



# SIMPLIFY YOUR RISK

WITH AN EMERGENCY MANAGEMENT PLAN



An effective Emergency Management Plan in a caravan holiday park is essential to ensuring the safety of your employees, guests and assets, while enabling a timely and coordinated response to emergency events and incidents. A well-structured plan supports preparedness, minimises disruption during emergencies, and strengthens your ability to protect both people and business operations.

Caravan Industry Association of Australia, in collaboration with Ryan Kellen from Simplifyrisk, have developed a comprehensive Emergency Management Plan. This resource is designed to assist caravan holiday parks with improving emergency preparedness and implementing practical procedures that support a confident and capable response to a wide range of potential emergency situations and incidents.

## ABOUT

Simplifyrisk is a risk management specialist business based in Brisbane. It primarily services the insurance sector, including insurance companies, underwriters, insurance brokers and businesses directly.

Simplifyrisk specialises in property and liability risk surveys, inspections and risk management plans to assess and address a broad range of risk exposures relating to people, property and liability.

Ryan Kellen, Director of Simplifyrisk, has assessed numerous caravan holiday parks across Queensland, New South Wales and Victoria. He has worked closely with industry associations and underwriters to develop risk management plans that address insurers' expectations for managing risk.

## THE PLAN

Simplifyrisk has been working with Caravan Industry Association of Australia to develop a comprehensive, industry-specific Emergency Management Plan for caravan holiday parks.

This plan has been developed to assist park management with preparing for and responding to emergency situations, specifically:

- Preparedness, response and recovery arrangements relating to incidents, and emergency situations applicable to their park.
- Identifying the roles and responsibilities at the park for incident management and emergency response.
- Providing procedures and guidelines for response to specific emergency events and situations.

The plan has been designed so that it is ready to use, with only minor adjustments required to make the plan specific to your park.

## HOW IT WORKS

Once the plan has been purchased (for the set fee), Ryan will work directly with park management to tailor the contents of the plan to the operation.

This will involve the following steps:

- Initial phone call about the plan and process.
- Request for information about the park's assets and emergency provisions.
- The master plan is modified based on the information received (generally within a two-week timeframe).
- The plan is provided to the park for review.
- The plan is then finalised based on feedback. Park management can add any additional information as required.

Once the plan is finalised, the park will be responsible for communicating, implementing and maintaining the plan. The plan will be provided in an editable format (MS Word), which can be modified and updated by the park.

*Please note that the park will be responsible for developing and providing copies of their emergency evacuation diagrams, utilities location diagrams, and park flood, bushfire, cyclone and storm tide information.*

## COST

This partnership between Caravan Industry Association of Australia and Simplifyrisk provides a comprehensive solution to caravan holiday parks who are yet to have a robust Emergency Management Plan in place, or feel they need to build on their current processes.

Pricing for this package is as follows:

- \$1,750 + GST; or
- \$1,500 + GST for members of a state caravanning association or a contributor to the National Advocacy and Marketing Fund; or
- \$1,250 + GST for Caravan Holiday Park Accreditation Program businesses.

To register your interest please go to: <https://fs23.formsite.com/CRVA1/mj34n8rpu1/index>



Working collaboratively with other caravanning associations to benefit the caravan and camping industry.



# SAMPLE OF THE PLAN

To provide you with an example of what the plan looks like and what is included, a sample of the plan contents has been included below.

**Cover, contents and park information sample:**

## CARAVAN & HOLIDAY PARKS

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### Emergency Management Plan

**Document owner:**

Insert

**Application:**

Caravan and Holiday Park Operations

**Stakeholders:**

Management, staff, contractors, customers and visitors

**Contact(s) and address:**

Insert

**Document identification:**

EMP-Insert-001

**Document version control:**

Version 1, Insert

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## 1.4 Park emergency information overview

