

Jamberoo Action Park



CRITICAL INCIDENT MANAGEMENT PLAN

Jamberoo Action Park



Critical Incident Management Plan Index

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JAMBEROO ACTION PARK - (QUICK REFERENCE) CRITICAL INCIDENT - EMERGENCY PROCEDURES

IN THE EVENT OF A DISASTER

- Notify the Duty Manager or Indoor Systems Controller via your 2-way radio of the;
 - Location and type of disaster/threat
 - Damage sustained
 - Estimate of injured persons
- The 2-way radios may be used; however the strict use of radio codes is necessary. If you have a technical problem with your 2-way you must send a runner to notify management.
- Where a fire is involved, FIRE PROCEDURES should be implemented immediately.
- The supervisor or most senior staff member at the scene will assume control until the arrival of the emergency team.
- If you are instructed to evacuate your area follow the Jamberoo Action Park emergency evacuation procedure.

FIRE PROCEDURES

If you **any** see fire or smoke, you are to follow the **RACE** procedure:

R – Remove any persons from the immediate danger.

A – Alert management via the 2-way radio by giving the;

- Location and type of fire
- Damaged sustains
- Estimate of injured persons

C- Contain the fire and smoke by closing windows and doors if applicable or removing other flammable materials near by.

- Do not endanger your safety.

E- Extinguish the fire but do not take unnecessary risks. Use appropriate portable extinguishers or hose reels located in the areas.

- If you feel that controlling the fire is beyond your capabilities proceed to the evacuation stage.

BOMB THREATS

In the event of a bomb threat you must

- Treat all threats as genuine.
- Record exact information.
- If by telephone keeps the caller talking.
- Complete the bomb checklist.
- If possible whilst the caller is on the line, get someone to call the Duty Manager for further instruction. If you are alone contact the Duty Manager immediately after the call.
- Follow the instructions of the Duty Manager.
- Prepare to evacuate.
- If the object is found;
 - DO NOT TOUCH
 - REPORT THE FIND
 - KEEP THE AREA
- DO NOT EVACUATE THE AREA UNLESS NOTIFIED BY THE EMERGENCY TEAM.

IN THE EVENT OF AN ARMED HOLD UP

DO NOT BE HEROIC.

DO NOT TURN THE ARMED HOLD UP INTO A MURDER.

NO AMOUNT OF MONEY OR PROPERTY IS WORTH RISKING A LIFE.

- Stand Still.
- Obey the robber's instructions.
- Remain calm and quiet.
- Observe identifying characteristics, Examples - speech, mannerisms, clothing, scars tattoos, vehicles used and registration.
- Stay out of the danger area.
- Stay where you are, do not chase.
- Contact the Duty Manager via the 2-way radio.
- Seal of the hold-up area.
- Ask witnesses to remain so statements can be taken.
- Record observations made on the Offender Identification Form.



SECTION 1: MANAGEMENT PLAN POLICY

1. Policy Coverage

This document details the Management Plan for Jamberoo Action Park and is to be referred to in the event of a serious/critical incident occurring.

The Management Plan is to be used in combination with the following existing plans for Jamberoo Action Park, i.e.

- Emergency Evacuation Procedures Manual
- First Aid Plan
- Management of Serious Incidents

2. Definition

A serious/critical incident is a traumatic event, which causes normally stable and healthy people to experience strong distress and so has the potential to interfere with their ability to function at the time or later.

A critical incident includes natural or man made disasters, or the witnessing of horrific, overwhelming, or life threatening events.

3. Examples of serious / critical incidents

- The death of a guest or staff member.
- Guest or staff suicide or sudden death.
- The serious injury of a guest or a staff member.
- Guest or staff members suffering trauma.
- Guests or staff members witnessing serious injury or death.
- Violence between guests, or the assault of a staff member.
- The presence at the workplace of an individual with an offensive weapon where that person is behaving in a dangerous or threatening manner.
- The discovery of suspected illegal drugs at a workplace.
- A major disruption to workplace routine requiring the workplace to be evacuated, for example, fires, serious bomb threat, gas leaks, chemical spills, floods, industrial or transport accidents, earthquakes, explosions, toxic fumes.
- Criminal or terrorist activity.
- A natural or other major disaster in the community.
- Destruction of the whole or part of the workplace.
- A break-in accompanied by major vandalism.
- Serious fraud or theft.
- Guests or staff members taken hostage.
- The involvement of agencies, such as police or emergency services in an incident at the workplace, either at the request of the workplace or in the pursuit of offenders on the property.

