



Comprehensive Emergency Management Plan

Bundaberg Park Village

Introduction and Purpose

This emergency management plan for Bundaberg Park Village, located at 20 Childers Rd, Bundaberg, QLD 4670, is designed to ensure the safety of all guests, staff, and visitors during various emergency situations. It complies with amendments to the Manufactured Homes (Residential Parks) Act 2003, effective from September 1, 2019, requiring park owners to maintain such plans. The primary goal is to provide clear, actionable procedures for emergencies, including fire, flood, severe weather, medical issues, gas leaks, and power outages, ensuring a coordinated response to protect lives and property.

The plan is informed by fact sheets and an example emergency procedure guide provided, as well as detailed research into the park's facilities and local flood risks. Bundaberg Park Village offers motel rooms, cabins, mobile home sites, and campgrounds, with amenities like a saltwater pool, free WiFi, and a camp kitchen, all of which are considered in the plan. The park's location, minutes from attractions like the Bundaberg Rum Distillery and near the Burnett River, necessitates specific attention to flood and cyclone preparedness, given Bundaberg's history of significant flooding events, such as the 2013 flood from ex-Tropical Cyclone Oswald.

Designated Assembly Area and Evacuation Routes

The designated assembly area for evacuations is the car park next to the Office at the Childers Road entrance to the park. This is a central location likely providing shelter and space for gathering. For planning purposes, it is assumed to be accessible and safe. Evacuation routes are marked throughout the park, and on plans in motel rooms and cabins leading to this area, and are designed to accommodate guests in various accommodations, including those in caravans, cabins, and motel rooms. Special attention is given to ensuring routes are clear for emergency vehicle access, with the main entrance always accessible and any gate codes communicated to emergency services. Gate codes have already been provided to emergency services in advance.

Emergency Contacts and Communication

In case of an emergency, guests and staff are instructed to contact the park manager immediately or call emergency services on 000, providing the location (20 Childers Rd, Bundaberg, QLD 4670) and nature of the emergency. Communication during emergencies will be facilitated by the park manager using text message to all inhouse residents and guests, email, notice boards, phone calls and door knocking as appropriate or audible means, with a designated communication point at the assembly area. Guests are encouraged to have battery-powered radios for updates from local authorities, such as the Bureau of Meteorology for flood and cyclone warnings, available at [Queensland Government Emergency Services](#).

Detailed Emergency Procedures

Fire Emergency Procedures



Fire is a significant risk given the park's caravan, motel and camping facilities, potentially involving, lightning strike, gas bottles and electrical systems. Procedures include:

- If a fire is discovered, attempt to extinguish it safely using fire extinguishers, close doors and windows to contain it, and turn off power and gas if safe.
- Alert others by shouting "Fire!" and activating the fire alarm if available.
- Call 000, reporting the fire's location and details.
- Evacuate to the assembly area following marked routes, assisting guests with disabilities, and do not re-enter until cleared by emergency services.
- The park manager brings attendance records (downloaded from RMS Database) to account for all, coordinates with Queensland Fire and Emergency Service, and ensures safety.

Fire extinguishers' locations are marked on the park map, evacuation diagrams in motel rooms and cabins and at key locations throughout the parks and available at the office and on the website at [Bundaberg Park Village Website](#).

Flood Emergency Procedures

Given Bundaberg's flood-prone nature, particularly from the Burnett River, flood procedures are critical. The park is not located in a flood zone. However, the plan includes:

- Monitoring weather reports and river levels, with flood information accessible at [Bundaberg Regional Council Flood Information](#).
- If a flood warning is issued, inform all guests, move valuables to higher ground, and secure outdoor items.
- During flooding, avoid flood waters, stay on higher ground, and evacuate if necessary to the assembly area or designated safe spots, assisting vulnerable guests.
- Post-flood, wait for clearance before re-entering, assess damage, and follow authority guidelines.

Cyclone Emergency Procedures

Cyclones are a known risk in Queensland, and the plan includes:

- Monitoring cyclone warnings via local authorities and preparing by securing outdoor items, closing windows and doors, and filling water containers.
- During the cyclone, stay indoors in the strongest building part, away from windows, following manager instructions.
- Post-cyclone, wait for clearance, assess damage, and follow cleanup procedures.

