



Emergency Management Plan

December 2024

To be reviewed December 2025

Greenhills Centre

1437 Cotter Road, Stromlo, ACT 2611

*7 km on Cotter Road from the intersection with
Eucumbene Drive Duffy ACT*

02 6288 1074

UHF CB Channel 66



If using a Greenhills phone dial “0” to get an outside line

Fire, Police, Ambulance – (dial 0 if required) then 000

Australian Federal Police - non-urgent – 13 14 44
Canberra Hospital - 24-hour switchboard - 02 5124 0000
Weston Creek Walk-in Clinic - non-life-threatening illnesses - 7 Days 0730-2200 – 02 5124 8080
State Emergency Services (SES) - storm and flood – 13 25 00
Capital Chemist- Coombs - M-F 0800-1830, Sat 0900-1400 - 02 6179 4841
The Pharmacy on Northbourne - Canberra City - 7 Days 0800-2300 - 02 6156 3821
EvoEnergy - electricity – 13 10 93
Icon Water - water – 02 6248 3111 (option 1)
Southern Sullage Service - septic tanks - 0419 625 577
Elgas - LP gas – 13 11 61

NOTE: There is limited mobile phone coverage at Greenhills. Greenhills recommends WiFi Calling and has a Telstra repeater at Reception

In An Emergency

1 Verify

- Confirm with other staff, guests, emergency services, or other relevant people the details of the emergency

2 Assess

- Use all your senses to assess the danger
- Consider alternatives
- Decide on a course of action

3 Act

- Ensure you and other staff are not in danger
- Ensure Guests are not exposed to further injury or danger
- Contain the emergency if it is safe to do so
- Safely move people away from the danger area
- Move indoors or outdoors away from the danger
- Take further action as outlined in this document

4 Notify

- Ensure other staff, Guest Leaders and Emergency Services are notified
- Identify and assist guests with disabilities or urgent needs

Emergency and Evacuation Personnel

Chief Warden: **Executive Director**

After Hours Chief Warden: **Guest Host**

Reception and On-Call: **02 6288 1074**
Or internally: **ext 611**

Calling Triple Zero (000)

- Stay calm and from a safe location call Triple Zero (000).
- A Telstra operator will ask you if you need Police, Fire or Ambulance. Say the service that you require. If you are calling using a mobile or satellite phone the operator will ask you for other location information.
- You will then be connected to an emergency service operator, who will take details of the situation.
- Speak clearly and answer the operator's questions.
- Give the operator the details of where you are [1437 Cotter Road, Stromlo], and nearest cross street [7 km from Eucumbene Drive, Duffy].
- Don't hang up until the operator has all the information they need.
- If possible, wait outside at a prearranged meeting point or in a prominent location for emergency services to arrive to assist them to locate the emergency.

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1. Introduction

This Emergency Plan sets out broad guidance for staff and guests but relies on individuals to assess what is required in each circumstance to avoid or minimize injury or death.

As a general principle, get away from the danger. In case of:

- bushfire
 - evacuate to suburban Canberra, or if it is too late
 - evacuate to the Moore Auditorium in the main building, and if it is too late for that
 - evacuate to any block building and close all windows and doors;
- building fire – evacuate away from the fire to the Hill Building or Rotary Hall respectively;
- wildlife – evacuate to a room and close the door;
- intruder – evacuate to a room, lock the door, close the curtains, stay out of sight, be quiet.

Clear communication in an emergency is essential. Greenhills relies on face-to-face communication, two-way radios, the Dining Room siren, landline telephones and WiFi calling. Learn how to use these facilities.

Greenhills has limited mobile phone coverage and mobile phones cannot be relied on in an emergency.

The Dining Room siren is the rightmost button (of four black buttons) near the coffee machine:

- to signal meals use three short bursts;
- to signal an **emergency, one long blast** (20-30 seconds) is used to alert staff, visitors and guests to an emergency. This procedure must be outlined to Groups as part of the welcome briefing.



The Dining Room siren is located near the coffee machine

Guests supply rooming lists and will have a nominated Group Leader. Greenhills will roster staff to undertake Host duties including contact with Group Leaders. Greenhills Managers need to know generally which Guests, Staff and other Visitors are on site.

Guests are expected to have First Aid trained staff and equipment. Greenhills has some First Aid trained staff and equipment. In the event of an emergency Greenhills staff must be informed so that they can take appropriate actions to assist as required and notify authorities.