Park information:	
Park / business name:	
Park owner:	
Street address:	
Nearest cross road:	
Main contact person:	
Size of property:	
Park building and occupancy information:	
Average and maximum number of guests:	
Total number of buildings:	
Number of permanent residents:	
Number of holiday vans / annuals:	
Number of cabins:	
Number of powered sites:	
Number of un-powered sites:	
Other:	
Park emergency, assembly and refuge information:	
Primary and secondary emergency ECO control locations:	Primary: Reception / office building      Secondary: (Insert)
Chief warden:	
Deputy chief warden:	
Wardens:	
Trained first aiders:	
Emergency testing frequency:	12 months (ideally every 6 months).
Park emergency assembly areas:	
Park refuge buildings:	
Community refuge / evacuation centres:	



# Section 2: Emergency Planning and Structure

## 2.1 Emergency planning committee (EPC)

The emergency planning committee is responsible for:

- Identifying and assessing potential emergency exposures
- Establishing an emergency management plan to respond to the identified emergency exposures
- Coordinating effective implementation of the emergency management plan including training
- Establishing and maintaining an effective Emergency Control Organisation (ECO)
- Testing emergency procedures / actions to develop response capability and improve the emergency management plan
- Ensuring emergency diagrams are in place and maintained
- Ensuring emergency equipment is in place and maintained
- Deciding how many wardens are required for the park
- Providing ECO members with the required information and equipment
- Ensuring staff, wardens, first aiders and Emergency Control Organisation (ECO) are trained
- Retaining records of meetings, testing arrangements, training and other emergency related records

The emergency planning committee is to consist of park management and the chief warden as a minimum. Depending on the size of the park, the emergency planning committee may also include:

- Park owner or owner representative
- Deputy wardens / area warden (if in place)
- Staff nominated representative

\*Note that some of these positions may crossover.

Emergency planning committee activity schedule:	
Review ECO members to ensure appropriate numbers and training is current.	12 monthly
Review the park emergency exposure assessment and update accordingly.	12 monthly
Review and verify emergency preparedness provisions are appropriate for the park and implemented / maintained.	12 monthly
Review and verify emergency equipment provisions are appropriate for the park and maintained.	12 monthly
Conduct an emergency exercise which tests one or more of the emergency response procedures and update the emergency management plan based on any learnings / improvements.	12 monthly
Review and update the emergency management plan including identification / reassessment of potential emergency exposures.	12 monthly

## 2.2 Emergency identification and exposure analysis

The emergency planning committee will periodically assess potential emergency exposures to ensure that response procedures are established and the emergency management plan remains current.

The emergency exposure assessment will consider the following:

- Guest and public related exposures
  - Demographic, health and persons with a disability
  - Aggressive or threatening behaviours
  - Assault, theft / robbery, armed hold up
  - Medical emergency



- Park and facilities related exposures
  - Age of infrastructure including electrical
  - Types of recreational / play equipment used by guests
  - Access to bodies of water (such as pools or lakes)
  - Use of gas equipment
  - Use of electrical equipment
  - Access to emergency equipment
  - Access to emergency services
  - Neighbouring premises / activities
- Environmental / natural hazard exposures
  - Bushfire prone area
  - Flood hazard area
  - Cyclone hazard area
  - Storm tide inundation area
  - Severe weather exposures (storm / heat / wind etc)
  - Wildlife exposures
- Other incidents and emergency incident / events anticipated at the park

The emergency exposure assessment will be completed by the emergency planning committee as a part of the emergency management plan review and post any emergency event where the emergency plan is enacted.

Refer to section 7 for the emergency identification and exposure assessment.

## 2.3 Emergency control organisation (ECO) team and responsibilities



The Emergency Control Organisation (ECO) is a structured organisation of persons who organise and supervise the safe movement of occupants of the park in an emergency.

The ECO will consist of a minimum of one person who is appointed as the Chief Warden. Depending on the size of the park, the emergency control organisation may also include:

- Deputy chief warden
- Wardens
- Nominated first aider

\*Note that some or all of these positions may crossover with the emergency planning committee.

