



Melbourne Sports and Aquatic Centre

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, MSAC 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 MSAC 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 Venue Responder on **9926 1600** 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 MSAC 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 MSAC staff instructions
- If necessary the MSAC Venue Responder will call an ambulance

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

External First Aid and Security providers facilitating on MSAC Site must report to the MSAC Venue Responder 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 MSAC Venue Responders 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 MSAC Venue Responder on **9926 1600** 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 MSAC Staff and Evacuate the area as per instructions below

EMERGENCY EVACUATION PROCEDURES

In the event of an Evacuation within the facility:

- You may hear an Alarm tone; this is a **“BEEP, BEEP”** noise
- Remain calm and await further instruction
- At the sound of the Evacuation Tone **“WOOP, WOOP”** make preparation for evacuation,
- Follow all instructions and direction from MSAC staff
- 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 will not be used for this event.

Secondary Assembly Area – see map

The Secondary Assembly Area will be the Primary Assembly Area for this event.

The southern car park, near the Wright Street tram stop. Move around the building past the basketball halls and into the rear car park.

WARDEN IDENTIFICATION AND THE ECO

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

Refer to map 2 for Warden and Marshall Locations and evacuation pathways to both assembly areas.

INSTRUCTIONS: Once an emergency is identified and an evacuation required as instructed by the Chief Warden the below duties must be performed without instruction.

| WARDEN & MARSHALLS | ROLE | DUTIES |
|---------------------------------|-----------------------------|--|
| Chief Warden | Venue Responder | Identify emergency and required response. Alert staff and patrons of an evacuation by the EWIS, liaise with EMS. Ensure Aquatic Operator Warden is notified of clear for re-entry. |
| Deputy Chief Warden | Customer Service Supervisor | Alert staff and patrons to an evacuation by megaphone, radio Manage venue Wardens and report back areas clear. |
| Aquatic Warden | Aquatic Supervisor | Manage the evacuation of the whole aquatic area. |
| Aquatic Operator Warden | Aquatic Technical Officer | Assist with the evacuation of all officials, contractors and players to the assembly area. Check Change rooms and marshalling rooms clear. Notify the outdoor pool warden when the rooms are clear. Move to assembly area with megaphone and radio – announce re-entry as per instructions from Chief Warden by radio. |
| Café Warden (when café open) | Café Staff | Assist with evacuation of grandstand after securing cash tills. Notify the Outdoor pool warden when area is clear and move to assembly area. |
| Assembly Area marshal | Teacher/ Volunteer 1 | Marshal needs to immediately move to primary assembly area to assist patrons at assembly area. Refer to map |
| Northern Roundabout marshal | Teacher/ Volunteer 2 | Needs to move to the Albert Rd/Cecil St traffic lights to assist with pedestrian access to primary assembly area. Refer to map. |
| Outdoor Pool Grandstand marshal | Teacher/ Volunteer 3 | Move to exit doors at base of the South stairwells and direct visitors to the nominated assembly area via the shared pathway. Refer to map. |
| Event Volunteers | Event Volunteers | Support MSAC staff and direct non-warden ushers in clearing grandstand and guiding visitors to the exit stairwells. Once clear, move to assembly area; take all remaining volunteers to assembly area. |
| Outdoor Pool Warden | Lifeguard | Announce to clear pool and direct patrons out the emergency exit gate at the southern end of the grandstand. Assist with the evacuation of all officials, contractors and players to the assembly area and perform normal evacuation duties. |

ALL: Remain at assembly area until the Chief Warden announces the area is safe to return.

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 Venue Responder is informed.

| Contact / Area | Number |
|--|------------------------|
| Venue Responder | 9926 1600 |
| Lifeguard Supervisor / Aquatics | 9926 1606 |
| Venue Operations Supervisor / Stadiums | 9926 1626 |
| MSAC Security | 9926 1601 or 9926 1600 |
| Police, Fire or Ambulance | 000 |

AWARENESS OF EMERGENCY PROCEDURES

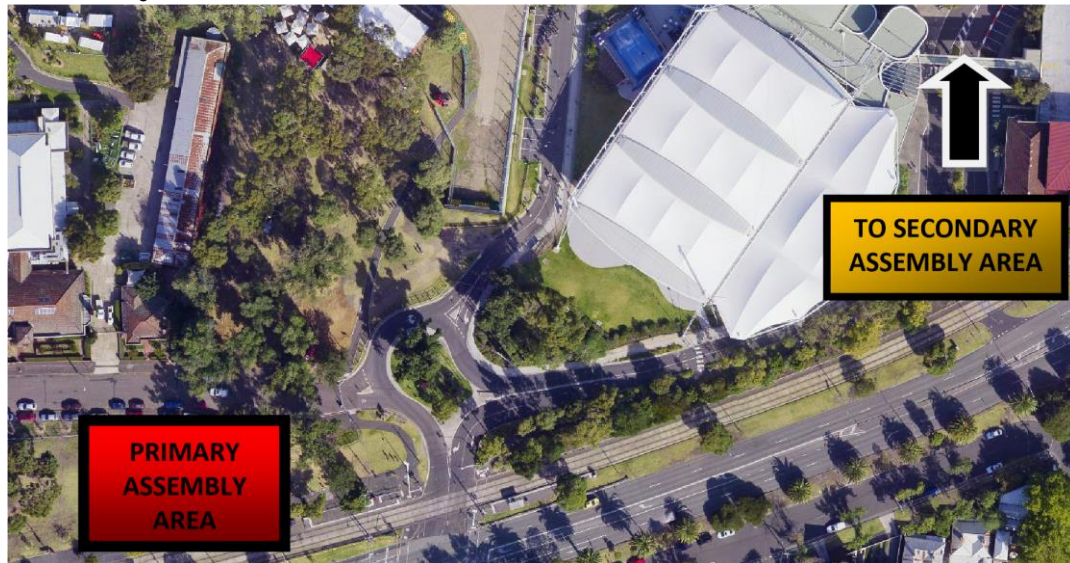
All external Security and First Aid providers will be required to have a copy of this document and have read through it so that they understand our Emergency Procedures Policy. Please note, copies of qualifications may be requested for sighting by MSAC staff on event day.

MSAC Staff receive a high level of Nationally Recognised first aid and emergency response training at our own RTO. At a minimum, MSAC staff are Level 2 First Aid qualified and all Supervising staff and Venue Responders 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.

MSAC recommends you to take advantage of our highly trained staff and request for an MSAC 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.

22/01/2020

Map 1
Assembly Areas



Map 2
Evacuation Pathways



Event Organiser has read and acknowledges the MSAC Emergency Procedures

Event Name: _____

Date and Time: _____

Event Organiser Name: _____

Event Organiser Signature: _____

Venue Responder Name: _____

Venue Responder Signature: _____