

Katoomba Christian Convention

Operational Plan of Management

119 Cliff Drive and

14-30 Violet Street

Katoomba

Document Control

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1.0 Introduction

This Operational Plan of Management (OPM) has been prepared by Katoomba Christian Convention (KCC) for the use of the site at 119 Cliff Drive and 14-30 Violet Street, Katoomba.

The OPM provides guidelines and management practices for the day to day operation of the site and in particular during the peak KCC worship activities.

The Plan aims to ensure that the KCC:

- (a) Operates in a manner consistent with good management;
- (b) Operates with regard to the surrounding neighbours, in particular the residential properties adjoining the site on Cliff Drive, Laurel Street and Cliff Street, Scenic World and Church Missionary Society.
- (c) Takes a proactive role in being a responsible neighbour/land owner within the neighbourhood;
- (d) Operates in a manner so as to minimise disturbance to the surrounding area; and
- (e) Has a complaints handling mechanism.

The premises shall be operated in accordance with this Plan and any changes shall be notified to the Council and appropriate approvals obtained where required.

A copy of this Plan is to be made available to staff and management of KCC.

2.0 KCC Overview

Katoomba Christian Convention (KCC) began under this banner in 1903, founded in the tradition of the Keswick Convention in the north of England. KCC's purpose and priority is operating the convention ministry and the Katoomba site's priority is to serve KCC's convention ministry.

Vision

KCC's passion is to see our nation transformed by Jesus Christ through the powerful preaching of the Bible.

Mission

KCC operates conventions that support churches by leading and modelling in the reformed evangelical faith and calling people to holiness in daily life through the prayerful and passionate expository preaching of the Bible.

Core Values

- We teach the Bible with the express desire to ground individual disciples of Christ in the gospel and challenge thinking and life in the contemporary world.
- We intentionally work beyond denominational boundaries in achieving our mission.
- We are chiefly a volunteer organisation.
- We are reformed: we believe in the absolute sovereignty of God in all matters pertaining to life and faith.
- We are committed to God's mission in the world.
- We purposely design the whole convention program to enhance the centrality and understanding of God's Word.
- We select a balance of established and emerging Bible teachers.

About KCC

KCC began in 1903 in Katoomba, in the holiday home of a Brethren couple, the Youngs. The first meetings of the convention were held in the children's playroom, and from there moved into a tent on the tennis court. As they grew, the meetings became established in the tradition of the Keswick Convention in the UK, with an emphasis in the Bible teaching upon the need for Holiness in the life of every Christian. Our motto has always been Galatians 3:28, "All One in Christ Jesus". Our aim is to strengthen the church of our Lord Jesus by preaching the Scriptures in an uncompromising way, exhorting Christians to remember their true calling: to be set apart for God.

KCC moved to its present location in Katoomba in 1953 when the Deck family – who were strong KCC supporters – sold their 19 acre private landholding to KCC for just £1750. Our first auditorium was built in 1958. Since then the Clairvaux property was added in 2000 (adjacent to the original site) and this forms our convention 'home' in the Blue Mountains.

Each year, over 1000 volunteers make the KCC ministry possible. From those who help us with car parking or child-care through to our Board, over 50 000 hours of volunteer time is invested in the KCC ministry every year. KCC is attentive to having integrity and has a Code of Conduct that sets out guidelines for the behaviour of people involved in the ministry, including employees, volunteers, guest speakers and others.

KCC presently runs several conventions – some in Katoomba and others in Sydney:

- NextGen: 2 x week-long conventions that train up youth and children's leaders in churches. These weeks run annually in January at Katoomba.
- Katoomba Easter Convention (KEC): A convention for all ages and families that offers the opportunity to celebrate Easter by taking time away and listening to God's word. KEC runs annually at Katoomba.
- KYCK: 3 x weekend conventions that encourage and challenge high schoolers to boldly live the Christian life. KYCK runs annually in the April school holidays.
- Basecamp: 1 x weekend (Katoomba) and 1 x day (Sydney City) conventions gathering men from every generation to hear from God and renew their strength to persevere as Christians. Basecamp runs annually.
- OneLove: 1 x day (Sydney City) convention that gathers women from across the generations and aims to teach and inspire them. OneLove will run annually from 2016.
- Engage: 1 x weekend (Katoomba) convention that equips young workers to live out their faith in the workplace. Engage usually runs annually.
- Oxygen: 1 x 3 (week) day convention (Sydney City) that refreshes and encourages those active in Christian ministry. Oxygen runs every three years.

KCC's Katoomba site

KCC's Katoomba site operates 365 days of the year, being available for group accommodation bookings and events (such as the following breakdown from 2017):

- 11 days: KCC-run large conventions with over 700 people attending (Katoomba Easter Convention, KYCK and Basecamp)
- 11 days: Other large events with over 700 people attending (CMS Summer School and Ultra Trail Australia)

- 10 days: KCC-run conventions with under 700 people attending (NextGen)
- 8 days: Other events with under 700 people attending (various Christian orientated gatherings)
- Other days: various group bookings (schools, youth and church groups, international student groups, travel agent tours, running and bushwalking groups)

KCC's Katoomba site is well suited to schools, the not for profit sector, budget oriented groups, sports and recreation groups and eco-tourism.