The ECO team will be identified using a colour coded cap and vest in accordance with the table below:

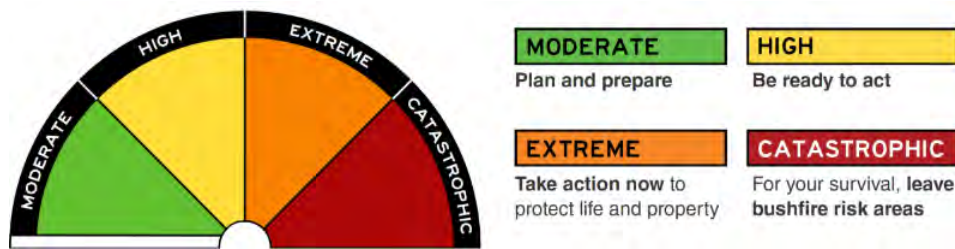
Roles	Identification
<p><b>Chief warden</b> (White cap / hat and white vest)</p>	
<p><b>Wardens</b> (Red cap / hat and red vest)</p>	



## 5.4 Bushfire Emergency Procedure

### Fire danger ratings:

During the fire season, a fire danger ratings will feature in weather forecasts, be broadcast on radio and TV, and appear in some newspapers.



### Warning levels:

There are three (3) warning levels:

	Advice (Yellow)	An incident has started. There is no immediate danger. Stay up to date in case the situation changes.
	Watch and Act (Orange)	There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family and guests / occupants.
	Emergency Warning (Red)	An Emergency Warning is the highest level of warning. You may be in danger and need to take action immediately. Any delay now puts your life at risk.

If you are concerned about your fire risk you can also:

- Contact your local fire authority and or State Emergency Services (SES)
- Refer to your local fire authority website
- Refer to state wide emergency websites
- Refer to local council disaster dashboard
- Refer to the Bureau of Meteorology (BoM) website
- Refer to state based disaster warning apps


Do not wait for an official warning to act. Bushfires can start quickly and threaten properties and lives within minutes.



## 5.5 Cyclone Emergency Procedure

### Warning levels:

There are three (3) warning levels:

	Advice (Yellow)	An incident has started. There is no immediate danger. Stay up to date in case the situation changes.
	Watch and Act (Orange)	There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family and guests / occupants.
	Emergency Warning (Red)	An Emergency Warning is the highest level of warning. You may be in danger and need to take action immediately. Any delay now puts your life at risk.

