

- Guided self-assessment: all owners and operators of places of mass gathering have an obligation to consider the risk of terrorism in their security and emergency planning processes. Governments should make available tools through which owners and operators can self-assess the risk of terrorism to their operation.
- Top down: intelligence-led advice will be provided to owners and operators when relevant.
- Bottom up: specific responses to enquiries from industry/owners and operators about the threat of terrorism to their operations will be provided. The exchange of information and engagement with law enforcement authorities to discuss Australia-wide issues relevant to the protection of places of mass gathering will occur via the BAG.

The Commonwealth (and therefore DNP) has a responsibility to:

- communicate relevant intelligence and information to State and Territory government stakeholders, and other relevant stakeholders;
- participate in the promulgation of a nationally consistent approach to the protection of places of mass gatherings;
- where relevant, liaise with and support State and Territory governments in providing protective security arrangements for places of mass gathering;
- regulate aviation and maritime industry participants, based on a preventative security approach ;
- assist industry through peak bodies and advisory groups as appropriate; and
- coordinate the establishment of a task force for major events where Commonwealth Government action is required; and
- manage and coordinate public information and the media at a national level.

Similar responsibilities apply to State and Territory Governments and the National Guidelines provide details of the role of State and territory police forces and owners and operators of places of mass gathering and event organisers.¹⁰

¹⁰ National Guidelines for the Protection of Places of Mass Gathering from Terrorism, National counter-terrorism Committee, 2011_p. 6

Medical Emergency / Injuries to People

In the event of a medical emergency, (a number of heat stress victims, single or multiple drowning, a heart attack, snake bite etc) the emergency management plan may need to be activated depending on numbers and location of injured people.

If a medical emergency is identified:

- Contact 000 and advise of the emergency
- Advise the Chief Warden
 - location
 - numbers of people affected
 - condition of people
 - that the emergency services have been contacted Y / N
- Provide first aid where possible

Anyone can contact emergency services if they believe it is right to do so but they must also contact the Chief Warden who will decide on the support actions required.

Motor Vehicle Incident / Accident

Should an emergency situation arise as a result of a motor vehicle accident on site the following procedure shall apply:

- request attendance from relevant emergency services by dialling 000 or 112 from a mobile phone; and
- Notify the Chief Warden, who will activate the Emergency Control Organisation if the circumstances warrant.

Provide the following details as requested:

- Address:
- Nearest Cross Street:
- Area on site:
- Details of Injury:
- Your Name:

If safe to do so, evacuate all affected persons to a point of safety and assist the injured. Be alert to hazards such as other passing traffic, fuel and/or chemical spillage.

Emergency Officers should establish a perimeter under the direction of the Chief Warden to restrict access to the emergency area for emergency services personnel.

Such events may result in fire; explosion or spillage and the Chief Warden should consider containment as a priority until the arrival of emergency services before initiating any other on site response.

Response

- Notify Police or 000.
- Provide specific details on:

- The location of the accident
- Any specific details of the accident, e.g. number of people involved, state of injuries, risks etc
- Details of the person who reported the accident
- What is the current status of the response (if any)?
- A first response team of two staff members (if possible) should attend the accident scene if required by Police or emergency services with first aid and communications equipment.
- Team's main aim is to administer first aid, secure the scene and provide a SITREP to Incident Controller.
- SITREP to include an update on:
 - Exact location of scene
 - Number of people, casualties and vehicles involved
 - Identified Risks
 - The state of injuries
 - Any additional equipment or KNP personnel required
- Incident Controller will advise Police and Ambulance as required and will co-ordinate any further action required.
- Operations log to be maintained by the Incident Controller or delegate until the operation is complete.

Pandemic

Details of DNP policy on infection control can be found on the intranet at:

<http://intranet.environment.gov.au/PoliciesandGuidelines/Pages/default.aspx>

DNP will closely monitor and provide guidance to all Parks and Gardens sites in the event of national pandemic that requires specific actions to be undertaken.

These may include for example activities to:

- prevent, where possible, the development of a pandemic overseas or in Australia;
- ensure we are prepared to meet the health needs of our community should a pandemic occur;
- respond promptly and effectively to minimise the pandemic's impact; and
- contribute to the rapid and confident recovery of individuals, communities and services.

For more information and guidance see: [Australian Health Management Plan for Pandemic Influenza¹¹](#)

Personal threat

The following checklists are included to guide staff, contractors, volunteers and visitors at KNP in managing or containing any personal threat situation.

¹¹ <http://www.health.gov.au/internet/main/publishing.nsf/content/ohp-ahmppi.htm>

Personal threat emergency action

- Quickly assess the situation and contact their supervisor or police (000) when it is safe to do so.
- Follow directions given by Emergency Services personnel.
- Follow the standard procedures for that type of emergency.