2.1 Site Description

119 Cliff Drive is 5.2ha in area and contains several buildings including the auditorium and plaza, bookshop, administration buildings, dining hall and accommodation lodges and camping area.

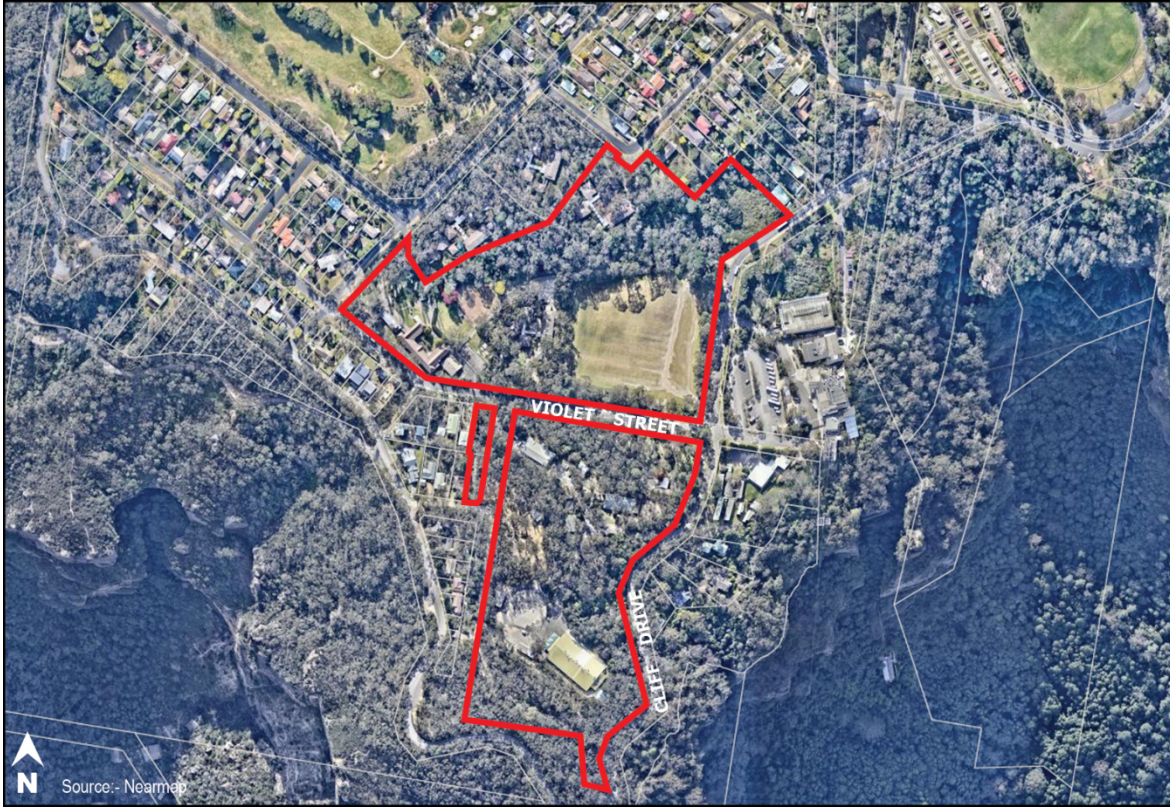
Main vehicular access into the site is off Cliff Drive. Secondary vehicular access into the site is available via Laurel Street and Cliff Street. Pedestrian access into the site is via Violet Street.

The site is situated on a cliff top that slopes in a north-east direction with gradients of between 5-15%. The site has one ephemeral drainage line which runs in an easterly direction across Cliff Drive.

The site has substantial vegetation comprising open forest, scattered trees and landscape garden areas and is bushfire prone land. A camping area is located to the north of the plaza and accessible via Laurel Street, an unformed road.

KCC also owns the adjoining property at 1-19 Cedar Street which is approximately 6.9ha in area and includes Clairvaux Oval and three dormitory style accommodation buildings known as Kedumba, Clairvaux and Hartley House. There are also grassed areas and recreational facilities including playground and basketball court.

On 2 July 2012, Council granted consent to Development Application No. X/819/2011 for a carpark on Clairvaux Oval (1-19 Cedar Street, Katoomba) for use by KCC. The approved car parking layout comprises 682 car parking spaces.



2.2 Site Facilities

The facilities on site comprise:

- Auditorium
- Plaza and Bookshop
- Guest Accommodation
- Dining Hall
- Office/Reception
- Amenities Block (toilets)
- Camping area

This OPM accompanies a development application that is seeking to upgrade the facilities on site. The proposed development includes:

- Demolition of the existing auditorium and construction of a new 3,500 seat auditorium to be used as a place of public worship.
- Removal of trees and site excavation for the new buildings.
- A new bookshop building to replace the existing bookshop building. The building will also include new toilet facilities.
- Seven new breakout spaces/meeting rooms, ancillary to the auditorium.
- A new reception building with store rooms.