### Cyclone Emergency Procedures:


Stage:	Actions:
Prepare for the emergency	<p>Actions taken before a cyclone occurs to reduce risk and ensure readiness:</p> <ul style="list-style-type: none"> <li>• Monitor tropical weather systems and cyclone outlooks issued by the Bureau of Meteorology during cyclone season or other severe weather events.</li> <li>• Ensure the park is registered to receive official emergency alerts where available.</li> <li>• Identify cyclone shelter locations within the park or suitable evacuation locations outside the park.</li> <li>• Maintain buildings, roofs and screws, gutters and drainage systems to reduce storm damage risk.</li> <li>• Trim trees and remove hazardous branches that could become airborne during strong winds.</li> <li>• Ensure outdoor furniture, signage and loose items can be secured or stored away when a cyclone warning is issued.</li> <li>• Inspect and maintain stormwater drainage systems to minimise flooding during heavy rainfall.</li> <li>• Ensure emergency evacuation routes and assembly areas are clearly identified and signposted.</li> <li>• Provide cyclone safety information to guests / occupants during cyclone season.</li> <li>• Ensure staff are trained in cyclone preparedness and emergency response procedures.</li> <li>• Conduct emergency exercises to practice evacuation and communication procedures.</li> <li>• Ensure first aid and emergency kit is in place and stocked.</li> <li>• Ensure arrangements are in place for emergency warnings to be communicated to occupants such as mass text message, PA system, loud haler, door knocking public notices etc.</li> <li>• Ensure guest and resident / occupant list is available / up to date.</li> <li>• Maintain up-to-date contact details for emergency services and relevant authorities.</li> <li>• Plan for extended power outages by getting a generator and fuel.</li> <li>• Backup your data and store off-site or use cloud storage (save copies of key business documents).</li> <li>• Ensure insurances are in place / current and appropriate for the park.</li> </ul>
Respond to the emergency	<p>Actions taken when a cyclone watch or warning has been issued or when cyclone conditions are occurring:</p> <ul style="list-style-type: none"> <li>• Monitor official cyclone warnings and updates from the Bureau of Meteorology, emergency services and LGA disaster dashboards.</li> <li>• Notify the Chief Warden and activate the park's emergency response structure.</li> <li>• Inform staff and guests / occupants of the cyclone threat and provide clear safety instructions.</li> <li>• Secure loose outdoor items including furniture, bins, signage and equipment where safe to do so.</li> <li>• Direct guests / occupants to secure caravans, boats tents and awnings where possible.</li> <li>• Park vehicles under solid shelter (hand brake on and in gear).</li> <li>• Sandbag your premises for flooding (if applicable).</li> <li>• Secure doors and windows with shutters, metal screens or tape on glass.</li> <li>• Close non-essential park facilities if required.</li> <li>• If evacuation is recommended or directed by authorities: <ul style="list-style-type: none"> <li>○ Inform guests / occupants of evacuation requirements.</li> <li>○ Direct guests / occupants to evacuate via designated routes.</li> <li>○ Assist vulnerable guests / occupants or those requiring additional support.</li> <li>○ Take the emergency kit and isolate power and gas where appropriate / safe to do so</li> </ul> </li> <li>• If evacuation is not required: <ul style="list-style-type: none"> <li>○ Direct guests / occupants to remain indoors in sturdy buildings away from windows.</li> <li>○ Advise guests / occupants to avoid outdoor areas during high winds.</li> </ul> </li> <li>• Maintain communication with emergency services and monitor changing conditions.</li> <li>• Follow all directions issued by emergency services.</li> <li>• Ensure internal roads remain clear for emergency vehicles.</li> </ul>



## 5.6 Severe Storm Emergency Procedure

### Warning levels:

There are three (3) warning levels:

	Advice (Yellow)	An incident has started. There is no immediate danger. Stay up to date in case the situation changes.
	Watch and Act (Orange)	There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family and guests / occupants.
	Emergency Warning (Red)	An Emergency Warning is the highest level of warning. You may be in danger and need to take action immediately. Any delay now puts your life at risk.

### Severe Storm Emergency Procedures:

Stage:	Actions:
Prepare for the emergency	<p>Actions taken before severe storm events to reduce risk:</p> <ul style="list-style-type: none"> <li>• Monitor weather systems and outlooks issued by the Bureau of Meteorology.</li> <li>• Ensure the park is registered to receive official emergency alerts where available.</li> <li>• Regularly inspect trees and remove dead or hazardous branches.</li> <li>• Maintain roofs and screw, gutters and drainage systems.</li> <li>• Ensure outdoor furniture and equipment can be secured during storms.</li> <li>• Monitor weather forecasts and severe storm warnings.</li> <li>• Ensure evacuation routes and shelter locations are clearly identified.</li> <li>• Provide safety information to guests / occupants when severe storms are forecasted.</li> <li>• Ensure staff are trained in preparedness and emergency response procedures.</li> <li>• Conduct emergency exercises to practice evacuation and communication procedures.</li> <li>• Ensure first aid and emergency kit is in place and stocked.</li> <li>• Ensure arrangements are in place for emergency warnings to be communicated to occupants such as mass text message, PA system, loud haler, door knocking public notices etc.</li> <li>• Ensure guest and resident / occupant list is available / up to date.</li> <li>• Maintain up-to-date contact details for emergency services and relevant authorities.</li> <li>• Ensure insurances are in place / current and appropriate for the park.</li> </ul>
Respond to the emergency	<p>Actions taken when severe storm conditions occur:</p> <ul style="list-style-type: none"> <li>• Monitor official emergency warnings and updates from emergency services and local authorities.</li> <li>• Assess the threat to the park and activate the park's Emergency Management Plan if required.</li> <li>• Notify the Chief Warden and activate emergency procedures if required.</li> <li>• Inform staff and guests / occupants of the storm threat and provide safety instructions.</li> <li>• Ensure caravans are tied down correctly, especially if strong winds are predicted.</li> <li>• Direct guests / occupants to seek shelter inside buildings or vehicles where appropriate.</li> <li>• Advise guests to stay away from trees, powerlines and open areas.</li> <li>• Secure loose items if safe to do so.</li> <li>• Close non-essential outdoor facilities such as pools or playgrounds.</li> <li>• Contact emergency services if injuries or major damage occurs.</li> <li>• Follow all directions issued by emergency services</li> </ul>
Recover from the emergency	<p>Actions taken after the storm has passed:</p> <ul style="list-style-type: none"> <li>• Conduct a headcount of staff and guests where possible.</li> <li>• Inspect the park for damage including fallen trees or damaged structures.</li> <li>• Identify and isolate hazards such as damaged powerlines.</li> <li>• Arrange removal of debris and fallen branches.</li> <li>• Restore utilities where safe to do so.</li> <li>• Provide the all clear once the park has been assessed as safe.</li> <li>• Document the incident and review emergency response actions.</li> </ul>



