

# Emergency Management Plan

## Haig Park Village Markets



Haig Park Village Markets Pty Ltd  
ABN: 30 634 924 913  
Version: 9 September 2021



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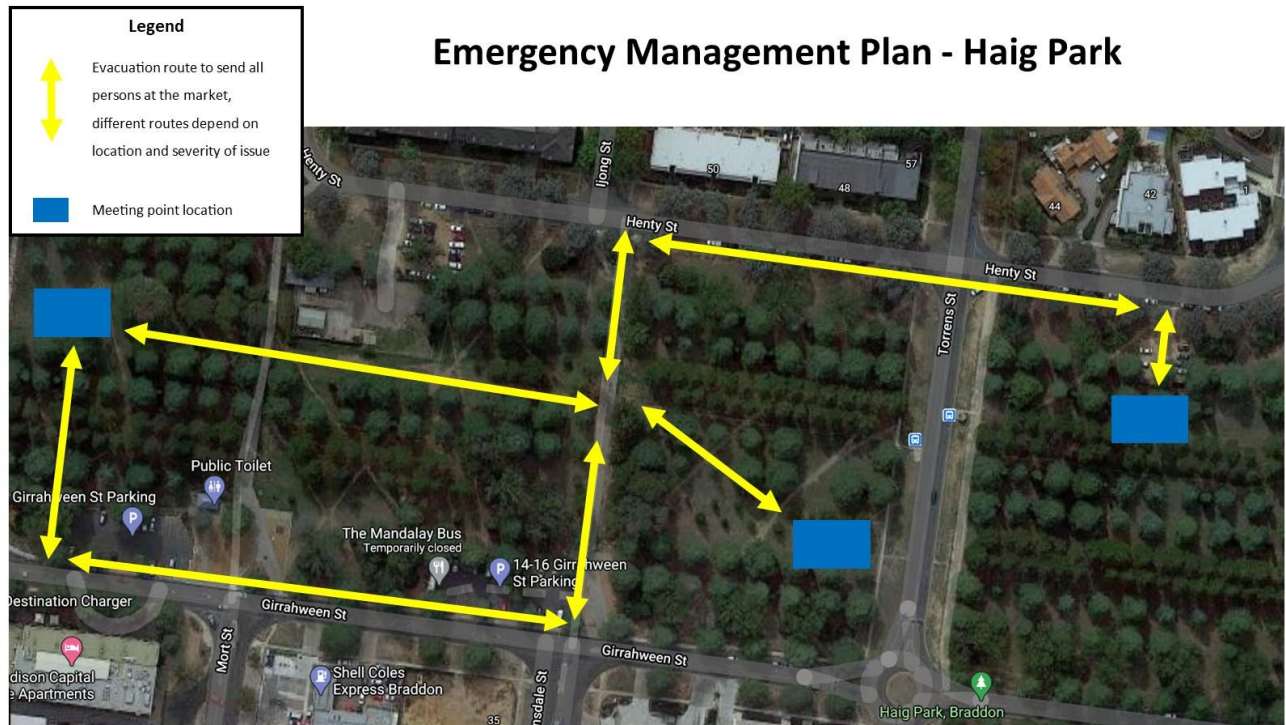
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# 1. Emergency Management Planning

In the event of an emergency, Haig park Village Market Organisers and Managers are responsible for evacuation and emergency response until emergency services arrive, at which point they take control and responsibility for the emergency.

Emergencies will be announced on-site by the Market Organisers and communicated onward to all attendees.

# 2. Evacuation Points of Location Map





### 3. Contacts in an Emergency

Phone 000 In Emergencies	
Ambulance	000
Fire	02 9265 2999
Police	131 444
State Emergency Services	132500
National Relay Service	TTY/voice calls - 133 677 Speak and Listen - 1300 555 727 SMS relay - 0423 677 767
Translation services	131 450
Poisons information line	13 11 26
Transport Canberra and City Services (TCCS)	Storm water 13 22 81
Access Canberra	13 22 81
Lifeline	13 11 14
ActewAGL	Electricity 13 10 93 Gas 13 19 09

Nearest Police station	
City Police Station	16/18 London Circuit, Canberra City ACT 2601