Aggression

- Do not place yourself at risk.
- Obey the offender's instruction.
- Attempt to de-escalate the situation—avoid getting into an argument.
- Keep a safe distance between yourself and the offender.
- Take note of exits or other possible escape routes and try to get as close as possible.
- If able to do so contact supervisor.
- If able to do so contact the Police 0-000.
- Call for assistance from another staff member as soon as possible.
- Observe continuously any objects touched by the offender.
- Record description of offender, what was said, touched etc as soon as possible.
- Isolate the area until Security or Police arrive.

Radiation safety checklist

Analytical x-ray systems produce highly intense beams of x-rays which are predominantly low in energy relative to those utilised in medical diagnosis and therapy. Such x-rays are often described as being 'soft' because of the ease by which they are absorbed in matter. While this characteristic enables soft x-rays to be readily shielded (generally requiring only a few millimetres of lead), it also makes them particularly hazardous since they are highly absorbed even by soft tissue.

Ultraviolet light (UV) is non-ionising radiation in the 40-400 nanometre (nm) region of the electromagnetic spectrum. The energy is not sufficient to ionise atoms but interacts with human tissue to produce photochemical and thermal effects by exciting electrons in atoms to higher energy levels and by producing molecular excitation. In general, direct radiation hazards to health can be attributed to wavelengths greater than 180 nm, given that radiation of shorter wavelengths are totally absorbed by air.

Radiation sources held at the ANBG

Item	Area Stored
Fully enclosed x-ray unit. Faxitron BioOptics LLC Multifocus x-ray analysis system	Research Cottage (National Seed Bank)
UV light emitting source for sterilization of work space within the laminar flow cabinet. Fully enclosed Gelaire Laminar flow cabinet A45 6D1-C.	Research Cottage (National Seed Bank)

Radiological Hazards

There are a number of items of equipment that can contain radioactive substances. Emergency lighting systems may contain the radioactive gas Tritium, some instruments may contain other tritium light sources, and there are radioactive sources that emit x-rays for sterilisation of biological substances. Loss of control of these radioactive substances will require immediate action in some instances.

Radioactive Gas

These gases will have been identified in the local risk register and RiskWatch. If the source gas is released to the atmosphere:

- Immediately evacuate the area and ventilate
- Notify the Chief Warden of the event who will contact:
 - Emergency Services
 - Australian Radiation and Nuclear Safety Association (ARPANSA) advising them of a radiation related incident
 - No-one is to re-enter the building until cleared by ARPANSA investigators
- Note: If there is a fire or explosion, then inform the senior officer of the attending fire brigade of radiation hazards.**

Radioactive Material / Source

Loss of control of a radioactive source or the containment around a solid radioactive source requires immediate attention. The trained operator of the equipment is to confirm that the containment method or the source has been compromised and must:

- Evacuate the immediate area
- Leave doors closed
- Notify the Chief Warden of the event who will contact:
 - Emergency Services
 - Australian Radiation and Nuclear Safety Association (ARPANSA) advising them of a radiation related incident
 - No-one is to re-enter the building until cleared by ARPANSA investigators
- Note: If there is a fire or explosion, then inform the senior officer of the attending fire brigade of radiation hazards.**

WARNING: If there has been a fire and the fire has impacted on the source or the containment vessel **THE FIRE BRIGADE MUST BE NOTIFIED ON ARRIVAL AT THE SITE** that there is a radiation hazard or a potential radiation hazard.

Loss of Radioactive Source

- Look for the source and return it to its containment device
- If the source is not found evacuate the immediate area and close the doors
- Advise the Chief Warden
 - Conduct an investigation with the equipment operator and the radiation safety officer
- If still lost contact
 - Emergency Services
 - Australian Radiation and Nuclear Safety Association (ARPANSA) advising them of a radiation related incident
 - No-one is to re-enter the building until cleared by ARPANSA investigators

Recovery Checklists and Planning for Recovery Operations

1. RECOVERY CHECKLIST FIRST 24 HOURS

First Few Minutes

- Take a moment to stop and think. Appearing calm will help give a sense of control.
- Send for a member of your administration support team.

Establish the Facts

- Collect information from reliable sources and ensure you are kept up to date.
- If the critical incident is of a type listed in the guidelines refer to the checklist for emergency action cards.
- Ensure that staff, volunteers and visitors are safe from injury and harm.
- Record details on the initial emergency record form.
- Contact with emergency services personnel to establish clear communication lines.
- Notify the Director of national Parks to establish clear communication lines.
- Actively seek information from the Department, police, hospital or elsewhere.

Implement the Emergency Management Plan

- Convene a meeting immediately with the Emergency Control Organisation and support personnel.
- Establish a communications centre.
- Establish the Planning Teams communication liaison person.
- Ensure first aid is undertaken for any individual requiring support.
- Is any additional assistance needed from emergency services?

Inform all Personnel

- Provide facts regarding the incident, if possible at a staff meeting.
- Outline the management plan.
- Suggest sources of personal support for employees.

Inform all Staff/Volunteers

- Ensure that absent employees are kept informed.
- Use your knowledge of the workplace to decide on how to disseminate information (e.g. Assembly of whole section/department).

