

# EMERGENCY MANAGEMENT PLAN

A TEMPLATE AND GUIDE FOR  
EVENT ORGANISERS



## **Introduction**

For event organisers to meet their duty of care to patrons and employees, comprehensive event safety planning is required. While risks must be assessed and mitigated prior to and during an event, there will always be potential for an incident to occur.

A comprehensive Emergency Management Plan prepared prior to the event will assist you to provide a systematic response to such incidents. All permitted events should have a formal, written emergency response plan developed in consultation with the appropriate authorities and emergency services.

The Shire may request additional information from event organisers to ensure compliance with the relevant requirements of AS 3745.

This information sheet was developed to assist event organisers and their committees in preparing an Emergency Management Plan for public events and should be used as a guide only. It should be used in conjunction with a Risk Management Plan.

## **Key Elements of an Emergency Management Plan**

The following elements should be included in an Emergency Management Plan:

### **1. EMERGENCY PLAN OBJECTIVE**

Describe the aim of the plan.

### **2. VENUE/EVENT DESCRIPTION**

Provide a detailed description of:

- the venue;
- event activities;
- duration of the event

### **3. SCOPE**

Outline the types of potential emergencies identified for the event for example:

1. Medical emergency
  2. Fire or explosion
  3. Hazardous material spill/gas leak
  4. Bomb threat
  5. Armed or dangerous intruder/s
  6. Suspicious items
  7. Electrical failure
  8. Lost child/missing persons
  9. Person entrapment
  10. Electrocution
  11. Structure collapse
  12. Other more specific emergencies
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#### 4. RESPONSE ACTIONS

The above mentioned threats may require one or more of the following responses:

- Evacuation of the area (fire, bomb threat, hazardous material spill, power failure)
- Evasive action (explosion)
- Containment of threat (medical emergency)
- Securing shelter

#### 5. EMERGENCY PREPARATION AND TESTING

A. All personnel normally working in any areas identified in this plan must be trained with the following emergency management information:

- The general information contained within this document
- Know what their roles and responsibilities are
- Where the emergency exit locations and paths are located
- The assembly point locations
- The location of first aid and firefighting equipment

B. The event organiser must conduct an exercise drill comprising of a walk through with all staff attending the event to ensure they are aware of the emergency and evacuation requirements;

C. Maintenance and testing of equipment;

D. Event organizer must have onsite Medical Aid Post/s;

E. Posters promoting “000” and maps identifying Medical Aid Posts and emergency services sites must be prominently displayed at the entrance and around event and camp sites.

F. Posters identifying mobile black spots at event site are to be prominently displayed around the black spot areas.

G. For events considered remote from nearest Hospital, a designated area for rotary wing emergency response is to be established and identified on event site map.

H. Review of documentation (for recurring events).

#### 6. GENERAL ROLES AND RESPONSIBILITIES

Identify the personnel who will be involved in an emergency response and their roles and responsibilities.

NB Persons appointed to emergency response positions must be capable of performing the duties and be available at all times to undertake the duties. The Chief Warden must have the experience to determine the need for a total evacuation of the venue and should preferably have received formal training.

##### **Event manager/ Chief Warden (Referred to as ‘Manager’)**

Responsibilities:

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- Assume initial control of the situation
- Assess the situation and determine priorities
- Activate the relevant emergency plan
- Ensure the appropriate Emergency Service has been notified on **000**
- Ensure Area Wardens are advised of the situation as appropriate
- Nominate relevant personnel to meet and direct emergency services
- Monitor the situation and ensure any action taken is recorded in an incident log
- The Manager will then make sure all Assistants are accounted for and in liaison with Assistants ensure everyone is evacuated
- Liaise with external Emergency Services upon arrival and facilitate re-entry to the area or building once it is safe to do so.
- Any other actions as directed by the Senior Emergency Service Officer

### **Senior Assistants/Staff/Wardens (Referred to as 'Assistant')**

#### **Responsibilities:**

- Receive directions from the Chief Warden and initiate appropriate action
- Search areas to ensure all people have evacuated
- Ensure orderly flow of people into nominated assembly areas
- Assist occupants with disabilities
- Report status of required activities to the Chief Warden on completion

**First aid officers:** The event needs to have a qualified person to administer first aid should it be required. A well-stocked first aid kit and fire extinguishers must be on site in the area or building.

