



Harmony Square – Event Emergency Procedure

Template for event organiser

Deadline: return to Council 14 days prior to event

Issues may arise during an event where it is necessary to evacuate all patrons and staff from the event site. This may be due to a number of reasons and will require certain steps to be followed.

- This document is a guide and a template to be completed by the event organiser.
- The Emergency Management Plan is to be submitted as part of the event application process. Failure to submit an Emergency Management Plan will result in an event permit not being issued.
- It is then the responsibility of the event organiser to provide this document to Site Manager and event staff on the day of the event.
- A Council representative will be present during all after-hours events in Harmony Square. Festivals and Events Team will provide the contact details of the Council representative.
- It is a requirement for the site manager to wear an identification tabard at all times on the event site. All other event staff should wear a standard hi-vis vest.

Event organiser to complete:

- Event name:
- Event date and time:

Key Contacts at the event:

- Site Manager:
- Event Organiser:
- Council Representative (on the day), as advised by Council:

Important information

- Emergency service onsite (Police/CFA/SES/Ambulance) take direct control of the situation.
- Emergency Services outrank event staff.



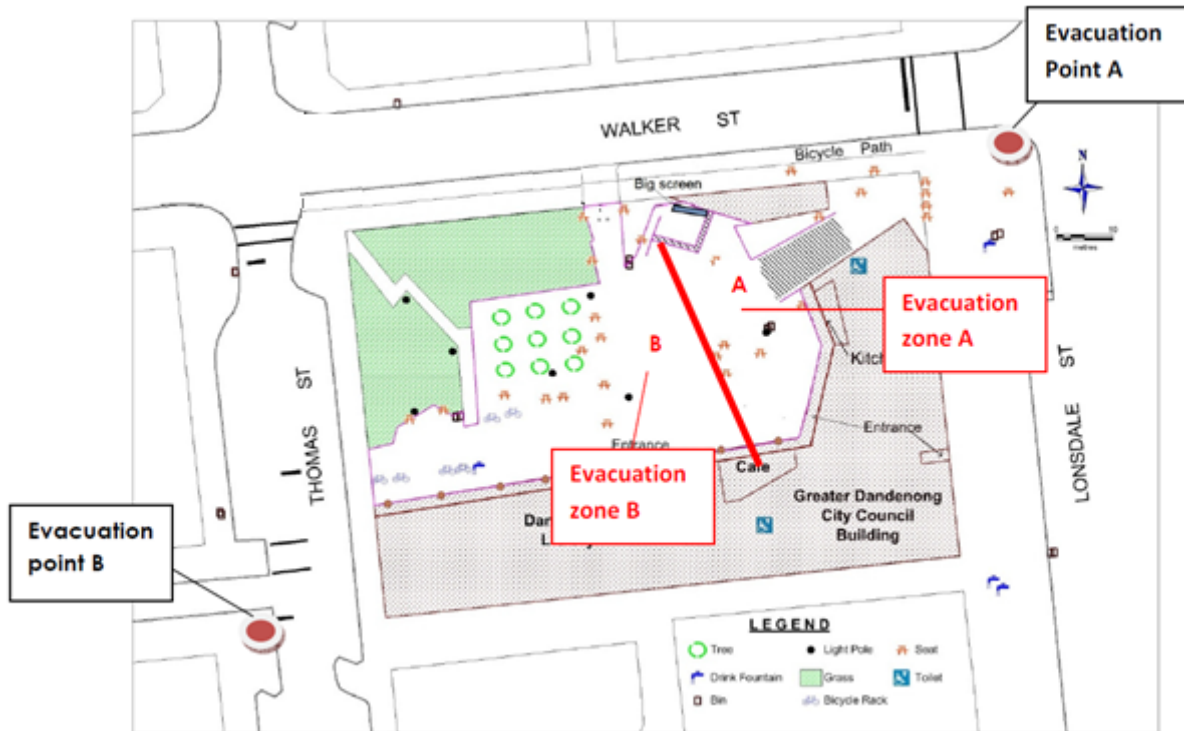
Municipal Building Considerations

- During business hours and during hours of operation in the Library/Civic Facilities, the Municipal Building may be evacuated. If this occurs, the event site (i.e. Harmony Square) will also fall under the evacuation area and will need to be evacuated.
- Council Chief Area Warden (or delegate) will liaise with Council representative at the event and the Site Manager should this occur.
- Access for emergency vehicles to the Municipal Building may be required through Harmony Square.