- Assemble staff /volunteers and outline the facts of the incident at the earliest opportunity.
- Provide information to staff /volunteers regarding who they can approach for support.

Establish a Recovery Room

- Establish a recovery room for staff /volunteers.
- Wherever possible, provide support personnel, refreshments and comfortable chairs.
- Allow distressed staff /visitor's access to private space for several days after the incident.

Liaising with the Media

- Identify a media contact person in Parks Australia.
- Ensure the contact person has clear guidelines on media contact with staff / volunteers.
- Minimise media contact with staff / volunteers and parents /caregivers.

Review Emergency Management Plan

- An Emergency Management Plan debriefing session is to be undertaken within 24 hours of an event/drill to identify areas that require improvement.
- The emergency control team must be convened and the Emergency Management Plan reviewed and re issued following a drill/event.

2. RECOVERY CHECKLIST – DURING FIRST WEEK

Restore a Regular Routine

- Hold staff meetings and provide all employees with accurate information.
- Allow opportunities to talk about the incident and reactions.
- Reiterate information about reactions to critical incidents.
- Provide regular updated information to all employees.
- Ensure those absent on the day of the critical incident have been briefed and given the opportunity to ask questions and express concerns.
- Provide structure to help staff /volunteers return to normal functioning.
- Assist staff to create a safe, ordered environment as many other staff/volunteers will need reassurance during the critical incident.
- Monitor stress levels. Facilitate consultation with the personnel counsellor.
- Be aware of cultural and religious differences in response to death and what the funeral may entail.

Support for Those More Directly Involved

- Use specialist support staff such as the Employee Assistance Program provider to assist staff and volunteers.
- Make support and counselling available in an organised manner.
- Ensure appropriate referral information is available and a list of resource persons is displayed.
- Consider providing temporary relief staff for those most affected by the incident.
- Use temporary relief staff to enable staff to attend any funerals.
- Monitor those in caregiver roles.
- Liaise with community support agencies such as churches, funeral directors, community health centres and police.
- Liaise with other sections, CSIRO, Telstra, and Australian National University.
- Keep a scrapbook of eulogies and sympathy cards in a central ANBG location for members of the workplace and community to read.
- Monitor media coverage of the event to identify areas that may be causing difficulty or distress for staff or volunteers.
- Suggest staff make detailed notes for their personal reference about the event and their part in it.
- Suggest staff obtain copies of any official statements they make.
- Encourage two-way communication between family/parents/partners/caregivers and the workplace.
- Keep family/parents/partners/caregivers informed.
- Encourage support networks among parents/partners.
- Monitor and support reactions within the workplace.
- Continue to update parents/partners/caregivers about the ongoing management plan through newsletters or meetings.

Consider Memorial Options

- Plan an appropriate memorial. Consult employees, volunteers, siblings, close friends and others directly involved about the type of memorial.
- The workplace may wish to inform and/or involve parents/partners/caregivers in this process.
- It is important to consider the placement and type of memorial. A prominent placement may make recovery and return to normality difficult.

3. RECOVERY CHECKLIST – IN THE LONGER TERM

Monitor Members of the Workplace

- Encourage those affected to seek support and/or professional assistance.
- Monitor stress levels. Facilitate consultation with the Department's EAP provider.
- Plan and provide for increased demands on relief time.

Training & Development Requirements

- Workshops or staff meeting sessions on conflict resolution, sexual harassment, stress management, personal well-being, team building.
- Practice evacuation and lockdown drills.

Anniversaries, Inquests & Legal Proceedings

- Consider special support, for those affected may need it again at this time. These events bring back to the surface emotions and memories from the past.
- Provide extra staff and request support services if necessary.
- Seek legal advice if employees are required to give evidence in legal proceedings. If a Coroner's inquiry is to take place, a social worker at the Coroner's Court can prepare people for what they may encounter.

Subsequent Critical Incidents

- Any subsequent critical incident may have a stronger than normal impact on the workplace and its members. It is important to recognise the impact of cumulative stress and seek assistance from external services.
- Where a staff member has been strongly affected by a critical incident, any new situations arising within two to three years and sometimes longer (e.g. missing out on a job or promotion, another fire or death) may cause the person to re-experience strong emotional reactions, particularly if the issues were not resolved at the time. General Manager/Chief Warden should inform the counsellor of the past incident(s) and seek support for the individual as a matter of urgency as he/she may be at risk of developing ongoing stress symptoms.
- Recognising you need to look after yourself and have a right to support will enable you to effectively provide support and encouragement to others.

Monitor & Review

- Reconvene emergency control team at least twice annually to monitor the workplaces response and effectiveness of planning arrangements.

Review the Emergency Management Plan and re issue, if necessary, in light of the experience gained. The DNP Business Continuity Plan checklist (See DNP Business Continuity Plan V1.0 December 2016) for recovery is attached for information purposes.