1.1 Site Information

The Greenhills Centre is a facility of the Uniting Church in Australia and provides group accommodation for up to 200 people in rooms that accommodate 4, 5 or 6 people with some rooms for group leaders and bus drivers. Greenhills aims to provide a high standard of care for staff and guests by implementing good practices and procedures in compliance with its obligations within the ACT.

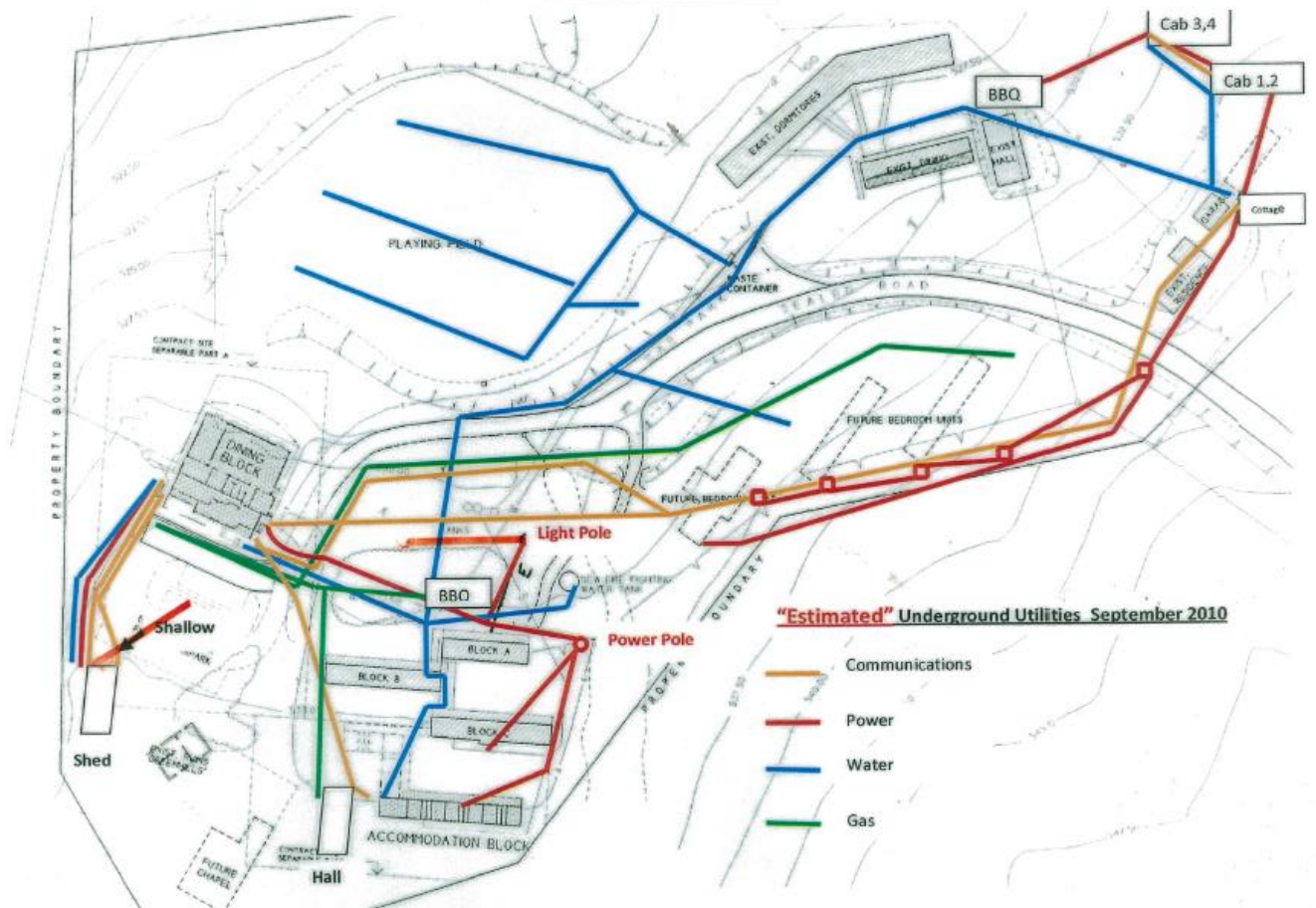
Greenhills is located in a rural location and is bordered by Camp Cottermouth (Scouts ACT) and the Murrumbidgee River Corridor Nature Park. Police, ambulance and fire brigade are approximately 20 to 30 minutes away. The single access road into Greenhills must be kept clear of vehicles and obstructions at all times.