Ensure that a team of first aiders with the skills and equipment required to perform the functions listed below is available at the premises throughout the duration of the event;

- Respond to an emergency situation
  - Respond to and manage an unconscious casualty
  - Perform CPR
  - Use an automated external defibrillator (AED)
  - Communicate details of the incident
  - Understand legal, workplace and community considerations
  - Respond to asthma and anaphylaxis emergencies
  - Respond respiratory and airway emergencies
  - Respond to Cardiac emergencies
  - Respond to bleeding and shock
  - Respond to diabetes, epilepsy and seizures
  - Respond to musculoskeletal injuries
  - Respond to traumatic injuries to the head, spine, chest, abdomen and pelvis
  - Respond to poisons, bites and stings
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- Coordinate first aid activities until the arrival of medical assistance
- Conduct basic triage for a multiple casualty incident
- Use of cervical collars, spinal boards, back boards and stretchers
- Prepare contingency plans

### **All Staff**

- Carry out tasks as instructed by the Chief Warden
- Proceed to assembly area advising all patrons to do the same
- Remain in assembly area until advised by Chief Warden or Emergency Services personnel that it is safe to leave

### **Identification of Wardens**

Describe how personnel will be identifiable to the public ie by the use of appropriately coloured helmets, caps, hats or vests as follows:

*White* - for Chief Warden/Deputy Chief Warden/Communication Officer

*Yellow* - for Area Warden

*Red* - for Warden

## **7. COMMUNICATION**

Describe how personnel will communicate with one another and the method used to communicate with the public.

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**For example:****Communications on Site – Use of Radios**

Communication allocation	Radios to be allocated to the following: <ul style="list-style-type: none"> <li>• Event manager</li> <li>• Front gate manager</li> <li>• Production manager</li> <li>• Security manager</li> <li>• Security Personnel</li> <li>• First aid station</li> </ul>
Radio Communications	<ol style="list-style-type: none"> <li>1. Channel 76 – for all event personnel</li> <li>2. Channel 77 – for all security personnel</li> <li>3. All units to be charged and checked 24 hours prior to event</li> <li>4. Mobile number of key personnel to be recorded on event personnel lanyards</li> <li>5. All two way radio to be tested as part of the event pre-start meeting. Any faulty units to be reported to the event manager</li> <li>6. Immediately.</li> <li>7. Any two way faults that occur during the event are to be reported to the event manager via mobile phone immediately.</li> <li>8. All communications to be brief and concise, identifying name, position and message</li> </ol>

**8. EMERGENCY EVACUATION PLANNING AND PROCEDURE**

The Emergency Management Plan will need to have an evacuation procedure and the key to this is having enough gates/exits in positions so that people can exit quickly and safely to an assembly area. The site plan should show the location of the exits.

Each entry and exit must be staffed with a security guard or responsible person who is in radio contact and familiar with the evacuation procedures.

For outdoor areas, the exit locations and sizes must be calculated to allow evacuations within reasonable times. For buildings, refer to the Building Code of Australia.

When deciding when to evacuate, the Manager should consider the severity of the incident, the chance that the incident could escalate and the possibility that the incident could become uncontrollable based on resources available.

**Steps to take in an evacuation:**

- The emergency occurs and the reason for evacuation is realised
  - Appropriate Assistants / Staff assess the situation
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- Notification is given to all Assistants / Staff and people attending the event advising them to evacuate to the assembly points
- Assistants / Staff assist the Manager as requested
- Emergency Services are notified of the emergency – call 000
- Assistants to ensure the venue is vacated including all public areas, closed rooms and toilets
- Await Emergency Services assessment

## **9. PROCEDURES FOR SPECIFIC EMERGENCIES**

Provide details of how the identified potential emergencies will be responded to.