Responsible Party	Action	✓
Immediate response		
Place/Section Manager or their delegate.	Start a log of information received, decisions made and actions taken (see Appendix C).	<input type="checkbox"/>
Place/Section Manager or their delegate	Appoint a Business Continuity Team (BCT) and pass on relevant information.	<input type="checkbox"/>
Business Continuity Team	If the primary location for response is not accessible or unsafe, arrange for an alternate location.	<input type="checkbox"/>
Business Continuity Team	Assess any damage or disruption to key services / assets	<input type="checkbox"/>
Business Continuity Team	Brief the relevant Branch Head	<input type="checkbox"/>
Business Continuity Team	Consult with Public Affairs to confirm communication protocols.	<input type="checkbox"/>
Business Continuity Team	Decide on course of action and priorities, taking into account the Critical Activities and Resources detailed in <i>Continuity Response</i> below.	<input type="checkbox"/>
Business Continuity Team	Estimate required resources (people, property & assets) for site.	<input type="checkbox"/>
Business Continuity Team	Assign available assets to critical activities (see <i>Continuity Response</i> below).	<input type="checkbox"/>
Business Continuity Team	If additional resources are required contact the Branch Head-JMB	<input type="checkbox"/>
Business Continuity Team	Consider whether park or sections of the parks should remain open/accessible	<input type="checkbox"/>
Business Continuity Team	Ensure all park staff are notified of the outage and initial work arrangements.	<input type="checkbox"/>
Business Continuity Team	Advise staff of communication protocols during the outage.	<input type="checkbox"/>
Business Continuity Team	If an alternative location decision has been made, any non-critical staff or staff that have remote access may be sent home if alternate location is not sufficient.	<input type="checkbox"/>
Business Continuity Team	Contact relevant stakeholders as necessary to advise of situation and any disruption this may cause to services.	<input type="checkbox"/>
Business Continuity Team	Voice and telephone services are redirected if necessary.	<input type="checkbox"/>
Business Continuity Team	Provide public information (only after consultation with Public Affairs section). This may include updates on the Park website.	<input type="checkbox"/>
Continuity response – see site specific responses in appendices that follow.		
Ongoing Actions		
Business Continuity Team	Provide public updated information (only after consultation with Public Affairs section)	<input type="checkbox"/>
Business Continuity Team	Monitor the environment for emerging risks.	<input type="checkbox"/>
Business Continuity Team	Re-assess current priorities.	<input type="checkbox"/>
Business Continuity Team	Consider rotation of staff.	<input type="checkbox"/>
Recovery response		
Business Continuity Team	Advise Branch staff of new work arrangements (if staff sent offsite).	<input type="checkbox"/>
Business Continuity Team	Identify and prioritise backlog of outstanding tasks.	<input type="checkbox"/>
Business Continuity Team	Contact key stakeholders to advise that Business as Usual has been resumed and advise of any processing backlogs.	<input type="checkbox"/>
Business Continuity Team	If necessary organise counselling for staff.	<input type="checkbox"/>
Business Continuity Team	Ensure all work performed offsite/manually is uploaded into the appropriate system/location	<input type="checkbox"/>
Business Continuity Team	Finalise any insurance claims and forward to the Risk Manager for Comcover submission.	<input type="checkbox"/>
Business Continuity Team	Complete any outstanding DNP Incident and Hazard Report forms	<input type="checkbox"/>
Business Continuity Team	Arrange a debrief to capture any lessons.	<input type="checkbox"/>
Business Continuity Team	Review Business Continuity Plan.	<input type="checkbox"/>

Severe storm / weather

The Bureau of Meteorology (BOM) provides severe weather warnings for potentially hazardous or dangerous weather that is not solely related to severe thunderstorms or bushfires. They are issued whenever severe weather is occurring in an area or is expected to develop or move into an area.

The BOM provides severe thunderstorm warnings to warn communities of the threat of dangerous thunderstorms. They are issued whenever a severe thunderstorm is occurring or is likely to occur.

Safety statements are included in the warnings. These are developed in consultation with state and territory emergency service organisations.

<http://www.bom.gov.au/weather-services/severe-weather-knowledge-centre/warnings.shtml>

The BOM has prepared advice on how to prepare for and safety during thunderstorms.

<http://www.bom.gov.au/weather-services/severe-weather-knowledge-centre/safety.shtml>

Teachers Pack- For Day Time School Excursions

ANBG – EMERGENCY MANAGEMENT ARRANGEMENTS

Prior to and Upon Entry to the ANBG

Assess whether there are vulnerable children or adults who may require additional assistance should an emergency arise. Ensure medication is available during your visit to the ANBG.

Ensure that class rolls are gathered and taken into the ANBG and equip each party of teachers and students with the following emergency equipment:

- A Site Plan showing assembly areas (available from the Visitor Centre)
- ANBG emergency contacts list (attached).

During the planning for a visit to the ANBG teachers accessing the ANBG web site will note links to the Emergency Services Plan which has information on fire and weather warnings. Another useful site is the Bureau of Meteorology (BOM). For each party of teachers/students, allocate an accompanying adult to be the principal point of liaison with ANBG Education staff or Rangers. Ascertain risks to children from all sources. Whilst protecting the privacy of the child and their family it is advisable that the ANBG be informed of a need to take special precautions when making a booking for your party or on arrival at the ANBG. For privacy reasons it is not necessary to divulge personal information. Please also inform the ANBG prior to your visit if relatives or friends of children are accompanying your group.