Hospital	
Canberra Hospital	(02) 6244 2222
Calvary Hospital	(02) 6201 6111



## 4. Emergency Evacuation Plan & Procedure

### 4.1 General Evacuation

Market Organisers or Managers contact Emergency Services, communicate to the stallholders, attendees, contractors, entertainers and any other persons onsite. Market Organisers or Managers are to ensure people leave the site calmly and quickly, Stallholders to leave equipment, turn off any equipment and take personal belongings only. Use emergency paths as per map, and assemble at the designated meeting point. If you are, or see someone who is mobility impaired, advise a Market Organiser who will assist. Directions to be taken from Emergency Services when they arrive.

### 4.2 Chain of Command and Process for Notifying Emergencies

The Market Organisers or Managers should be notified immediately by phone or runner. The Market Organisers or Managers will decide on the appropriate form of communication depending on the emergency to alert the market. This will be by the following method of communication: microphone using sound system, mobile phone or runner, depending on the situation.

### 4.3 Decision Making Procedure

The Market Organisers or Managers will assess the following:

- What is the nature of the emergency and which emergency service should be called, and what immediate action is required to ensure public safety.
- What is the level of risk currently (is it getting worse, closer or further)
- The need to call in immediate professional advice and/or emergency services to evaluate what actions are required after the initial assessment

### 4.4 Immediate Response

- Notify Market Organisers or Managers who will:
- Call Emergency Services if required
- Implement emergency evacuation procedures where required
- Secure the area
- Offer first aid treatment
- Contact injured person's family if required
- Record any injuries on the Incident and Injury Form

### 4.5 Fire/Explosions

- Call 000 immediately and notify Market Organisers or Managers who will:



- Implement emergency evacuation procedures where required
- Locate closest fire extinguisher/blanket
- Follow General Evacuation steps
- Make sure the area is clear of people
- Assist anyone needing help
- Do a final check and move to assembly point

#### 4.6 Personal Injury/Medical Emergency

Market Organisers or Managers to be informed as soon as possible.

- Basic first aid is to be administered by first responder
- Resuscitation and/or advanced first aid to be administered by First Aid Officer
- If emergency, call 000 immediately
- If the incident involves electricity DO NOT touch the person until the power is disconnected
- Notify Worksafe ACT (6207 3000) if a death or serious injury involved
- Complete a notification of incident form within 48 hours of the incident - <https://www.notify.worksafe.act.gov.au/s/incident-report>

#### 4.7 Extreme Weather

The Market Organiser monitors extreme weather situations and decides if markets require cancelling or evacuating in consultation with Emergency Services if needed.

- Ensure emergency access is maintained at all times
- It is market policy that marquees are secure at all times
- Should anyone be hurt by your marquee please contact the Market Organisers or Managers immediately
- If any objects look in any danger of falling and are hazardous inform the Market Organisers or Managers immediately
- Call in expert advice immediately if there are any concerns as to the safety of a structure/tree
- Follow the evacuation process if necessary
- Call triple '000' if necessary

#### 4.8 Terrorist Threat

- Call 000 immediately
- Notify the Market Organisers or Managers
- If a suspicious object is found do not touch it, report it to the Market Organisers or Managers and clear the area
- Follow General Evacuation steps

#### 4.9 Lost Children Policy

Found without their parent/guardian:



- If a child appears lost, gently approach them and ask them their name, age, what their parents or siblings with them look like, and where they last saw them.
- Circle the immediate area and if no sign of parent or guardian, take them straight to the Market Organisers or Managers area
- With all the information available, Market Organisers or Managers will send staff to each end of the market to look for the parents/guardian
- If no parents or guardians arrive in 30 minutes then call the police.
- If a person comes to collect the child, photo of I.D to be taken for records
- Complete an Incident and Injury Form

Parents whom have lost their child:

- Ask the parents for details of child's name, age, sex, ethnic origin, hair colour, build, clothing, location last seen and photo of child if available
- Market staff will conduct an immediate search with the parent
- Request the parents number to contact once child is found
- If the child hasn't been found in 30 mins then notify the police
- Complete an Incident and Injury Form

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