Examples:

### **8.1. Fire and explosion**

#### **Should you discover smoke or fire:**

- Assess the situation and potential for evacuation
- Remove anyone in the immediate vicinity if it is safe to do so
- If trained – attempt to extinguish the fire with appropriate fire extinguisher
- Turn off gas and electricity supply if able
- Notify the Manager
- Manager to assess the situation and commence evacuation if deemed necessary
- Call 000 (Emergency Services)
- Notify all persons to leave the area calmly and proceed to assembly points
- If the smoke or fire is contained in one area, notify persons in other areas
- Identify any injured persons
- Assistants / Staff to ensure that all persons are moved to assembly points
- Await the arrival of Emergency Services and await further instruction
- Only re-enter the area or building when advised by Emergency Services or the Manager that it is safe to do so.

**Locations of fire extinguishers, fire blankets and hose reels should be shown on the event site map.**

### **8.2 Medical emergency**

Should a medical emergency occur:

- The first Assistant / Staff member on the scene should assess the situation and if they do not have medical or first aid training immediately notify the Manager and / or First Aid Officers
  - Call Emergency Services – 000 and request an ambulance
  - First Aid Officers to administer first aid as required and remain with the injured person until the Emergency Services arrive
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- Organise for an Assistant / Staff member to meet the ambulance outside the venue and take them to the medical emergency and assist Emergency Services personnel as required
- Manager to complete an Incident Report form as soon as possible after the event.

## **10. SECURITY AND CROWD CONTROL**

You may need to engage a security company to manage the crowd. The number of security staff you need will depend on the number of patrons. The more stringent rule is two (2) security guards for the first 100 patrons and then one (1) guard for each additional 100 patrons or part thereof. There may be higher or lower ratios stipulated by Liquor Licensing Queensland or Queensland Police.

Your risk assessment will also inform you as to what the risk levels are at certain times and in certain areas and what type of guard you may need you may need to reduce the risk.

To enable security personnel to do their job effectively, it is vital that they are appropriately briefed prior to the event with:

- Details of the site/venue layout, including entrance exits, first aid posts and any potential hazards
- Clear direction on the management of unacceptable behaviour
- Details of emergency evacuation plans, such as raising alarms, protocols for requesting assistance and evacuation procedures
- Names of key event personnel, emergency service representatives, Cook Shire Council staff, etc. who may require (and should be given) access to the site.

**Consult with the security company to define the role of security staff, how many people are needed for how many hours and their general positions within the site.**

### **Why is crowd control required?**

- To prevent as far as practicable personal injury due to crushing, overcrowding and unruly behaviour.
- To enable injured or distressed patrons to be identified and moved to safety.
- To prevent overloading of structures whether or not for spectator use. They include seating stands, advertising hoardings, stages, lighting and sound mixing towers.
- To prevent overcrowding.

## **11. EVENT SITE PLAN**

Show the layout of the venue and event activities including locations of firefighting equipment, emergency vehicle access and egress, first aid post, exit paths and assembly areas.

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Further information:

- *Australian Institute for Disaster Resilience – Safe and Healthy Mass Gatherings Manual 12* <https://knowledge.aidr.org.au/media/1959/manual-12-safe-and-healthy-mass-gatherings.pdf>
  - *Guidelines for concerts, events and organised gatherings, Government of Western Australia Department of Health.* <https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Environmental-health/Concerts-and-Mass-Gathering-Guidelines.pdf>
  - *Events in Queensland handbook Best practice guidelines for event delivery in Queensland Version 1.4.* [https://www.qld.gov.au/data/assets/pdf\\_file/0032/94595/events-in-queensland-best-practice-guidelines.pdf](https://www.qld.gov.au/data/assets/pdf_file/0032/94595/events-in-queensland-best-practice-guidelines.pdf)
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## Emergency Management Plan Template

When preparing your emergency management plan you may use the following template or your own format ensuring the same information is captured in the document.