- Demolition of the existing 200 seat dining hall and construction of a new dining hall with 500 seat capacity, kitchen; laundry, storage, reception and administration space;
- A new café fronting Violet Street.
- Demolition of the existing accommodation buildings and construction of new accommodation buildings including six ecolodges (with 56 beds each lodge) and three chalets (18 beds each);
- New internal access roads and car parking areas; and
- Landscaping.

2.3 Site Management

The KCC Katoomba site currently employs 5 full time permanent staff and utilises casual staff and contracts catering, maintenance, cleaning, IT & AV services on an as needed basis. KCC's Burwood office also provides accounting, marketing, graphic design and administrative support. Current full time KCC Katoomba based staff include:

- Operations Manager
- Bookings Officer
- Marketing & Bookings Officer
- Facilities Manager
- Facilities Officer

KCC also always has a Duty Manager role rostered to be on call 24/7, 365 days of the year, to be available for guests as needed. This role is rotated among key trained staff.

The Operations Manager for the Katoomba site reports to KCC's Executive Director - who is based in Burwood, reporting to KCC's Board.

It is envisaged that with increased accommodation capacity once the new development is completed, the KCC Katoomba site will need 7 more full time permanent staff, along with further casual staff and contracted services. Full time staff are likely to include:

- Operations Manager
- Guest Relationships Manager
- 3 Bookings & Guest Liaison Officers
- Administration, Quality Systems & Compliance Officer
- Activities & Schools Coordinator
- Events Coordinator
- Marketing Coordinator
- Facilities Manager
- 3 Facilities Officers

KCC will continue to have a Duty Manager role rostered to be on call 24/7, 365 days of the year, to be available for guests as needed. This role is rotated among key trained staff.

The Operations Manager will continue to report to KCC's Executive Director.

KCC's contractors currently include:

- Catering from James Barnes Catering Service (5 - 20 people)
- Maintenance and cleaning services from Erin's Quality Ironbark (5 - 10 people)
- AV from Crosstalk Technical Services
- IT from Ministry of Tech
- Plus many other contractors from local, regional and Sydney based businesses, including trade services, repair services and advisors for support.

With increased accommodation capacity once the new development is completed, KCC will need an increased level of contracted services.

KCC also utilises a number of volunteers for the Katoomba site and conventions, including:

- 10 - 26 regular volunteers for IT and AV during KCC run conventions
- 10 – 20 regular volunteers assisting each KCC run convention
- 5 – 10 volunteers to assist guests in accommodation centres for KCC run conventions
- 5 - 10 volunteers on a regular basis assisting over the site during the year
- 15 - 20 volunteers providing 10 full days to assist with facilities developments
- 10 - 20 volunteers for twice yearly site Working Bees and BushCare Project activities
- 3 - 5 guest groups per year provide volunteer assistance with KCC BushCare Project and other facilities assistance

3.0 Management of Site Activities

3.1 General Site Management

Terms and conditions

KCC has terms and conditions for groups and guests staying that are signed off as part of their booking contract prior to their stay. These terms include:

- No illegal drugs, smoking or alcohol is permitted at the centre. An exception may be made to allow one alcoholic drink with a meal with the prior written approval of KCC staff.
- No animals or pets are to be brought onto the property.
- Groups are to respect KCC's bush environment, flora and fauna, buildings, facilities and equipment.

- No fires are permitted on the site without prior permission from KCC.
- Noise should cease by 10pm and lights out by 11pm. Guests are asked to show consideration for our residential neighbours and staff on site.

Hours of operation

KCC's current office hours are 7.30am to 5.00pm Monday to Friday with a Duty Manager always rostered on 24/7 to attend to any guest needs or emergency, and extra staffing provided as needed for large groups and events. KCC's Facilities Manager also resides next door to the KCC site. Once the new development is completed, office hours will likely increase to:

- 7.30am – 7.30pm Monday to Friday
- 10am – 2pm Saturday and Sunday
- With a staff person always rostered on 24/7 to act as a Duty Manager and attend to guest needs or emergency and reside on or adjacent to the site
- Plus extra staffing provided as needed for large groups and events

Safety and security

KCC has an onsite Duty Manager rostered on 24/7 who is trained to deal with any issues arising.

KCC will have a loud speaker announcement system in place across the proposed accommodation and meeting areas, to enable KCC's Duty Manager to make concurrent announcements to all guests from a phone if needed in an emergency situation.

KCC has a security system with building alarms and security camera monitoring installed which monitors key areas of the centre 24 hours, 7 days a week. These are set in locations which do not interfere with guest privacy. All surveillance documents and film are retained for a minimum of 28 days.

Extra security measures and security guards are arranged if needed for large events.

KCC has strong HR, WHS and Child Safety systems. KCC's Code of Conduct for staff, volunteers and others involved in KCC includes:

- Policy and guidelines for professional and personal conduct
- Child Protection Policy
- Professional Use of Social Media
- Work Health and Safety

KCC has robust computer and IT related privacy and security policies and procedures in place and adheres to legal requirements and best practice guidelines.

Deliveries and waste management

Deliveries are mostly to 1 of 2 on-site storage areas arriving between 7.30pm – 6pm.