Given the park's proximity to coastal areas like Moore Park Beach, cyclone preparedness is vital. Tie downs of caravans is recommended. Removal of loose items from outside of vans. Packing and tie down of gear recommended. And the ability of guests in caravans to move to motel, cabin or permanent structures such as amenities for safety.



Regular tree maintenance is also advised.

Medical Emergency Procedures

For medical emergencies:

- Provide first aid if trained, call 000 with location and details, and stay with the person until help arrives.
- The park manager ensures first aid kits are accessible, maintains a list of guests with special medical needs, and coordinates with Queensland Ambulance Service.

Gas Leak Emergency Procedures

Given the use of gas in caravans and the camp kitchen, gas leak procedures include:

- Turn off gas if safe, evacuate immediately, avoid electrical devices, and call 000.
- The manager ensures regular checks of gas appliances and trains staff on handling leaks.
- Worksafe procedures for gas appliances, and gas bottle handling.

Power Outage Procedures

For power outages:

- Use battery-powered lights, unplug appliances to prevent damage, and follow manager instructions.
- The manager is to follow recommended restart procedure for power ups.

Special Considerations

The plan addresses guests with disabilities or special needs by identifying them upon arrival, providing assistance during evacuations, and adapting procedures as needed. Pet-friendly considerations are included, with guests encouraged to have pet plans, given the park's pet-friendly policy. Different accommodation types (motel, cabins, caravans) are considered, with caravan guests potentially needing to move to buildings during severe weather.

Testing, Display, and Maintenance

The plan will be reviewed regularly through tool box talks, and drills simulating various scenarios, with records kept on-site. Feedback will improve the plan, ensuring effectiveness. It will be displayed in the office and on our website.

Park Layout and Emergency Facilities

A map showing emergency exits, fire extinguishers, and the assembly area is available at the park office and on the website at [Bundaberg Park Village Website](#). This map aids in identifying safe routes and facilities, crucial for evacuation and response.

Resident Preparedness and Emergency Vehicle Access

Guests are encouraged to prepare emergency kits with food, water, first aid, and documents, including pet plans inline with Queensland State Government advice. Emergency vehicle access is ensured with clear entry points, the main entrance always open, and gate code



changes communicated to services, complying with Work Health and Safety Regulation 2011 requirements.

Review and Update Process

The plan will be reviewed regularly or after changes to layout, facilities, or regulations, with updates communicated to all, ensuring compliance and relevance.

Tables for Clarity

Emergency Type	Key Actions	Responsible Party
Fire	Extinguish if safe, evacuate, call 000, assist all	Park Manager, All Guests
Flood	Monitor, move to high ground, evacuate if needed	Park Manager, All Guests
Cyclone	Secure items, shelter indoors, follow instructions	Park Manager, All Guests
Medical	First aid, call 000, assist until help arrives	Park Manager, Trained Staff
Facility	Details	
Swimming Pool	Saltwater pool for cooling off after exploring.	
Free Parking	On-site parking available at no cost.	
Pets Allowed	Pet-friendly options, welcoming furry friends for family vacations.	
Free WiFi	Complimentary WiFi available throughout the holiday park.	
Tea/Coffee Maker	Equipped in all rooms for convenience.	
Family Rooms	Spacious rooms suitable for larger groups.	
Accommodation Options	Motel rooms, cabins, mobile home sites, campgrounds; Cabins from \$125/night, Motel from \$110/night, Caravan sites from \$39/site/night. Relevant URLs: Cabins , Motel , Caravan Site	
Additional Amenities	Fully-equipped site kitchen, grass areas for tents or mobile homes, ensuites with private bathroom facilities.	



These tables summarize key actions and facilities, aiding in understanding and implementation.

Conclusion

This comprehensive plan ensures Bundaberg Park Village is prepared for emergencies, protecting all stakeholders with clear procedures, regular testing, and adaptive measures for special needs and local risks. It aligns with legal requirements and enhances safety through detailed planning and communication.