Emergency Notification procedure

1. Contact Emergency Services.
 - Emergency Phone Number: 000
 - Advise the Emergency Service of the following:
 - Location: Harmony Square, Dandenong Council Municipal Building
 - Access: 225 Lonsdale St, Dandenong
 - Access through: Walker Street or Thomas Street
 - Number of people affected.
 - Injury types, if any.
 - Incident description.
 - Note: if required, ask a staff member/security to meet the arriving emergency services.
 - Site Manager is to liaise with Emergency Services.
2. Clear the immediate area.
3. The Site Manager/Event Staff/Event Coordination Centre is to be notified of the situation at the earliest convenience by phone/radio/in person, if they are not directly involved with the situation.
4. The Site Manager is to inform all event staff/volunteers and security that a site evacuation is necessary by radio.
5. Start evacuation – Site Manager and Area Wardens:
 - Make a public announcement.
 - Encourage people to leave the event site and form orderly groups at the evacuation point.
 - Direct people off-site.
 - Clear the site.
 - Ensure the site remains clear and follow Emergency Services advice.
 - Note: if required, ask a staff member/security to meet the arriving emergency services.
 - Site Manager is to liaise with Emergency Services.
6. The Site Manager is to inform Council representative that an evacuation is in process and that the emergency message slide is required on the Big Screen. Council representative will arrange for the slide to go up on the Big Screen.
7. The Site Manager is to liaise with Council Security Staff and Chief Warden regarding any evacuation of the Municipal Building and Library.
8. Complete incident report forms at the completion of the incident.



Emergency management information

General Considerations

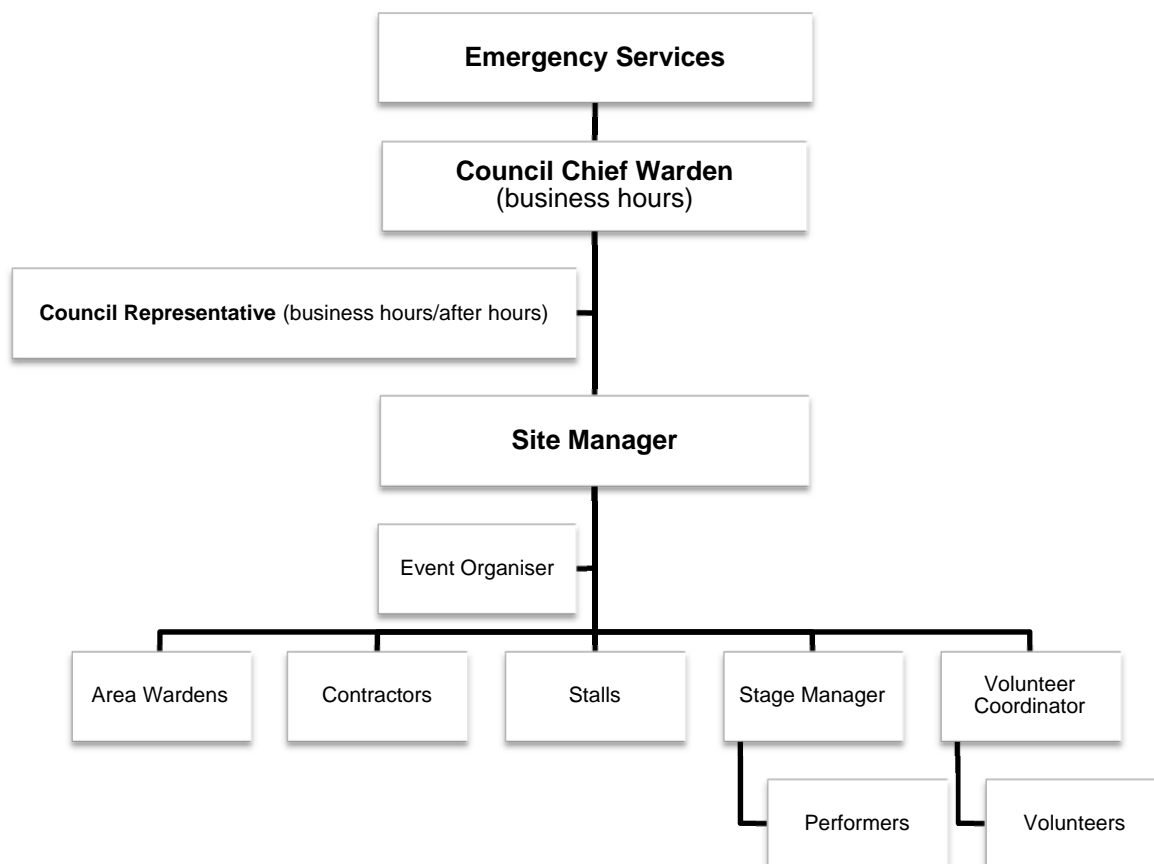
- In the event of an evacuation warning, all persons are to turn off gas and other cooking appliances and follow the evacuation procedures to the nearest emergency assembly area.
- Each area of the event has its own specific emergency assembly area with Area Wardens in place to effect an evacuation if required.
- Contact the Site Manager/Area Warden for any situation you think may be potentially dangerous.
- In an emergency, do not perform tasks that you are not trained for or are able to do so safely.