Waste is separated into general waste and recyclable waste prior to collection. Waste and recyclable materials are collected by a local commercial contractor by way of removal and emptying of general and recycled waste at areas across the site as needed.

See also the associated waste management plan.

For large events extra waste capacity will be sourced if needed.

Grease traps are cleaned and emptied as required by a local commercial contractor.

The Duty Manager will ensure that adequate bins or containers are provided adjacent to any exit or open space for guests.

KCC will undertake litter patrols as needed around the outside areas of the site, including adjacent public roadways. Any rubbish found near the centre will be removed by staff and disposed of properly.

Usual running for KCC-run conventions

During large KCC events, KCC's accommodation is available for use only for KCC delegates, staff and volunteers. KCC also regularly books out other local accommodation centres including CMS and Katoomba YHA on behalf of delegates. Many other delegates make arrangements directly with local accommodation providers.

Registrations for KCC-run conventions are online and web based. There is strong communication from KCC with delegates by email in the lead up to the event, and via announcements, text and social media if needed during the event.

Volunteers are recruited, screened with reference checks and Working With Children Checks are carried out as appropriate. Volunteers are inducted and trained in emergency and other procedures.

On arrival, delegates will register at the new reception building in the Plaza. Delegates with accommodation arranged by KCC will be aware of their arrangements in advance and can choose to go to their accommodation centre first. KCC arranges and trains volunteer 'Site Hosts' at each accommodation area arranged for delegates who assist with basic check in and check out arrangements and provide guest liaison.

Usual registrations, check in, arrival and session times for Katoomba based KCC-run conventions are detailed below.

NextGen: 2 x week-long Monday – Friday conventions that up youth and children's leaders in churches. These weeks run annually in January, for under 700 people.

- Monday: from 8:00am registrations, check in and arrivals
- Monday morning session: 9:40am – 1:00pm
- Tuesday – Friday morning sessions: 9:00am – 1:00pm
- Monday – Thursday afternoon sessions: 2:00pm – 3:30pm
- Monday – Thursday evening sessions: 7:30pm – 9:00pm
- Friday finish after lunch at 2pm

Katoomba Easter Convention (KEC): An convention for all ages and families that offers the opportunity to celebrate Easter by taking time away and listening to God's word. KEC runs annually, for over 700 people.

- Good Friday – Monday: from 8:30am registrations and arrivals
- Good Friday – Monday morning sessions: 9:15am – 12:15pm
- Good Friday – Sunday evening sessions: 7:00pm – 8:30pm, doors open 6:30pm
- Monday finish at 12:15pm

KYCK: 3 x weekend conventions that encourage and challenge high schoolers to boldly live the Christian life. KYCK runs annually in the April school holidays, for over 700 people.

- Friday evening: from 7:00pm registrations, check in and arrivals
- Friday evening session: 8:00pm – 9:30pm
- Saturday and Sunday morning session: 9:00am – 12:30pm
- Saturday evening session: 7:30pm – 9:30pm
- Sunday finish at 12:30pm

Basecamp: 1 x weekend gathering men from every generation to hear from God and renew their strength to persevere as Christians. Basecamp runs annually, for over 700 people.

- Friday evening optional dinner: from 5:30pm
- Friday evening: from 7:00pm registrations, check in and arrivals
- Friday evening session: 7:30pm – 8:45pm
- Saturday sessions: 8:45am – 3:00pm
- Saturday finish at 3:00pm

Engage: 1 x weekend (Katoomba) convention that equips young workers to live out their faith in the workplace. Engage usually runs annually, for under 700 people.

- Friday evening: from 7:00pm registrations, check in and arrivals
- Friday evening session: 8:30pm – 10:00pm
- Saturday and Sunday morning sessions: 10:00am – 1:15pm
- Saturday afternoon expo and seminars: 1:15pm – 3:30pm
- Saturday evening session: 7:30pm – 10:00pm

- Sunday finish at 1:15pm

Usual running for other events

KCC freely shares information about how KCC runs conventions and seeks to support event organisers to ensure appropriate event preparations are achieved. In the lead up to a large event KCC will have many staff involved working closely with the event organiser to plan for the event appropriately and achieve the set up and preparation required for the event. Once this has been achieved and fine tuned, KCC will have 1-2 Duty Manager/s rostered on and present on site to attend to any event organiser needs, along with various staff as needed for cleaning, servicing and other logistics as needed, plus contract catering, AV and IT as needed. Further KCC staff are available to call in as a back up if needed in the event of an emergency or unusual circumstances.

Event organisers usually choose to take responsibility for event registrations, accommodation check in and check out arrangements, taking payments and attending to other guest needs.

Depending on event organiser preferences, at times KCC will make arrangements on behalf of the event organiser to book out other local accommodation for event delegates.

3.2 Traffic and Parking Management

KCC's Oval provides 684 car spaces. Further parking is available close to accommodation centres, with 69 parks planned as part of KCC's proposed development. The reception area in the large dining building at Violet Street will become the primary arrival point once the new buildings are constructed, with 5 carparking spaces available here.