## Section 7: Emergency Identification and Exposure Assessment

The emergency exposure assessment is used to inform the emergency management plan response procedures / actions plans and will be reviewed annually as a minimum (update the review date after review is complete).

Potential emergency:	Potential hazards:	Potential consequences:	Is this applicable to the park:	Preparedness and response plan reference:	Last review date:
Bushfire	<ul style="list-style-type: none"> <li>Fuel loads</li> <li>Fire</li> <li>Embers</li> <li>Radiant heat</li> <li>Smoke</li> </ul>	<ul style="list-style-type: none"> <li>Serious injury or death</li> <li>Damage to property</li> <li>Loss of essential services</li> <li>Loss of property</li> <li>Loss of revenue</li> </ul>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Refer to Bushfire Emergency Procedures.	
Cyclone	<ul style="list-style-type: none"> <li>Destructive winds</li> <li>Heavy rainfall</li> <li>Storm surge</li> <li>Flooding</li> <li>Fire</li> <li>Debris</li> <li>Explosion</li> </ul>	<ul style="list-style-type: none"> <li>Serious injury or death</li> <li>Damage to property</li> <li>Loss of essential services</li> <li>Loss of property</li> <li>Loss of revenue</li> </ul>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Refer to Cyclone Emergency Procedures.	
Severe storm	<ul style="list-style-type: none"> <li>Lightning strikes</li> <li>Destructive winds</li> <li>Large hail</li> <li>Heavy rainfall</li> <li>Flooding</li> <li>Fire</li> <li>Debris</li> </ul>	<ul style="list-style-type: none"> <li>Serious injury or death</li> <li>Damage to property</li> <li>Loss of essential services</li> <li>Loss of property</li> <li>Loss of revenue</li> </ul>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Refer to Severe Storm Emergency Procedures.	
Flood	<ul style="list-style-type: none"> <li>Heavy rainfall</li> <li>Storm surge</li> <li>Water inundation</li> <li>Debris</li> <li>Water-borne diseases</li> </ul>	<ul style="list-style-type: none"> <li>Serious injury or death</li> <li>Damage to property</li> <li>Loss of essential services</li> <li>Loss of property</li> <li>Loss of revenue</li> </ul>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Refer to Flood Emergency Procedures.	
Heatwave / extreme heat	<ul style="list-style-type: none"> <li>Severe dehydration</li> <li>Heat exhaustion</li> <li>Heat stroke</li> <li>Medical emergency</li> <li>Energy grid overloaded</li> </ul>	<ul style="list-style-type: none"> <li>Heat related illness</li> <li>Serious injury or death</li> <li>Loss of power</li> </ul>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Refer to Heatwave / Extreme Heat Emergency Procedures.	