Please arrive at the ANBG 10 minutes prior to program time to allow time for orientation and safety/evacuation briefing.

Note: ANBG First Aid Officers will provide First Aid if required and call emergency services. They can be contacted via the Visitor Centre.

Evacuation Assembly Points

Remain alert to the possibility that an emergency could arise whilst you are at the ANBG:

Using the map provided by ANBG staff, ensure you are familiar with the ANBG Assembly Points, designated Exits and Evacuation Routes:

Communication

Ensure that the teacher accompanying each group is equipped with a mobile phone with ANBG emergency contacts noted before entering the ANBG.

Ensure that a roll call is undertaken at each point of departure including entering and leaving the ANBG, getting on or off buses within the ANBG and supplement roll calls with head counts of children in your charge.

Be prepared to accept responsibility for ensuring the safety of children at all times particularly near water courses and ponds

Alert & Evacuate Signals

On an emergency arising, emergencies will be conveyed via ANBG wardens or staff.

During the Alert & Evacuation

On the evacuation advice you should prepare children so they are ready to evacuate when the direction is given. It is important to:

Remain Calm & Confident	<input type="checkbox"/> →	Calmness will give children confidence in your ability to manage the evacuation they are required to undertake.
Take Essentials Only	<input type="checkbox"/> →	Children and accompanying adults may only take those personal items they have with them at the time.
Proceed at Walking Pace	<input type="checkbox"/> →	The evacuation should proceed at walking pace out of the ANBG. You will be advised by ANBG staff of available transportation and pick up points.
Follow the Signs	<input type="checkbox"/> →	Evacuation routes from buildings and Exits are typically identified with prominent signage. These routes should be followed when evacuating buildings.
Assemble as Directed by ANBG staff	<input type="checkbox"/> →	Areas away from the buildings have been identified as assembly areas. ANBG staff will direct you to them. Otherwise move well away from the site of the emergency.
Account for Everyone	<input type="checkbox"/> →	Make sure that all children are with you and accounted for. Notify ANBG staff immediately of any missing persons.
Mobility Impaired Persons	<input type="checkbox"/> →	If any children are mobility or otherwise disabled, notify ANBG staff, who will assist to move them to a

		safe holding area prior to evacuation and without impeding continuing evacuation of the able bodied.
Do Not Return to the Building	<input type="checkbox"/> →	In no event will you or the children in your charge return to any evacuated building or visitor site unless specifically authorised by ANBG staff. Await instruction at the designated Evacuation Assembly Area
Administer First Aid	<input type="checkbox"/> →	If there are injured persons, First Aid must be administered as quickly as possible.

Should you require assistance to evacuate vulnerable children during the excursion, immediately notify the nearest ANBG staff member of the circumstances and follow their instructions.

End of an Emergency

ANBG staff will advise the teacher in charge of your group when the emergency is over. It is imperative for the Teacher in Charge to ensure that he or she has the necessary emergency ANBG contact numbers which are provided with this Excursion Pack.

If appropriate, consideration may need to be given to the provision of calming activities and/or the provision of a measure of counselling for people to ensure they are able to come to terms with what has occurred.

Emergency Numbers

Chief Warden	0407 292 628
Deputy Chief Wardens	0439 031 603 0439 031 604
Duty Ranger (Warden)	0417 021 558
Emergency Services (Fire, Police, Ambulance)	0 000 Or 112 from a mobile phone.
Ambulance (Non Urgent)	6207 9900
Fire Brigade	6207 8333
Police	131 444
State Emergency Services (SES)	6207 8455
SES Emergency Help During Storms & Floods	132 281
Hospital	6244 2222
Poisons Information Centre	131 126

Teachers Pack, Evening and After Hour School Excursions

ANBG - EMERGENCY MANAGEMENT ARRANGEMENTS

Prior to and upon entry to the ANBG, assess whether there are vulnerable children or adults who may require additional assistance should an emergency arise. Ensure medication is available during your visit to the ANBG.

Ensure that class rolls are gathered and taken into the ANBG and equip each party of teachers and students with the following emergency equipment:

- A Site Plan showing assembly areas (available from the Visitor Centre)
- ANBG emergency contacts list (attached).

During the planning for a visit to the ANBG teachers accessing the ANBG web site will note links to the Emergency Services Plan which has information on fire and weather warnings. Another useful site is the Bureau of Meteorology (BOM).

For each party of teachers/students, allocate an accompanying adult to be the principal point of liaison with ANBG Education staff or Rangers.

Ascertain risks to children from all sources. Whilst protecting the privacy of the child and their family it is advisable that the ANBG be informed of a need to take special precautions when making a booking for your party or on arrival at the ANBG. For privacy reasons it is not necessary to divulge personal information.