For KCC run large events (over 700 people)

KCC plans and provides traffic and carparking management for each specific event according to specific event needs. Alternative car parking locations are often utilised and a local commercial bus company is contracted to provide 'park and ride' buses as needed. KCC has a strong working relationship with Scenic World and arrangements are at times made for Scenic World's carpark to be utilised for evening events.

KCC erects "No Convention" parking signs around local streets to avoid disruption to neighbours. KCC staff oversee Volunteer Parking Marshals who are deployed to the Oval area to assist with vehicles parking and exiting in an orderly manner. KCC staff also oversee Volunteer Marshals who assist with managing pedestrians during busy periods at bus loading and unloading areas and at road crossing areas.

KCC actively encourages attendees to:

- car pool to reduce the car parking demand;
- be aware of local public transport options including the local bus stops;
- utilise any 'park and ride' options made available;
- consider the neighbours and not obstruct driveways; and
- be mindful of the surrounding residential area when arriving and departing from the property.

KCC monitors and assesses the overall event traffic and car parking plan on a daily basis and makes adjustments as required. As part of this process, KCC monitors carparking during large events, by driving around the local area during each event session to check that people have parked responsibly. The registration and description of any cars parked that may cause disruption is noted and communicated and the drivers of these cars are notified at the event and required to move their car. General event announcements are also made as needed.

KCC utilises radios for efficient communication among staff, volunteers and contractors during large events, to ensure any issues can be attended to quickly and effectively.

KCC seeks to maintain contact and good relationships with neighbours and actively encourages neighbours to call KCC's 24/7 on call phone if there is any issue for them with event traffic or carparking and assures them that KCC's Duty Manager will quickly attend to the concern or issue raised.

For other large events (over 700 people)

KCC works closely with other large event organisers to ensure the success of their event and also the long term sustainability of KCC as an events venue. In advance of the event, KCC checks to ensure event organisers have sufficiently planned for event traffic and carparking management and actively provides support where needed by sharing knowledge gained from KCC-run events.

KCC monitors the overall event traffic and car parking plan on a daily basis and makes recommendations as required. KCC also monitors carparking on local streets to check that people have parked responsibly and notifies event staff of any cars that may cause disruption.

For KCC or other events under 700 people

For events or gatherings for under 700 people, KCC's usual parking available on the Oval and/or provided for accommodation will be sufficient. If there are different or unusual event circumstances KCC will provide event support as detailed above.

3.3 Noise Management

Noise management for KCC events

Noise levels during KCC events are monitored and kept to acceptable levels. A noise level meter is also utilised for keeping a record of noise levels.

All KCC run events conclude by 10pm. Attendees are also asked to be mindful of noise as they leave.

Noise management for other events

During other events noise levels are monitored and kept to acceptable levels. KCC management are in attendance for these events and events usually conclude by 10pm with a complete curfew of 11pm. KCC actively ensures noise is kept within council noise restrictions, with KCC's on site Duty Manager monitoring event noise levels for the site.

KCC seeks to maintain contact and good relationships with neighbours and actively encourages neighbours to call KCC's 24/7 on call phone if there is excessive noise and the Duty Manager will quickly attend to the concern or issue raised.

4.0 Management of Accommodation

KCC's proposed development includes the demolition of the existing accommodation buildings (Mountain Camp, Megalong, The Lodge, Wollemi House) and construction of new accommodation buildings including six ecolodges (with 56 beds each lodge) and three chalets (18 beds each). This will increase the number of accommodation beds available in this area from 220 to 390.

Typical users of KCC's accommodation include:

- school groups
- youth groups
- community and not for profit sector groups
- church groups
- sporting and recreational groups, particularly running and bushwalking groups
- international student groups
- families

In advance of a booking, KCC's Guest Information is provided to accommodation guests. KCC's Guest Information details check-in/check-out requirements, parking, emergency procedures, how to contact KCC's Duty Manager and other site information. On arrival KCC staff also meet with accommodation group leaders to talk through KCC's Guest

Information to ensure guests know what to do in the event of an emergency and how to contact KCC's 24/7 on call Duty Manager for assistance.

4.1 Traffic and Parking Management

Traffic and parking management for accommodation

Of the individual accommodation areas across the site each has its own parking spaces allocated on the property.

Guests are advised on arrival that the speed limit on site is 10km/h - they are instructed to park in the designated areas of their centre and to obey all "No Parking" signs.

4.2 Noise Management

Noise management for accommodation

KCC accommodation group bookings sign their acceptance of KCC's terms and conditions which state that: 'Noise should cease by 10pm and lights out by 11pm. Guests are asked to show consideration for our residential neighbours and staff on site.'

KCC's on site Duty Manager also monitors accommodation noise levels for the site.

KCC seeks to maintain contact and good relationships with neighbours and actively encourages neighbours to call KCC's 24/7 on call phone if there is excessive noise and the Duty Manager will quickly attend to the concern or issue raised.

5.0 Environmental Management

KCC takes a proactive approach to environmental and vegetation management. KCC understands itself as having valuable environmental assets which it has maintained for many years and will continue to protect for many generations to come. KCC values the long term sustainability and stewardship of God's creation, along with promoting environmental values among visiting guests and groups.