The accommodation is mainly of concrete block construction. All sleeping areas have smoke detectors. All kitchens have fire blankets and fire extinguishers. Kitchenettes have fire blankets. The Max & Zeta Hill Building, Rotary Hall, and the accommodation blocks have fire hose reels.

Office hours are generally 9 am to 5 pm Monday to Friday. A staff member is rostered on and available to assist groups when they arrive and throughout their stay (including weekends). The Operations Manager reside in the Manager's Residence on the site but it should not be assumed that they are available in an emergency.

The entrance to Greenhills is to the south off Cotter Road. Road and driveway signs give adequate notice of the turn-off and directions to Reception. The Cotter Road and the internal roads are generally all-weather sealed roads suitable for large coaches and other vehicles. The only vehicle escape route is via the entrance off Cotter Road. As a last resort, pedestrian escape routes are possible in all directions into Camp Cottermouth or the nearby bush land.

1.2 Site Utilities



1.2.1 Water

Greenhills is connected to Canberra's domestic water supply and is tested by IconWater every month. Greenhills treats waste water on site in septic tanks before it is piped to the Stromlo evaporation pond.

1.2.2 Electricity

Electric power is provided by ActewAGL who require us to contact EvoEnergy (13 10 93) for disruptions to the distribution system. Two solar arrays supply power to the grid but are not designed to provide power in the event of a mains power failure.

1.2.3 Telephone

Greenhills has a PABX telephone system connecting via the internet to two numbers – the main number (02 6288 1074) and the kitchen (02 6288 1841). Some extensions are able to dial "0" to get an outside line to ring emergency numbers.

In the event of a power failure, batteries will maintain all internal phone lines for 6-8 hours. If these batteries fail, access is via mobile phone where you can get signal on the road towards the city.

There is one long range cordless Ingenius handset connected to the PABX. The “On Call” cordless phone acts as an extension off the telephone system. The cordless phone provides phone coverage over the site.

Telstra provides a public phone in the foyer of the Hill Building and will work for several days in the event of a power failure. Telstra has made all mobile and national calls free.

Internet is provided by underground optic fibre but with powered devices in the distribution box at the main entrance, in Rotary Hall, the PABX cupboard, and Reception. In the event of a power failure, batteries will maintain the connection to the internet and the WiFi access points in the Hill Building and Rotary Hall for several hours.

In the event of an interruption to mains power, the Telstra mobile repeater in the Hill Building will fail as well as WiFi access points in Blocks B, E, F, G, Maintenance Shed, Manager’s Residence, Coorumbene Cottage and Cabins 2 & 3. Access points in Reception, Dining Room, Moore Auditorium and Rotary Hall are connected to battery backup.

Greenhills has a dedicated 50,000 litre water tank solely for firefighting purposes located near Rotary Hall. This is fed from the main water supply and has a 65mm Storz fitting for use by emergency services.

Smoke alarms are fitted in all areas. These are checked regularly by maintenance staff. All buildings, fire extinguishers and fire blankets are inspected regularly. Firefighting hoses and fire extinguishers are inspected 6 monthly by an outside contractor. There are no back to base alarms at Greenhills and staff and guests must contact emergency services as required.

1.3 Major Threats

The major threats to Staff and Guests are accidents and medical emergencies building fires, bushfires, motor vehicle accidents, lost Guests, assault, and injury from animals.

Since operations commenced in 1965, there have been few major incidents. A major bush fire in 2003 destroyed the old Cotter Centre accommodation (wood and fibro cement structures). Firefighters and staff sheltered in the Moore Auditorium. No injuries occurred.

1.4 Site Overview



Greenhills has developed over the past 50 years and comprises:

- Hill Building - reception, kitchen, dining, auditorium and break-out rooms
- Murrumbidgee Centre – accommodation blocks A, B, C & D and Games Room
- Cotter Centre – accommodation blocks E, F & G, and Rotary Hall
- Coorumbene Cottage – 3-bedroom accommodation
- Christie Cabins 1 & 2, 3 & 4 – single room accommodation
- Manager Residence
- Workshop and machinery sheds
- Grassed playing areas
- Vertical Challenge high ropes course
- An outdoor chapel with camp fire.

The buildings are of concrete block and metal roof construction. The workshop and machinery sheds are clad in metal.