Please also inform the ANBG prior to your visit if relatives or friends of children are accompanying your group.

Please arrive at the ANBG 10 minutes prior to program time to allow time for orientation and safety/evacuation briefing.

Note: ANBG First Aid Officers will provide First Aid if required and call emergency services. They can be contacted via the Visitor Centre.

Evacuation Assembly Points

Remain alert to the possibility that an emergency could arise whilst you are at the ANBG:

- Using the map provided by ANBG staff and ensure you are familiar with the ANBG Assembly Points, designated Exits and Evacuation Routes:

Communication

- Ensure the teacher accompanying each group is equipped with a mobile phone with ANBG emergency contacts noted before entering the ANBG.
- After hours, all ANBG staff carry walkie talkies and communicate via these. Pay close attention at all times to instructions given by ANBG staff.
- Ensure that a roll call is undertaken at each point of departure including entering and leaving the ANBG, getting on or off buses within the ANBG and supplement roll calls with head counts of children in your charge.
- Be prepared to accept responsibility for ensuring the safety of children at all times particularly near water courses and ponds.

Alert & Evacuate Signals

On an emergency arising, emergencies will be conveyed via ANBG staff.

During the Alert & Evacuation

On the evacuation advice you should prepare children so they are ready to evacuate when the direction is given. It is important to:

Remain Calm & Confident	➔	Calmness will give children confidence in your ability to manage the evacuation they are required to undertake.
Take Essentials Only	➔	Children and accompanying adults may only take those personal items they have with them at the time.
Proceed at Walking Pace	➔	The evacuation should proceed at walking pace out of the ANBG. You will be advised by the Education Presenters of available transportation and pick up points.
ANBG exit points are identified. Follow the Signs	➔	Evacuation routes from buildings and Exits are typically identified with prominent signage. These routes should be followed when evacuating buildings.
Assemble as Directed by ANBG staff	➔	Areas away from the buildings have been identified as assembly areas. ANBG staff will direct you to them. Otherwise move well away from the site of the emergency.
Account for Everyone	➔	Make sure that all children are with you and accounted for. Notify ANBG staff immediately of any missing persons.
Mobility Impaired Persons	➔	If any children are mobility or otherwise disabled, notify ANBG staff, who will assist to move them to a safe holding area prior to evacuation and without impeding continuing evacuation of the able bodied.
Do Not Return to the Building	➔	In no event will you or the children in your charge return to any evacuated building or visitor site unless specifically

		authorised by ANBG staff. Await instruction at the designated Evacuation Assembly Area.
Administer First Aid	➔	If there are injured persons, First Aid must be administered as quickly as possible.

Should you require assistance to evacuate vulnerable children during the excursion, immediately notify the nearest ANBG staff member of the circumstances and follow their instructions.

End of an Emergency

ANBG staff will advise the teacher in charge of your group when the emergency is over. It is imperative for the Teacher in Charge to ensure that he or she has the necessary emergency ANBG contact numbers which are provided with this Excursion Pack.

If appropriate consideration may need to be given to the provision of calming activities and/or the provision of a measure of counselling for children to ensure they are able to come to terms with what has occurred.

Emergency Numbers

Evening program ANBG Staff	0419 552 660
Emergency Services (Fire, Police, Ambulance)	0 000 Or 112 from a mobile phone.
Ambulance (Non Urgent)	6207 9900
Fire Brigade	6207 8333
Police	131 444
State Emergency Services (SES)	6207 8455
SES Emergency Help During Storms & Floods	132 281
Hospital	6244 2222
Poisons Information Centre	131 126

Terrorist Activity (active shooter / hostile vehicle use)

The Australian National Security web page contains a list of resources available for safeguarding public places. This includes Active Armed Offender Guidelines for Crowded Places.¹²

These guidelines provide detailed information on the prevention, preparedness, response and recovery processes relating to such events.

¹² <https://www.nationalsecurity.gov.au/Media-and-publications/Publications/Pages/default.aspx>

Uncooperative Workers and Visitors

During an emergency and during evacuation from buildings or locations, some people may become anxious, passive or aggressive, not wanting to do what they are directed to do.

It is important to remember that you are not required to argue with anyone who is uncooperative in the event of an evacuation.

If an individual refuses to evacuate, despite being asked to and told of the situation, then your responsibility is the safety of the rest.

If safe to do so, note their name and location and ensure that information is passed to the Chief Warden upon successful evacuation of the rest of those in your area.

Unexploded Ordnance / Firearms Control incident

Refer to the DNP Firearms and UXO advice and policy found on the DNP intranet at:

<http://150316.spire.environment.gov.au/107/WHS%20Policies/WHSOP-DNP-021%20-%20Firearms%20and%20UXO%20Management%20Policy%20-%20FINAL.pdf>

If UXO is found refer the matter to the police. Firearms mismanagement are to be referred to the Police and Chief Warden.

UNDER NO CIRCUMSTANCES SHOULD DNP STAFF, VOLUNTEERS OR CONTRACTORS HANDLE UNEXPLODED ORDNANCE OR FIREARMS.