KCC seeks to develop a culture of environmental sustainability and management among staff and guests, through encouraging people to:

- reduce water and energy use
- increase the rate of recycling
- ensure the prevention of any pollution
- conserve and care for bushland areas, plants, animals, buildings and heritage
- car pool, share transport and utilise public transport

KCC has an active Bushcare Project which attracted a \$20,000 grant over 2016 - 2018 from the Greater Sydney Local Landcare Services. This project involves many local and Sydney based volunteers assisting KCC's staff bushcare activities including:

- Planting and regenerating key swamp and bushland areas
- Weeding and storm water control, being particularly attentive to reducing any potential 'weed seed run off' into the National Park
- Utilising professional contractors to achieve projects and increase KCC site staff knowledge and capacity
- Purchasing bushcare tools for staff, volunteer and guest group use on site
- Media, communications, awareness raising and recruitment of further volunteers to assist KCC's bushcare activities
- Regularly holding bush regeneration volunteer days to assist KCC's bushcare activities, supported with KCC provided catering and accommodation
- Developing and providing interpretive signage for the benefit of guests staying on site
- Intentional development of bushcare and environmental educational activities for schools and other guest groups staying on site
- Working closely with Gundungurra Tradition Custodian David King for environmental education and protection
- Working closely with Wild Plant Rescue for environmental education and protection
- Liaising with the Greater Sydney Local Landcare Services and the Blue Mountains City Council in regards to best practice bushcare activities
- Liaising with the Blue Mountains World Heritage Institute in regards to environmental education, protection and ways to reduce carbon emissions

KCC is attentive to protecting environmental assets while also ensuring safety for guests with bushfire hazard reduction and tree risk assessment. KCC liaises with the Rural Fire Service in regards to bushfire hazard reduction and protection and has a procedure in place for ensuring the site is ready and prepared throughout the Bush Fire Danger Period. KCC also has a Vegetation Management Plan and Tree Risk Assessment Report that KCC acts in accordance with.

6.0 Emergency Management

General

KCC staff are trained and advised of KCC's Emergency Manual and what to do in an emergency including medical, fire in a building, bushfire, severe storm, gas leak, hazardous material spill, missing or lost guest, personal threat or terrorism. See also KCC's Emergency Manual.

KCC staff are also trained in First Aid and in the safe use of fire extinguishers. Should there be an emergency where Emergency Services are called, KCC staff and guests will take directions from Emergency Services (Police, Ambulance, Rural Fire Service, Fire and Rescue, State Emergency Service).

Evacuation procedures and maps are located in the accommodation facilities, on the backs of doors and in various other locations. The evacuation assembly area is on Clairvaux Oval unless instructed otherwise.

In the event of full or partial evacuation of the centre due to accident, fire, gas leak, chemical spill or other emergency, KCC staff are trained to undertake the following procedures:

- Phone Emergency Services (Police, Ambulance, Fire & Rescue) and act in accordance with KCC's Emergency Manual
- Direct guests to the nearest emergency exits
- Switch off all electrical and gas appliances if safe to do so
- Control crowds to ensure fire and emergency exits are not obstructed
- Direct guests to the emergency assembly area
- At the emergency assembly area, seek to ensure people do not leave the site and are accounted for
- Systematically check that buildings and areas are fully vacated

Accommodation

On arrival KCC staff meet with accommodation group leaders to provide guest liaison including:

- Providing and talking through KCC's Guest Information and ensuring guests know what to do in the event of an emergency and how to contact KCC's 24/7 on call phone for assistance
- Pointing out where KCC's first aid kit is kept in the guests' accommodation area and how to get to the emergency assembly area in the Oval.

In the event of an emergency KCC's Duty Manager can make concurrent loud speaker announcements across accommodation and meeting areas to alert and direct all guests onsite and KCC staff would also personally assist the group leaders and guests as needed.

KCC-run convention

Prior to a KCC run event, the responsibilities in the event of an emergency are clarified among the First Aid Contractors, KCC Convention Coordinator/s and KCC Property Staff. Other key contractors in AV, IT and Catering are also notified. See also: KCC Convention Emergency Responsibilities.

For immediate communication 2 way radios are used among First Aid Contractors, KCC Convention and Property Staff.

In the event of an evacuation, the KCC Convention Coordinator is responsible for accounting for all delegates and volunteers. KCC Property Staff support the Convention Coordinator by ensuring there is a robust plan in place in advance for accounting for all delegates in the event of an evacuation. This usually involves having a system of designated teams and team leaders who can check their team is present and report to those supervising them. This system also assists with effective information flow during conventions in regards to any safety concerns or other issues arising. KCC Property Staff would also actively assist the KCC Convention Coordinator throughout any evacuation scenario. Depending on the situation, KCC's Duty Manager will arrange a systematic check that buildings and areas are fully vacated.

Other events

Prior to other events, the responsibilities in the event of an emergency are clarified between the event organiser and KCC staff. See also: KCC & Event Organiser Responsibilities. In the planning and lead up to the event, KCC staff will also ask questions, gain information and seek to ensure event organisers have appropriate plans and capacity to run their event successfully.