- Unfavorable media or community attention, including major complaints or criticism of Jamberoo Action Park activities.

4. Serious / Critical Incident Committee

The Jamberoo Action Park Serious/Critical Incident Committee comprises:

- Proprietor – Jim Eddy
- General Manager – Dax Eddy
- Operations Manager – Tod McLean
- Human Resources Manager – Mathew Crehan
- Catering Manager – Luke Flack

5. Jamberoo Action Park Management Plan Implementation

Implementation of the Management Plan is to be considered in the following phases:

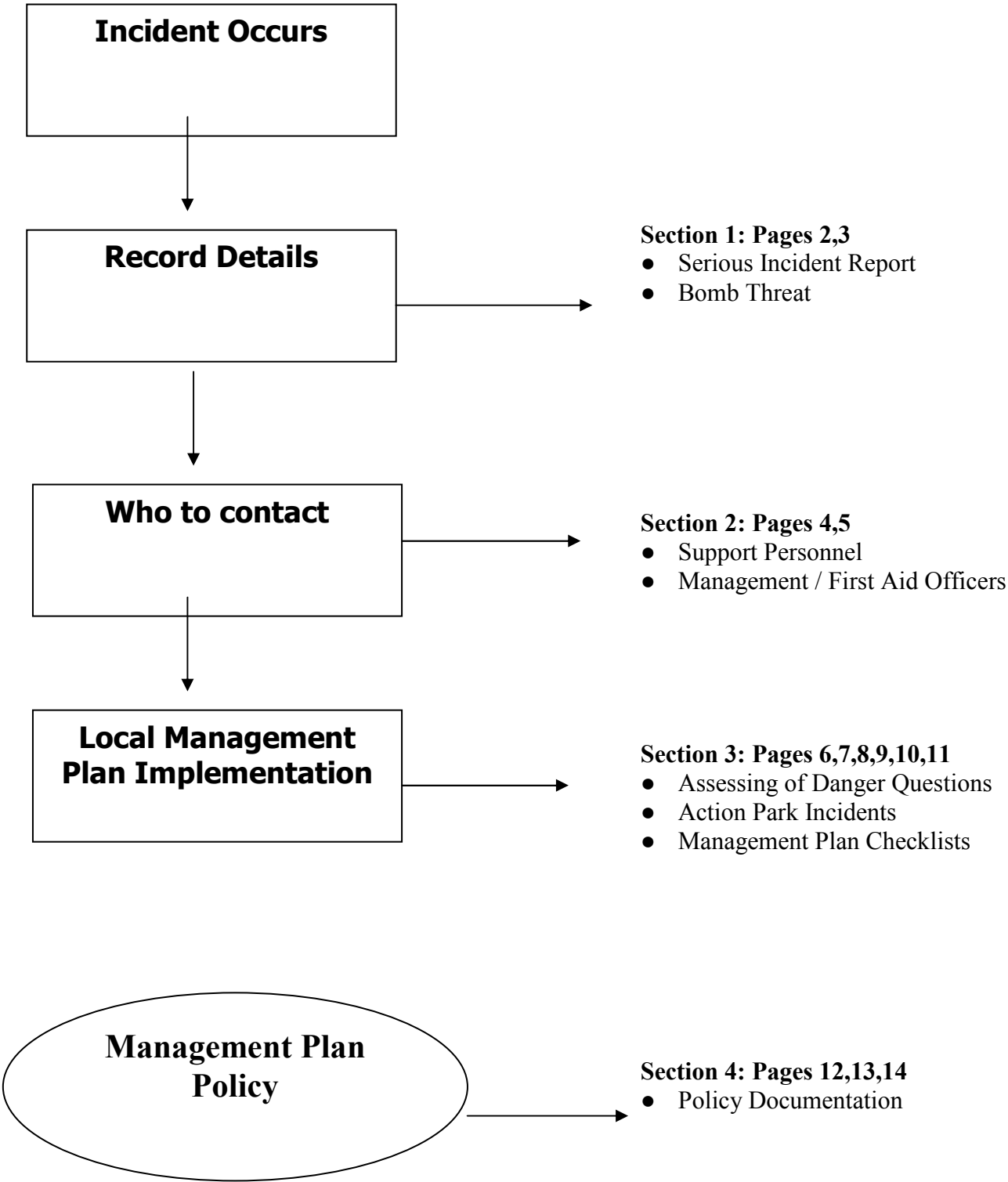
- Questions to be asked in Assessing Danger – Section 6
- Incident Flowcharts – Section 7
- Management Plan Checklists relative to the critical time frames and responses:

Section 8

0 to 24 hours after the event
24 to 72 hours after the event
72 to 4 weeks after the event
4 weeks after the event

SECTION 2

MANAGEMENT PLAN POLICY FLOW CHART





SECTION 3: SERIOUS INCIDENT REPORT

Area Name:	
Area Manager:	Phone :
Duty Manager:	Phone :
Date of Incident: / /	Time of Incident:

Please indicate which of the following apply:

<input type="checkbox"/> Death	<input type="checkbox"/> Drugs	<input type="checkbox"/> Serious disruption to operations
<input type="checkbox"/> Injury with medical attention	<input type="checkbox"/> Weapon	<input type="checkbox"/> Major Property damage
<input type="checkbox"/> Police	<input type="checkbox"/> Violence	<input type="checkbox"/> Media Contact
<input type="checkbox"/> Other Outside agency	<input type="checkbox"/> Intruder	

Is this a follow-up report for a previously reported incident? [] Yes [] No

Key issue and impact on Jamberoo Action Park Operations	
Brief Description of the incident	
Describe action taken	

Report Prepared by

Name:	Phone:
Position:	Date: / /
Signature:	

When completed, this form should be forwarded immediately to the Duty Manager, Human Resource Manager or Operations Manager.



SECTION 4: RECORD DETAIL – BOMB THREAT

Date of Call:

Time of Call:

Exact Wording of Threat:

Questions to Ask the Caller:

Where is it?

What time will it explode?

What type of device is it?

Why are you doing this?

What is your name?

**DO NOT HANG UP AFTER THE CALL IS FINISHED
(Authorities may be able to run a trace on the line)**

ANALYSIS – CIRCLE TO INDICATE ANY OF THE FOLLOWING WHICH APPLY

Type of Call:	Voice:	Background Noise:
<p align="center">Local STD Mobile Overseas</p>	<p align="center">Male Female Child Angry Calm Speech Impediment Accent:</p>	<p align="center">Radio / TV Train Aircraft Traffic Children Construction Other:</p>

Describe the action you have taken:

Your Name: _____ **Date:** _____



SECTION: 5 WHO TO CONTACT

Local Support Personnel Contact Information

ORAGANISATION	CONTACT NAME	TELEPHONE	After Hours Numbers
Ambulance	Emergency	000	000
	NSW Ambulance Service	131233	
Fire Brigade	Emergency	000	000
	Albion Park	42562500	
	Shellharbour	42951940	
	Kiama	42321222	
Police	Emergency	000	000
	Warilla	42952699	
Police Officers – ON SITE at Jamberoo Action Park	Two-way radio “Police”	Two-way 26	000
Hospital	Shellharbour	42952500	42952500
	Wollongong	42225000	42 225000
State Emergency Service		132500	132500
Integral Energy		131003	131003
JAMBEROO ACTION PARK	JAMBEROO ACTION PARK	JAMBEROO ACTION PARK	
General Manager	Dax Eddy	0242360114 two-way channel 26	0242360114
Operations Manager	Tod McLean	0242360114 two-way channel 26	
Human Resources Manager	Mathew Crehan	0242360114 two-way channel 26	
Security	Designated Staff Member	two-way channel 26	
On Site Police	Police		
Duty Manager	Designated Staff Member	two-way channel 26	
Systems Controller	Designated Staff Member	0242360114 two-way channel 25	
Marketing / Public Relations	Gai Swords	0242360114	
Retail Manager	Sally Matthews	0242360114 two-way channel 25	



SECTION: 6

LOCAL MANAGEMENT PLAN IMPLEMENTATION

QUESTIONS ASKED IN ASSESSING DANGER-

Responsible staff member identify incident and report to Manager or delegate.

1. Verification & Assessment of Incident

- Confirm accuracy of information
- What is the emergency?
 - Has the worst already happened?
- Where is it?
 - Is it close enough to be a threat?
- How is the hazard behaving?
 - Is it getting closer or moving away?
 - Is it getting bigger or smaller?
 - Is it moving quickly or slowly?
 - Is it affected by weather conditions?
- Who is at risk?
 - Are people or property already involved?
 - Are they likely to become involved?