1.5 Roles and Responsibilities

All Staff and Group Leaders

Everybody at Greenhills has a responsibility to ensure the safety and security of staff and guests. Everybody can assist in this by respecting each other, making sure they are appropriately trained and acting within that training, reporting hazards, and assisting each other where possible. All staff are encouraged to have first aid training.

Chief Warden

The Chief Warden is the Executive Director, or in their absence, the next available experienced staff member. The Chief Warden is responsible for coordinating and managing responses to incidents at Greenhills. Staff and guests must keep the Chief Warden informed at all times.

Whenever a part of this EMP is activated, the Chief Warden should keep, or arrange for someone to keep, a running record, including dates, times, actions, and by whom.

Greenhills Managers

Greenhills Managers are required to keep procedures and policies up to date, maintain facilities and ensure staff are appropriately trained.

Greenhills Managers are required to undertake reviews every six months. One review should be undertaken before the Fire Danger Season in order to ensure equipment and staff are prepared. The other review is after the Fire Danger Season to assess maintenance requirements and fuel reduction activities.

Greenhills Staff

Greenhills staff are generally knowledgeable about the Greenhills site and are responsible for familiarizing themselves with the emergency procedures and outlining key elements in the welcome talk to guests. They are responsible for maintaining contact with group leaders and ensuring that group leaders know how to contact them in an emergency. Staff should coordinate any response to an emergency in conjunction with group leaders until the appropriate authority arrives at which time they may become the contact point for the relevant incident.

Guest Group Leaders

Group leaders should notify Greenhills staff or, if necessary, contact emergency services and implement responses to any emergency. Greenhills staff must be notified, as soon as practicable so that they can assist as required. Depending on the circumstances, the most appropriate person (staff or group leader) will assume coordination responsibility for the emergency. The group leader must supervise guests at all times and prepare and safely undertake an orderly evacuation if required.

2. Possible Incidents

2.1 Electrical Failure

Electrical failure may cause lights and appliances (including some WiFi access points) to stop working. Emergency lighting will automatically come on in some areas for approximately an hour. Most outages are short but occasionally may last three hours or more.

1. Notify Greenhills staff who will investigate and contact EvoEnergy if necessary.
2. Determine if the electrical outage is the whole site or specific buildings.
3. Check fuse and breaker boxes and rectify if possible. If staff are unable to fix, or the fault continues, notify the Chief Warden, or an electrician if required.
4. If the failure continues, undertake appropriate actions, such as:
 - Organising torches;
 - Contact Group Leaders and account for all guests and, if required, staff and group leaders to check rooms and public areas to determine whether there has been an incident that requires action;
 - Depending on the circumstances it may be possible to let guests resume activities including sleeping or programs.
5. Meals may still be available. Contact the Greenhills Catering Manager.
6. Staff must inform and consult with group leaders as required.
7. Do not use candles or naked flames in sleeping areas and under no circumstances leave naked flames unattended.

2.2 Water Disruption

1. If it can be determined that the problem is on the IconWater side of the meter, contact IconWater.
2. If the problem appears to be on the Greenhills side of the meter, contact the Chief Warden or a plumber if necessary.
3. Advise the Group Leader of the problem and manage accordingly.

2.3 Gas Leak

1. Evacuate to an area uphill and upwind from the leak as propane gas travels downhill and is affected by wind.
2. If safe to do so, turn off relevant electrical and gas supplies.
3. Notify Hosts or the Chief Warden and if necessary, call emergency services.

2.4 Very High or Severe Fire Danger Days

1. Greenhills Staff, in consultation with Group Leaders, will monitor and assess the situation.
2. Factors that need to be considered:
 - a. availability of transport;
 - b. abilities of Guests;
 - c. activities of the Group (indoor, outdoor and offsite). Generally, Bushwalks should only be conducted in the morning and routes adjusted to maximise safety.
3. If guests may be compromised in their ability to efficiently evacuate, or there is a direction from Emergency Services, then they must evacuate.
4. Greenhills Staff should continue to monitor esa.act.gov.au for fires in the immediate area. A dedicated screen is provided in the Reception area for this purpose.
5. If there is a threat, Staff will contact Group Leaders or sound the Dining Room horn using a 20-30-second-long continuous blast. If safe to do, groups should evacuate to urban areas designated by ESA or ABC Canberra. If for any reason guests are unable to evacuate, they should move to the Moore Auditorium, or if this is not possible, the closest concrete block building and shelter in place until it is safe.
6. Ensure all guests are accounted for. If a search is needed, and it is safe to do so, take the opportunity to turn off appliances and close all doors and windows.
7. Everybody must remain in a shelter until it is safe.
8. Any group using Greenhills during the fire danger season, may be asked to participate in a fire drill under the direction of Greenhills Staff.