For immediate communication 2 way radios are available for hire from KCC for event organisers as needed.

In the event of an evacuation, the event organiser is responsible for accounting for all event delegates, staff and volunteers. KCC Property Staff support the event organiser by ensuring there is a robust plan in place in advance for accounting for all event delegates in the situation of an evacuation. This usually involves having a system of designated teams and team leaders who can check their team is present and report to those supervising them. This system also assists with effective information flow during events in regards to any safety concerns or other issues arising. KCC Property Staff would also actively assist the event organiser throughout any evacuation scenario. Depending on the situation, KCC's Duty Manager will arrange a systematic check that buildings and areas are fully vacated.

See also:

- KCC Emergency Manual
- KCC Convention Emergency Responsibilities
- KCC & Event Organiser Responsibilities

KCC's role as an official Evacuation Centre

KCC is an officially identified Evacuation Centre, as part of the Blue Mountains Local Emergency Management Plan.

KCC is also prepared and ready to actively assist emergency service efforts, as KCC did in the October 2013 bushfires – via opening the auditorium for a town meeting, and providing a base for accommodation, catering and parking for emergency services.

Further information in regards to bushfire

Hot and windy weather leads to a risk of bush fires in the local area, and the risk of KCC staff or guests staying onsite or visiting starting a fire.

KCC liaises with the Rural Fire Service in regards to bushfire hazard reduction and protection and has a procedure in place for ensuring the site is ready and prepared throughout the Bush Fire Danger Period.

To ensure that KCC is prepared for bushfires, the following actions shall be carried out depending on the Rural Fire Service Bush Fire Danger Ratings. Beyond the rating of severe, these steps shall be carried out in close consultation with the local RFS and if necessary the procedure stated below will be carried out as necessary to ensure safety of guests and staff.

Low to Moderate:

- KCC operates as per normal

High:

- KCC operates as per normal
- KCC monitors local media, and/or websites for information regarding new fires
- Should a fire start in the vicinity, KCC's Duty Manager is to follow the procedure below and take appropriate action

Very High:

- KCC operates as per normal
- Signage placed at reception areas
- KCC to communicate with guest groups arriving or onsite about the very high rated fire danger, emphasising the importance of observing KCC's no smoking and no fires policy and being attentive and aware re bushfire danger
- KCC staff to advise guests if there is a total fire ban or if Blue Mountains National Park is closed
- KCC monitors local media, and/or websites for information regarding new fires

- Should a fire start in the vicinity, KCC's Duty Manager is to follow the procedure below and take appropriate action

Severe:

- KCC continues to operate. The Facilities Team and contractors are instructed not to use any machinery that could cause a spark, such as mowers. The Facilities Team are to do a daily check around the site as to ensure bushfire hazard reduction, such as checking and clearing leaves near buildings.
- Signage placed at reception areas
- KCC to communicate with guest groups in advance of their arrival, those who are arriving and those who are onsite about the severe rated fire danger, emphasising the importance of observing KCC's no smoking and no fires policy and being attentive and aware re bushfire danger
- KCC staff to advise guests if there is a total fire ban or if Blue Mountains National Park is closed
- KCC Duty Manager to visit and talk to each group onsite personally to ensure they fully understand bushfire risks and KCC's evacuation procedures
- KCC contacts the RFS to let them know KCC's operating status
- KCC monitors local media, and/or websites for information regarding new fires
- Should a fire start in the vicinity, KCC's Duty Manager is to follow the procedure below and take appropriate action

Extreme:

- KCC continues to operate. The Facilities Team and contractors are instructed not to use any machinery that could cause a spark, such as mowers. The Facilities Team are to do a daily check around the site as to ensure bushfire hazard reduction, such as checking and clearing leaves near buildings.
- Signage placed at reception areas
- KCC to communicate with guest groups in advance of their arrival, those who are arriving and those who are onsite about the extreme rated fire danger, emphasising the importance of observing KCC's no smoking and no fires policy and being attentive and aware re bushfire danger
- KCC staff to advise guests if there is a total fire ban or if Blue Mountains National Park is closed
- KCC Duty Manager to visit and talk to each group onsite personally to ensure they fully understand bushfire risks and KCC's evacuation procedures
- KCC contacts the RFS to let them know KCC's operating status
- KCC monitors local media, and/or websites for information regarding new fires
- Should a fire start in the Blue Mountains region that has any chance of travelling towards KCC that day, then:
 - KCC's Duty Manager is to consult with RFS and take appropriate action as instructed by RFS, which may include to close the site, or to evacuate people to a safe location, or depending on the location and path of the

fire, the RFS may identify KCC's auditorium as an appropriate sheltering zone, venue for public meetings or base for emergency operations.

- Where KCC is aware of a bushfire threat that could travel to KCC prior to guests arriving, then in consultation with the RFS, KCC's Duty Manager may take action to cancel or postpone the guest or event booking.
- KCC staff are to communicate using 2 way radios.