Closest Emergency Centres/Contact Details:

- NOTE: In case of an emergency, call 000.
- Dandenong Hospital, 9554 1000, 135 David St, Dandenong.
- Dandenong Police Station, 9767 7444, 50 Langhorne St, Dandenong.
- Dandenong CFA, 9791 7611, 120-122 Princes Hwy, Dandenong.
- SES, State Emergency Service Greater Dandenong Unit, 9684 6651, 42 Mills Rd, Dandenong.
- National Security Hotline 1800 123 400 (24 hour).



Site Safety Personnel Reporting Structure



EVENT BUMP IN/BUMP OUT DETAILS

- Bump in time (set up):
- No vehicles onsite after:
- All vehicles (which are not part of the stall) must exit the event site.
- Bump out time (pack up):
- Site Manager is to supervise bump in/out at all times.
- Contractors and staff are to have a brief compulsory induction to the site by the Site Manager/Area Warden on arrival.
- All staff/contractors during the event bump in should wear high visibility vests.
- Public should be discouraged to pass through the site during bump in/bump out.
- Any areas of the site during bump in/bump out which are not safe for the public to pass through should be cordoned off with safety bollards/witches hats.
- All vehicles moving at the event site are to be under supervision with hazard lights and compliant with the walking pace (5km/h) speed limit.
- Pedestrians are to be given right of way at all times.



PUBLIC ADDRESS ANNOUNCEMENT – Emergency Announcements

All announcements are to be made by the most senior event staff member at the site/MC/Stage Manager, as required on advice from the Site Manager.

1. Evacuation

Ladies and Gentlemen: may I have your attention please? (*Action: Wait for attention, repeat if necessary*).

It has become necessary to temporarily stop the event and clear the area. Please assist us by following the directions of our event staff, security and volunteers to the Emergency Assembly Area.

Option A: Take the stairs down to Lonsdale Street and wait there for further instructions.

Option B: Please cross Thomas Street and gather in Halpin Way to await further instructions.

Thank you for your cooperation.

If necessary add: please remain calm and please do not run.

2. Cancellation

Ladies and Gentlemen: may I have your attention please? (*Action: Wait for attention, repeat if necessary*).

Please note that today's event has been cancelled due to circumstances beyond our control. The event site must be cleared for safety purposes. We ask you to be patient and leave in an orderly manner. Please follow the directions of Event Staff, Security and Volunteers to the nearest safe exit. Thank you for your cooperation.

3. Alcohol Announcements

Ladies and Gentlemen: may I have your attention please? (*Action: Wait for attention, repeat if necessary*).

Please note that this event is a drug, alcohol and smoking free zone. As such, no alcohol or drugs are permitted at the event site. Penalties will apply. Thank you for your cooperation.

4. Found Child Announcement

Ladies and Gentlemen: may I have your attention please? (*Action: Wait for attention, repeat if necessary*).

Please note that there is a child INSERT CHILD'S NAME waiting at the Lost Children Location

Thank you for your cooperation.

Note: if parent's names are known, try saying these to get the parent's attention.



LOST/FOUND CHILD RESPONSE GUIDE

Lost Children Location –

If you find a lost child

- Keep them calm and check the time.
- Ask them their name and check if they know their parent's name/s.
- Ask where the child last saw the parents.
- Check if you can see their parent/s from where the child first lost sight of them.
- If the parent/s is/are not visible, please take them to the Lost Children Location or organise for an event staff to take the child there and alert the Site Manager, who will then alert all staff, volunteers and security.
- Fill out a Lost Children Form.
- The Site Manager will arrange for a public announcement to the child's parents.
- Public announcement: Found Child Announcement
- Keep the child secure until he/she is collected by a parent/guardian.
- Ask to see ID when an adult collects a child. Note down adult's details on the incident report form/Lost Children Form.
- If the child is not collected by a parent/guardian within a reasonable amount of time (i.e. 30 minutes – 45 minutes), advise Site Manager and call 000.

If a parent lets you know that they can't locate a child,

- Complete Lost Children Form and use it to get a description of the child from the parents, including
 - child's age
 - boy/girl
 - hair colour
 - What they are wearing
 - Where they were last seen
 - Any other special details: i.e. wears glasses, has a medical condition, developmental disorder, etc.
- Notify the Site Manager.
- The Site Manager will notify all event staff, Area Wardens, volunteers and Security.
- The Site Manager will also set up search areas for all involved.
- Keep track of the parents while the search is on and keep them calm.
- Note: DO NOT MAKE A PUBLIC ANNOUNCEMENT
- If a search is unsuccessful after the entire site has been searched, Site Manager will contact the Police and advise of the situation.

SECURITY SCHEDULE

* Attach security schedule on the day.

STAFF SCHEDULE AND CONTACT DETAILS

* Attach contact list on the day.