2.4 Extreme or Catastrophic Fire Danger Days

1. Greenhills Staff, in consultation with Group Leaders, will monitor and assess the situation.
2. Factors that need to be considered:
 - a. availability of transport;
 - b. abilities of Guests;
 - c. activities of the Group (indoor, outdoor and offsite). No offsite activities are to be undertaken.
3. On Extreme or Catastrophic Fire Days the group must evacuate to a safe location.
4. If guests may be compromised in their ability to efficiently evacuate, or there is a direction from Emergency Services, then they must evacuate.
5. Greenhills staff should monitor esa.act.gov.au for fires in the immediate area. A dedicated screen has been setup in Reception to enable staff to readily monitor this.
6. If there is a threat, Staff will contact Group Leaders or sound the Dining Room horn using a 20-30-second-long continuous blast. If safe to do, groups should evacuate to urban areas designated by ESA or ABC Canberra. If for any reason guests are unable to evacuate, they should move to the Moore Auditorium, or if this is not possible, the closest concrete block building and shelter in place until it is safe.
7. Ensure all guests are accounted for. If a search is needed, and it is safe to do so, take the opportunity to turn off appliances and close all doors and windows.
8. Everybody must remain in a shelter until it is safe.
9. Any group using Greenhills during the fire danger season, may be asked to participate in a fire drill under the direction of Greenhills Staff.
10. Any group with a booking during the fire danger season must be made aware that Greenhills is in a Bushfire Prone Zone and must be prepared accordingly including the potential cancellation of their booking.

2.5 Bushfire

1. In the event of a bushfire in the area, Greenhills Staff, in consultation with Group Leaders, will monitor and assess the situation.
2. Factors that need to be considered:

- a. proximity, direction and speed of the fire with trigger points established in conjunction with the Emergency Services Authority;
 - b. availability of transport;
 - c. abilities of guests;
 - d. activities of the group (indoor, outdoor and offsite).
3. If there is a threat to guests, or Emergency Services make a direction, guests must be evacuated.
 4. Greenhills Staff will sound the Dining Room horn using a 20-30-second-long continuous blast and all staff and guests should move to the Moore Auditorium and prepare for an evacuation or if this is not possible, the closest concrete block building and shelter in place until it is safe.
 5. Ensure all guests are accounted for. If a search is needed and it is safe to do so, take the opportunity to turn off all appliances and close all doors and windows.
 6. Everybody is to remain in a shelter until it is safe.

2.6 Building Fire

1. In the event of smoke detectors sounding or other notification of a fire, Staff, Group Leaders or a responsible person are to check the area being indicated by the alarm.
2. If smoke or fire is present, the immediate buildings are to be evacuated to one of the Emergency Assembly Areas away from the emergency (the Oval, the Moore Auditorium or Rotary Hall) where Group Leaders will account for all guests. If it is safe to do so, Staff or Group Leaders are to undertake room checks to ensure the building is empty.
3. If there is a fire, staff or guests can use extinguishers, blankets or hoses if it is safe to do so. If it is not safe, or staff and guests are not trained, no attempt should be made to fight the fire. All doors should be closed and the building evacuated.
4. If safe to do so, electricity and gas to be turned off.
5. Do not re-enter the building until told by relevant authorities that it is safe to do so.
6. If there is no evidence of an emergency, Staff or Group Leaders should investigate to determine the likely cause of the alarm and manage appropriately.
7. If Greenhills Staff are not present, they are to be notified.

2.7 Intruder

1. If Group Leaders notice or receive a report of unknown or suspicious persons, they should notify Greenhills Staff.
2. Staff should approach the unknown person and ask relevant questions such as who they are and why they are at Greenhills.
3. If Staff do not receive satisfactory answers, they should ask the unknown person to leave immediately.
4. If the unknown person does not leave, the Police are to be notified.
5. If safe to do so, the unknown person should be monitored until the Police arrive.
6. Staff may use the lockdown procedure if necessary.
7. Staff and Group Leaders are to record details such as description of the person, vehicle description and registration, and any other observations.