Utilities Failure (Water, Power, Sanitation)

A range of emergencies could impact on the utilities affecting the ANBG. Fires and floods can destroy communications, power, water, sewerage and septic systems and interfere with the ANBG. Failure of these vital pieces of infrastructure can lead to the ANBG being isolated or contaminated and unable to support staff and/or visitors to the ANBG.

Where utilities are considered vital in the management of the ANBG they must be identified and appropriate strategies put into place to overcome the failure of these systems. These problem areas are identified at section 1.11 in the business continuity area of the document.

The use of alternatives to the vital utilities should also be identified and listed, be tested annually or more often to ensure that they are functional and effective for use in an emergency.

Violent Incident Threat (in the Park)

Refer to the lockdown procedures if any staff or member of the public is threatened with violence. Annex 6.32 refers.

Violent Incident Threat (outside of the Park)

Civil disorder

General

Civil disorders are becoming more frequent in our society. Any building can be involved, either directly or indirectly, by such action. It is essential that departmental emergency staff are aware of the procedures to manage these disturbances.

Types of disorders

Types of disorders that may be encountered are:

- Industrial disputes and/or their representations
- Emotional international situations
- Demonstrations and marches that get out of control
- Clashes of opposing groups that may inadvertently involve this property.

These procedures are designed to minimise the danger to personnel, the risk of damage to assets and the loss of revenue to DNP.

Procedure

As soon as the Chief Warden is aware of a civil disorder occurring in the building, in the vicinity of the building, unauthorised entry into the building by a person or group, or knowing that such an event is imminent, they should:

- Alert most senior departmental officer on site and DNP.
- Restrict access to the entrance of the building
- Confine intrusion to one area
- Prevent contact between the demonstrators and the building's occupants by locking doors
- Notify the Police and request assistance
- Restrict entrance to the building
- The Wardens should ensure that the main entrances and all side doors, fire escapes, etc. are secured.

Visitors / Workers with Special Needs / PEEPs

Care must be exercised to ensure that those with one or other form of mobility impairment requiring special assistance do not impede the evacuation of able-bodied persons. Such persons should be moved to a safe place until the evacuation route is reasonably clear and capable of being negotiated without additional difficulty. This is usually visitors and their carers who should be able to manage this as part of the evacuation process.

The following legislative instruments and standards pertain to services and facilities for persons with disabilities.

- Disability Discrimination Act 1992 (Cth), Sections 23 and 24
- Building Code of Australia (BCA) – Part D3, and E3.6
- Australian Standard AS 1428.1
- Australian Standard AS 1735.12
- Human Rights and Equal Opportunity Commission particularly in relation to its role in leading implementation of the Disability Discrimination Act 1992 and major responsibilities for the Convention on the Rights of Persons with Disabilities.

Disability definition

For the purposes of this report Disability covers the following:

- Intellectual/Cognitive disability
- Language disorder
- Autism
- Physical disability
- Hearing Impairment
- Vision Impairment
- Emotional disturbance (DSM IV categorisation)
- Communication disorder
- Mental Health
- Temporary incapacitation due to injury

Resource and Contact Directory

EMERGENCY CONTACTS REGISTER - STAKEHOLDERS	
Function / Service / External Contacts	Telephone
Emergency Services (Fire, Police, Ambulance)	0 000 Or 112 from a mobile phone.
Ambulance (Non Urgent)	6207 9900
Police (non-urgent)	131 444
ACT Fire Brigade	6207 8333
ACT Fire and Rescue	132 281
Community Fire Unit (CFU) Unit #5 Dryandra Street, O'Connor	0402 433 863 Team Leader - Dominic Kain
National Fire Service	6299 2222
ACT Emergency Services (SES)	6207 8455
SES Emergency Help During Storms & Floods	132 281
Emergency Management Australia	000
National Security Hotline	1800 123 400
Canberra Hospital	6244 2222
Poisons Information Centre	131 126
ACTEW Electricity Supplier	131 113
ACTEW Gas Supplier	131 911
ACTEW Water Supplier	131 193
ACTEW Sewerage System Managers	131 193
ACTEW Storm Water Managers	131 193
Telstra (Faults)	132 203
ACT Work Cover	6205 0200
Comcover / Comcare	Toll Free 1800 651 540
TAMS – Canberra Connect	132 281
Adjoining Landowners/Buildings:	

TAMS – Parks Conservation and Lands	6207 2414/0438 620 700
CSIRO Emergency Controller	0407 412 294
Black Mountain Tower	1800 806 718
ANU Security	6125 2249
National Capital Authority	6271 2888
ACT Government – Transport Canberra (ACTION Buses)	131 710
ABC Radio	6275 4555 or 139 994
Director of National Parks	
Director of National Parks	6274 2220
Assistant Secretary, Parks Island and Biodiversity Science Branch	0417 202 819
Parks Australia Media Unit	6274 1276/0416 911 968
Parks Australia Risk Manager	6274 2369
Parks Australia Work Health & Safety Advisor	6274 2369

