



Emergency Procedures Information

Major and Minor Events

SAFETY AWARENESS

The following information is intended to give you an understanding of our procedures for handling emergency and critical situations. This information extends to any First Aiders you have brought to the facility, for example St John's. In all emergency situations, medical or other, where it is felt that emergency services need to be contacted, Lakeside (LS) staff are trained to direct and inform emergency services of an exact location for a faster response. Ensuring all organisers, partners and supervising staff involved in your event are aware of this information can aid LS staff in providing safe and prompt response to any emergency situation.

FIRST AID RESPONSE

In the event of a Medical Emergency (Injury or Illness):

- Remain calm and reassure the injured or ill person
- If possible, send someone to a reception point or staff member for help
- DO NOT call emergency services unless the person is in immediate danger
- If you are unable to send a messenger, call the Duty Manager on **0434 600 891** stating your exact location and the nature of the emergency
- Alert the Duty Manager immediately if an ambulance has been called
- Pass on any information about the person's condition or how the incident has occurred to LS staff so they are able to make an informed assessment
- Do not crowd First Aiders and assist in keeping larger crowds away from the injured person
- You may be asked to leave the area or be moved away, please follow all LS staff instructions
- If necessary the LS Duty Manager will call an ambulance

Note for organisers sourcing external First Aid and/or Security service:

External First Aid and Security providers facilitating on LS Site must report to the LS Duty Manager any incident and treatment given of a serious nature. This includes any incident:

- requiring ambulance
- excessive bleeding
- oxygen
- fracture or dislocation
- CPR
- altered conscious state
- defibrillation
- irregular or difficulty breathing
- prolonged attention
- chest pain or irregular pulse/pressure

Unless the patient is in immediate danger, please have LS Duty Managers assist in calling emergency services; they are trained to inform EMS of directions on-site for faster access to the patient.

FIRST RESPONSE FIRE FIGHTING

In the event of a Fire within the facility:

- Remain calm
- Immediately contact the LS Duty Manager on **0434 600 891** or enable a Break Glass alarm
- Do not approach the fire unless you have firefighting equipment at hand and it is safe to do so
- Remove all people in proximity to the fire
- Follow instructions from LS Staff and Evacuate the area as per instructions below

EMERGENCY EVACUATION PROCEDURES

In the event of an Evacuation within the facility:

- You will be notified of an emergency by radio, an LS staff member or Megaphone Siren,
- Remain calm, await further instruction and prepare for an evacuation
- Follow all instructions and direction from MSAC staff upon requesting evacuation
- Follow EXIT and directional signage to the assembly area
- Assist with directing people in your group
- Ensure all mobility impaired persons are paired with a “buddy” in a fire stairwell or other safe area; notify a Warden of their location immediately
- Listen for further information
- You may be held at the assembly area for a short amount of time, whilst here please await further instruction and account for all members of your group

ASSEMBLY AREAS

Please listen to announcements for directions of which assembly point to use, or to an area as designated by the Chief Warden. Please follow all directions from MSAC staff.

Primary Assembly Area – see map

The primary evacuation point is located in the centre of the venue on the pitch / turf area.

Secondary Assembly Area – see map

The secondary assembly area is located on the Palms Lawn next to the lake.

WARDEN IDENTIFICATION AND THE ECO

The emergency control organization is the structure used to effectively manage and control any emergency situation. The LS ECO is made up of the Chief Warden (Duty Manager), Deputy Chief Warden, Area Wardens, and Wardens. The Chief Warden will control the situation from the centre pitch. All wardens will be clearly identifiable wearing safety vests and helmets. Please follow all instructions made by Wardens during an emergency.

EMERGENCY EXITS

Please follow the illuminated green exit signs as they will direct you to the nearest exit.
Please ensure that all event staff are familiar with emergency exit points in the event area at the commencement of any event or shift.

EMERGENCY CONTACT DETAILS

Please ensure that in the event of an emergency, that the Duty Manager is informed.

Contact / Area	Number
Duty Manager	0434 600 891
Venue Operations Supervisor / Stadiums	Radio
MSAC Staff (in the event of no answer)	9926 1600 or 9926 1601
Police, Fire or Ambulance	000

AWARENESS OF EMERGENCY PROCEDURES

All external Security and First Aid providers will be required to have a copy of this document and have read through it so that they understand our Emergency Procedures Policy. Please note, copies of qualifications may be requested for sighting by LS staff on event day.

LS Staff receive a high level of Nationally Recognised first aid and emergency response training at our own RTO. At a minimum, LS staff are Level 2 First Aid qualified and all Supervising staff and Duty Managers are Level 3 First Aid OH&S qualified. By opting the above assistance, you will receive a service of visible and accessible First Aiders with knowledge of the centre and with immediate back-up help in the event of an emergency. Formal records are kept of all treatment and staff are well versed in the organisation's policies of child protection, disability action, privacy, complaints and OH&S.

LS recommends you to take advantage of our highly trained staff and request for an LS First Aider to provide first aid service during your event. You may also request a short presentation of this information to your staff and/or attendees to ensure their safety in the event of an emergency; recommended for larger events.



**Primary
Assembly Area**
Centre of the venue on the
pitch / turf area



**Secondary
Assembly Area**
Palms Lawn next to the lake

LS ASSEMBLY AREAS