2.8 Lockdown

1. If Staff or Group Leaders determine that there is a threat to guests (e.g. a threatening person or animal) that is best managed by a Lockdown, Staff should use the Dining Room siren (two short blasts followed by a long blast repeated every so often) to indicate a Lockdown to guests.
2. Staff and guests should enter a room and lock the door and wait for the all-clear signal.
3. Staff or Group Leaders should assess the situation and manage accordingly including calling appropriate authorities if required.
4. When safe, Staff and Group Leaders will notify guests and ensure that everyone is safe and accounted for.

2.9 Missing Guest

1. Notify Staff of the missing person including name, age, height, gender, build, hair colour, clothing, last known contact, relevant medical details and any relevant history.

2. Staff and Guest Leaders to conduct an initial search of the immediate areas.
3. If the individual has not been located, call the police and notify Camp Cottermouth staff.
4. If safe, and there are sufficient resources, organize a systematic and documented search of the surrounding areas. All searchers should have two-way radios and check in regularly. Otherwise, it will be necessary to wait for emergency personnel.
5. Ensure remaining guests are supervised and reassured.
6. Group Leaders to follow their group's incident plans including communicating with their organisation and the guest's emergency contacts.
7. If there are medical concerns, staff should check with emergency personnel if ambulance services are required and who is to contact them. Staff should contact group leaders who should have relevant medical plans and contact details.
8. Upon locating the missing guest, staff and group leaders must ensure the police, emergency services, neighbours and emergency contacts are notified.

2.10 Accident or Medical Emergency

1. Notify Staff of the accident or emergency and state clearly if an ambulance is required.
2. Staff to ring Triple Zero and arrange for somebody to look out for and direct emergency vehicles as required. Ambulance services usually require age, gender, and nature of injury (including clear details of head, circulation or spinal injuries).
3. First aid kits are available in the Reception, Kitchen, Norma Heath Lounge and Rotary Hall. Each visiting group is required to bring their own First Aiders and First Aid Kits.
4. A defibrillator is located near the main entrance to the Hill Building. Follow the instructions on the defibrillator.
5. Staff are to manage the incident as required including ensuring the ill or injured person is monitored, not moved unless there is further danger, and protected from bystanders.
6. Staff must record the incident in the accident register.

3. Post Emergency Debrief

After any incident, a debrief will occur as soon as practicable after the situation has been resolved. This is to discuss the event, why it occurred, what can be done to prevent any recurrence, and to listen to any concerns from staff. If the fault was caused by an individual/staff member, that person may be counselled privately. The level of debrief will be determined by the seriousness of the incident. The debrief is aimed at assessing the cause of and response to the emergency and identifying any improvements required.

Minor incidents – where the matter has been handled internally and no injuries or apparent exposure to potential trauma has occurred, a discussion between those involved in the incident and Greenhills staff should occur. Notes of the incident and the response are to be made. Any problems with the response and lessons learned will be noted and adopted. This plan may have to be updated to reflect any changes in procedures.

Major incidents – Where injury, trauma has occurred or emergency services have been involved, a full debrief with all parties involved, including emergency services, and formal recommendations as to any adjustments to the response is to be undertaken. This plan may have to be updated to reflect any changes in procedures.

4. Emergency Training for Staff Program and Plan Review

- 1. New staff are to be briefed on the Emergency Management Plan as part of the induction process on commencing employment.
- 2. A copy of the plan is located on the wall near the Norma Heath Lounge. Managers are to acquaint staff with the location of assembly points, fire extinguishers/fire hoses and utility cut off points. A copy of the plan is also readily available in the main office.
- 3. All Group Leaders and guests are to be briefed on the procedures as part of their welcome to Greenhills.
- 4. All staff are encouraged to obtain a First Aid Certificate from a recognised training authority. Regardless, staff must know the location and procedures for the defibrillator.
- 5. All staff are encouraged to practice using fire equipment on the annual test day of the Emergency Management Plan.

5. Emergency Management Plan Review

- 1. The Emergency Management Plan is to be tested every twelve months to test different emergencies but should cover siren and evacuation procedures.
- 2. If required, the Emergency Management Plan should be updated in the light of testing or incident debriefs.
- 3. The plan will be reviewed at least annually, to incorporate any changes to procedures or staff details.

6. Greenhills Internal Contact Phone Numbers

EXTERNAL LINE0

RECEPTION.....100

ON CALL (AFTER HOURS).....Mobile number provided on arrival

EXECUTIVE DIRECTOR.....101

KITCHEN.....103

NORMA HEATH LOUNGE107

ROTARY HALL.....106

E BLOCK LOUNGE109

F BLOCK LOUNGE112

G BLOCK LOUNGE.....111