2. Alert the Duty Manager

- **Identify Safe Areas**
 - Which areas and access routes cannot be used?
 - Is it best to remain indoors, or leave the building?
 - How far does the danger area extend?
- **Move to Safe Areas**
 - Seal the buildings if remaining indoors
 - Communicate decisions to all staff and guests at the Park
 - Implement procedures in the Critical Incident Plan

3. Notify Emergency Services

This will only occur when necessary.



SECTION: 7 CRITICAL INCIDENT CHART

OFF SITE INCIDENT –

- Verify report – gather facts.
- Refer to section 6 – Questions to be asked in Assessing Danger.
- Liaise with emergency services involved in incident.
- Depending on the incident notify appropriate JAP staff (e.g. Human Resources Manager, General Manager, Operations Manager, and Marketing & Public relations Advisor) and establish communication.
- Establish communication centre with all appropriate staff.
- Relay necessary information to staff and or guests.
- Establish counseling as required and whether follow-up sessions are required.
- Final Report to JAP Management – (Human Resources Manager).

ON SITE INCIDENT –

- Verify report – gather facts
- Physical Emergency – enact Emergency Evacuation Plan
- Personal Emergency – Refer to Section 6, Assessing Danger Questions.
- Depending on incident notify Duty Manager and relevant JAP staff.
- Notify emergency services, if required.
- Establish Communication Centre (Heads of security, Serious/Critical Incident Committee Members, Switchboard Operator).
- Relay information to staff and guests.
- Establish counseling as required and whether follow-up sessions are required.
- Final Report to JAP Management- (Human Resources Manager).



SECTION: 8 MANAGEMENT PLAN CHECKLIST

0 – 24 HOURS AFTER THE EVENT –

CHECKLIST	DELEGATE	NOTES
Assess situation	Staff Member Duty Manager	See Section 6 – Questions asked in assessing danger
Enact appropriate emergency action	Staff member Duty Manager	Refer: Emergency Evacuation procedures. Serious Critical Incident Plan
Attend to the injured	First Aid Officer	Call emergency services as appropriate eg; ambulance
Assess if other emergency services are required	First Aid Officer Duty Manager	Emergency services e.g. Police, SES, Fire
Assess whether it qualifies as a Serious/Critical incident	First Aid Officer Duty Manager	If yes, contact General Manager, Operations Manager and Proprietor.
Obtain factual progressive information	Duty Manager	Details of the injured parties e.g. ambulance called, taken to hospital, condition of premises e.g. roof off building due to high winds.
Inform next of kin of the injured	Duty Manager	Contact relative/s.
Inform staff	Duty Manager	Staff communication-provide facts, indicate which support personnel available.
Inform guests (where necessary)	Duty Manager	
Refer staff/guests to attend individual and/or group support	Human Resource Manager Duty Manager	In consultation with Management
Ongoing liaison with emergency services and/or individuals	Duty Manager General Manager	
Provide media contact	Duty Manager	Contact General Manager, Human Resource Manager and Marketing Manager

24-72 HOURS AFTER THE EVENT -

CHECKLIST	DELEGATE	NOTES
Ensure as far as possible that normal routines are followed	General Manager Human Resource Manager Duty Manager	
Issue Critical incident brochures to affected staff or guests.	Human Resource Manager	
Liaise with injured and their families if necessary.	General Manager Human Resource Manager	
Further staff communication	General Manager Human Resource Manager Duty Manager	Update staff on the situation
Provide report on Serious/Critical incident.	First Aid Officer Duty Manager Human Resource Manager	To Manager and appropriate Management staff.

72 HOURS – 4 WEEKS AFTER THE EVENT -

CHECKLIST	DELEGATE	NOTES
Arrange follow-up individual counseling as required.	General Manager and Human Resource Manager	Monitor staff / guests for signs of critical incident stress
Arrange support for students and staff with on-going symptoms as required.	General Manager and Human Resource Manager	

4 WEEKS AFTER THE EVENT -

CHECKLIST	DELEGATE	NOTES
Arrange closure process	General Manager and Human Resource Manager	In consultation with counselors.
Continue to monitor staff & students.	Human Resource Manager Duty Manager	
Review Campus Serious/Critical Incident Management Plan	General Manager and Human Resource Manager First Aid Officer	



SECTION: 9 MONITOR AND REVIEW

The Jamberoo Action Park - Critical Incident Management Plan is monitored and reviewed on a regular basis (at least twice a year). This ensures that any necessary adjustments are made to reflect the overall safety, local needs and operations of the Jamberoo Action Park.

Document Reviewed – November 08.