**Name of Event:**

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**Venue Address:**

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**Event Organiser:**

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**Date of Event:**

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**Prepared By:**

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**Date Prepared:**

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### **Emergency Plan Objective**

*Describe the aim of the plan*

To provide

### **Venue/Event Description**

*Provide a detailed description of any buildings and temporary structures*

*Provide a description of the intended use of the venue and event activities*

*Specify operating hours including bump in and bump out times*

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**Scope**

*Specify the types of potential emergencies identified for the event*

**Testing, Training and Briefing**

*Specify how emergency response personnel will be trained.*

*How will the organiser ensure all personnel, including stall holders and amusement operators, are aware of emergency management procedures?*

*How will you ensure electrical equipment, firefighting equipment, gas fittings and other equipment (where relevant) are safe and effective for use at the event?*

*Provide a statement that the emergency management plan will be reviewed immediately after the event (for recurring events only)*

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**General Roles and Responsibilities**

*Identify the personnel who will be involved in an emergency response and their roles and responsibilities. NB For large events additional roles to those listed below may be required (eg Deputy Chief Warden, Wardens, and Communication Officer).*

**Chief Warden (Normally Event Organiser)**

Name:

Mobile Number:

**Area Wardens (Normally Senior Staff)**

Name:	Mobile Number:
Name:	Mobile Number:
Name:	Mobile Number:

*(List more as required)*

**First Aiders**

Name:

Name:

**All Staff :**

**Security:**

**Identification of Wardens**

*Provide detail of how wardens will be identifiable*

Chief Warden

Area Wardens

**Communications Plan**

*In case of an emergency, outline how you will communicate at the event with your event team, emergency services, event visitors, and other stakeholders. E.g. mobile phones, satellite phones, radios, PA system.*

*Outline procedures if proposed communication system does not work due to the mobile network congestion, mobile black spots, etc. (i.e. back up communications)*

*Outline plan to test communication systems before the event.*

*How will wardens communicate with each other?*

*What will be the warning method for alerting the public and staff of an evacuation?*

**Communication and Consultation Details** - *Outline who has been involved or consulted in developing your plan and any advice or information provided:*

Authority/other:

Name:

Advice/information/Comments:

For example:

*Emergency Services:*

*Council:*

*Public Transport Operators:*

*Local residents:*

*Emergency Services:*

### **Emergency Evacuation Procedure**

*Provide details of how an evacuation will be conducted*

*Identify the exit paths and assembly areas (these must also be shown on the site plan).*

***Please indicate on your site plan emergency evacuation routes and sites.***

### **Fire Prevention and Response Plan**

*Outline the potential sources of fire and actions to prevent fires. Include emergency procedures, equipment and personnel in the event of a fire.*

*Potential fire sources:*

*Prevention and treatment options;*

*Responsibility*

**First Aid/Medical Plan**

*Outline the first aid or medical services in attendance at the event including numbers and type.*

*Provider/Service:*

*Contact Name:*

*Mobile:*

*Arrival Time*

*Departure Time:*

*Outline the response to a first aid or medical emergency.*

***Please indicate on your site plan locations of first aid stations or equipment.***

**Crowd Control/Security Plan**

*Outline crowd control and security plans, personnel numbers and roles.*

*Where used, include details of professional security/crowd control companies (company name, number of personnel and roles).*

**It is not acceptable for staff to have dual roles e.g. a crowd controller with a first aid qualification is first and foremost a crowd controller.**

**Weather Monitoring and Response Plan**

*If applicable, outline how you will monitor and respond to weather events that may impact your event (e.g. extreme heat, wind, flooding etc.)*

**Event Contingency – Cancellation or Postponement Plan**

*Outline your event contingency plan if the event needs to be cancelled, postponed, relocated, altered or interrupted on the event day.*



**Procedures for Specific Emergencies**

*Provide details of how each identified emergency listed in the scope will be responded to*

E.g. Fire and Explosion

- Assess the situation and the potential for evacuation....

**Event Site Plan**

*Provide a detailed site plan of the venue including locations of fire fighting equipment, emergency vehicle access, first aid post, exit paths and assembly areas*

A large empty rectangular box with a thin black border, intended for the user to draw a detailed site plan of the venue. The plan should include the locations of fire fighting equipment, emergency vehicle access, first aid post, exit paths, and assembly areas.