# General emergency preparedness checklist

This checklist has been developed to assist park operators with identifying and preparing for general emergencies, this checklist is a generic guide and does not cover all possible hazards, risks and compliance requirements.

## Checklist details:

Location:		Date:	
Completed by:			

## Risk reduction activities:

Regularly check long range weather forecasts.	<input type="checkbox"/>
Display weather information including any warnings in a prominent position in your park.	<input type="checkbox"/>
Ensure all staff are aware of the EMP and understand their responsibilities in an emergency.	<input type="checkbox"/>
Display an up to date evacuation map and procedure in office, amenities blocks and park owned buildings including cabins.	<input type="checkbox"/>
Schedule and practice evacuation procedures.	<input type="checkbox"/>
Install and regularly check fire alarms in all park owned dwellings and public areas.	<input type="checkbox"/>
Maintain fire vehicle access.	<input type="checkbox"/>
Maintain fire safety equipment.	<input type="checkbox"/>
Monitor and maintain gas storage and other flammable chemicals.	<input type="checkbox"/>
Check currency and relevance of insurance.	<input type="checkbox"/>
Ensure permanent outdoor furniture is secured or can be easily secured in the event of a storm.	<input type="checkbox"/>
Monitor trees for dangerous branches and remove when necessary.	<input type="checkbox"/>
Regularly clean gutters, downpipes and drains for blockages.	<input type="checkbox"/>
Keep an up to date residents and guest / occupants list to be used in the case of evacuations.	<input type="checkbox"/>
Ensure movable vans are maintained in a movable state.	<input type="checkbox"/>
Prepare an emergency kit which includes a battery powered radio, spare batteries, a torch, first aid kit and a copy of your emergency management plan.	<input type="checkbox"/>
Develop arrangements for emergency warnings to be communicated to occupants (PA system / SMS messaging / door knocking / public notices etc.).	<input type="checkbox"/>
Provide information for caravan park occupiers and visitors on safety procedures and considerations as well as warning systems at your Caravan Park.	<input type="checkbox"/>
Other:	<input type="checkbox"/>



# Emergency response to flooding checklist

This checklist has been developed to assist park operators with identifying and preparing for flood related emergencies, this checklist is a generic guide and does not cover all possible hazards, risks and compliance requirements.

## Checklist details:

Location:		Date:	
Completed by:			

## Flood watch actions:

Obtain details about current flood situation - SES, BoM website, Local Radio, Local TV and LGA disaster dashboard. Ensure park is receiving weather warnings, alerts and bulletins.	<input type="checkbox"/>
Familiarise yourself with the local flood warning information and guidelines.	<input type="checkbox"/>
Contact any residents that may need assistance with early relocation.	<input type="checkbox"/>
Notify staff, contractors and suppliers of flood situation.	<input type="checkbox"/>
Check availability of equipment to move vans vulnerable to flooding.	<input type="checkbox"/>
Advise residents / occupants of flood situation, assembly point location and preferred evacuation routes.	<input type="checkbox"/>
Notify advance bookings of flood issue.	<input type="checkbox"/>
Relocate chemicals and equipment above potential flood level.	<input type="checkbox"/>
Secure and or relocate park assets where required.	<input type="checkbox"/>

## Flood event actions:

Obtain details about current flood situation - SES, BoM website, Local Radio, Local TV, LGA disaster dashboard.	<input type="checkbox"/>
Contact any residents that may need assistance with relocation.	<input type="checkbox"/>
Lift items from annexes and place inside vans and cabins.	<input type="checkbox"/>
Monitor evacuation advice from SES, if an evacuation centre has been opened and advise occupants.	<input type="checkbox"/>
If evacuating follow evacuation procedures and evacuation routes to assembly areas.	<input type="checkbox"/>
Assist the removal of on-site vans that are a risk of flooding and assist occupants with securing moveable objects.	<input type="checkbox"/>
Direct occupants to notify when leaving and record all occupants that have evacuated the park.	<input type="checkbox"/>
Ensure electricity and gas services are isolated if inundated.	<input type="checkbox"/>