EMERGENCY CONTACT: (0) 000*

Location	Name	Internal dial	Mobile phone:	Mobile Speed Dial
Chief Warden	Craig Cosgrove	522	0407 292 628	*61 104
Deputy Wardens	David Taylor	402	0439 031 603	*61 113
	Phil Hurle	531	0439 031 604 0414 883 981	*61 119
ANBG Site Assistance to Visitors	Rangers	547	0417 021 558	*61 111
ANBG Grounds Warden	Dan Marges	513	0407 292 003	*61 115
ANBG Communication Officer	Administration Officer	453		
Admin & Visitors Centre	Phil Hurle	451	0414 883 981	
Botany Building Ground Floor	Greg Clarke	409	*0407 230 658	
Bottom Depot	Anthony Buykx	512	*0411 989 679	
Banks & Crosbie Morrison	Helen McHugh	551/ 408	0419 552 660	*61 112
Bookshop	Covered by Rangers / Phil Hurle		(0) 6257 3302	
Ellis Rowan	Anthony Whalen	447		
Pollen Café	Supervisor - Mirko		(0) 6247 7321	
Jindii Eco Spa	Office Bianca		(0) 6257 8777 *0407 247 566	
Library/Herbarium ANBG	Jane Black	480	*0407 298 499	
Nursery	Julie Percival	415	*0409 039 090	
Seed Bank	Tom North	462	*0413 334 695	
	Lydia Guja	471	*0431 929 420	
	Lab phone	474		
Top Depot	Rosalie Uwedo-Hampshire	513	*0459 124 194	
Trades Cottage	Frank Brookhouse or On Call Staff	521	0419 015 766	*61 107
CSIRO Herbarium	Bronwyn Collins	N/A	(0) 6246 5133	
Group email	wardens@anbg.gov.au			

EMERGENCY CONTACT: (0)000*

Peter Byron (General Manager) **0467 728 907 (*61 102)** (Internal 500) * **Personal mobile – Do not use for other purposes.**



Location:	Name:	Internal Dial	Mobile phone	Mobile Quick Dials
ANBG Site Visitors	Rangers (if not already acting as Emergency Wardens) Ben Harvey (S) Bruce Driver (S) Ben Taylor	547	0417 021 558	*61 111
Admin, Botany and Visitors Centre	Craig Cosgrove (if not already acting as Emergency Warden)	522	0407 292 628	*61 104
Bottom Depot	Anthony Buyks (S) Dan Marges (S) (if not already acting as Emergency Warden) Janine Hunstone (S)	531 512	0439 031 603 0407 292 003	*61 119 *61 115
Banks Education Building	Helen Mc Hugh Education Officer	559 408	0419 552 660	*61 112
Ellis Rowan	Megan Donaldson (S) Venues Officer	440	0418 492 450	*61 123
First Aid Room		421		
Nursery	Joe McAuliffe (S) Sue Lawatsch	413 411		
Seed Bank	Lydia Guja Tom North	if not already acting as Emergency Wardens 471 462		
Top Depot	Toby Golson	513	N/A	
Trades Cottage	Paul Beresford	520	0419 268 440	*61109
CSIRO Herbarium	Natalie Aked David Albrecht	N/A	6246 5127 6246 5170	

EMERGENCY CONTACT :(0)000*

(S) Snake Handlers

ATTACHMENT 1 - Site Map ANBG



6.57 Location of Fire Protection Equipment and other assets – ANBG

No	Item	Code	ANBG
1.	Keys	K	ANBG Wardens and staff equipped with appropriate keys. Specific wardens, rangers and ANBG staff equipped with master keys.
2.	Main Utilities		
a.	Main electrical cut-off switch	ECS	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
b.	Main water shut-off valve	WSV	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
c.	Main gas shut-off	GS	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
d.	Heating/Cooling System	H/C	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
3.	Fire Hose Reels & Extinguishers		
a.	Fire Hose Reel	FHR	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
b.	Water Filled Type A	FEA	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
c.	Foam Filled Type AB	FEAB	N/A
d.	Carbon Dioxide Filled Type BE	FEBE	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
e.	Dry Powder Filled Type BE	FEBE	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
f.	Dry Powder Filled Type ABE	FEABE	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
g.	Wet Chemical Filled Type AF	FEAF	N/A
4.	Other Systems		
a.	Master Fire Alarm (Pull Box)	FA	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
b.	Master Fire Panel	FP	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
c.	Communication System	CS	Visitors Centre and Hand Held Two Way Radios
d.	Security Alarm Panel	SAP	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
e.	Key Access/Egress Points	AEP	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
f.	Fire Doors	FD	As indicated on applicable Emergency Equipment & Evacuation plan Drawings
g.	Dowsing & Eyewash		Research building & Chemical storage shed
h.	Eyewash		Bottom & top depots, Nursery, Chemical storage shed

I.	Chemical spill kits		Bottom depot, Nursery, Chemical storage shed, Research building.
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