Catastrophic:

- KCC continues to operate. The Facilities Team and contractors are instructed not to use any machinery that could cause a spark, such as mowers. The Facilities Team are to do a daily check around the site as to ensure bushfire hazard reduction, such as checking and clearing leaves near buildings.
- Signage placed at reception areas
- KCC to communicate with guest groups in advance of their arrival, those who are arriving and those who are onsite about the catastrophic rated fire danger, emphasising the importance of observing KCC's no smoking and no fires policy and being attentive and aware re bushfire danger
- KCC staff to advise guests if there is a total fire ban or if Blue Mountains National Park is closed
- KCC Duty Manager to visit and talk to each group onsite personally to ensure they fully understand bushfire risks and KCC's evacuation procedures
- KCC contacts the RFS to let them know KCC's operating status
- KCC monitors local media, and/or websites for information regarding new fires
- KCC staff are to communicate using 2 way radios
- Should a fire start in the Blue Mountains region that has any chance of travelling towards KCC that day, then:
 - KCC's Duty Manager is to consult with RFS and take appropriate action as instructed by RFS, which may include to close the site, or to evacuate people to a safe location, or depending on the location and path of the fire, the RFS may identify KCC's auditorium as an appropriate sheltering zone, venue for public meetings or base for emergency operations.
 - Where KCC is aware of a bushfire threat that could travel to KCC prior to guests arriving, then in consultation with the RFS, KCC's Duty Manager may take action to cancel or postpone the guest or event booking.
 - KCC staff are to communicate using 2 way radios.

Procedure if a fire is in the vicinity that could be a threat to KCC:

- Call 000 to report all fires or ember attack
- KCC's Duty Manager to evaluate on a case by case basis and use emergency procedures as necessary
- KCC's Duty Manager ONLY is to liaise with Emergency Services and KCC Facilities Team, staff and contractors as necessary to make decisions about KCC operations

- KCC staff are to communicate using 2 way radios
- KCC staff are to communicate with guest groups arriving or onsite about the fire danger and any safety or evacuation measures. Loud speaker announcements will be made across all accommodation centres and meeting areas concurrently if needed. KCC staff will alert guests, keep them updated and advise them of their options and pass on RFS recommendations or instructions. This may include the option that the guests could choose to leave the area so as to steer well clear of the threat or potential threat.
- In the event of a close and impending bushfire or significant bushfire threat in the surrounding area, KCC's Duty Manager, as instructed by the RFS, will alert guests and direct them to shelter in the Auditorium and/or Main Dining Hall, or to egress the site in an orderly manner and via a safe route away from the threat.

7.0 Community Relations and Complaints Handling

7.1 Complaints Handling

If a complaint is received from an attendee, guest, neighbour or other concerned person, the KCC Operations Manager is to oversee and respond to the complaint, in consultation with KCC's Executive Director, where required.

The following complaint management procedures is implemented by KCC:

- All complaints are recorded in a Complaint Register;
- The date, time and nature of the complaint is to be clearly and accurately described in Complaints Register;
- The complainant's contact details (name, phone number and email address) are to be recorded;
- When a complaint is received, the KCC Operations Manager is to be notified;
- Complaints are to be responded to within 24-48 hours. KCC will endeavour to resolve any complaint and advise the complainant of the action that has been taken.
- The response to the complainant is recorded in the Complaints Register; and
- If a complaint is made to the Blue Mountains City Council, KCC is to liaise with the Council regarding the complaint and advise Council of any actions to be taken by the KCC to resolve the issue.

See also KCC's Complaints Register.

7.2 Incident Register

KCC maintains an Incident Register at all times to record details of incidents that occur within the site or during events.

Incidents recorded in the Incident Register include (but are not limited to) any incident that:

- accidents or other matters concerning Workplace Health & Safety, public liability and regulatory issues.
- results in a person needing medical assistance.
- involves anti-social behaviour;
- theft of personal property;
- exclusion of guests or visitors.

See also KCC's Incident Report Form.

7.3 Neighbourhood Relations

KCC seeks to maintain contact and good relationships with neighbours. KCC is mindful of its neighbours and seeks to understand the needs and considerations of its immediate neighbours.

KCC provides a letter to all neighbours once a year to notify them of the large events at the KCC site. KCC also invites neighbours to attend occasional functions and participate in occasional 'backyard blitz' opportunities provided by volunteer and service oriented groups staying at KCC. Through this and other contact, KCC actively encourages neighbours to call KCC's 24/7 on call phone if there is any issue for them with event traffic, carparking, noise or anything else and assures them that KCC's Duty Manager will quickly attend to the concern or issue raised.

Contact details for KCC are also made obvious to the public domain so that any member of the public can contact KCC if necessary.

7.4 Community Relations

The KCC site maintains an active presence among community networks including:

- Blue Mountains Accommodation and Tourism Association
- Blue Mountains Economic Enterprise
- Blue Mountains Regional Chamber of Commerce
- Katoomba Chamber of Commerce
- Destination NSW networks
- Australian Camps Association
- Christian Venues Association
- Upper Mountains Ministers Association
- Close connections with local Gundungurra Traditional Custodians

The KCC site is also involved in supporting many local events with donations and goods and services heavily discounted or provided free of charge, including:

- Ultra Trail Australia
- Elly Chatfield's Fundraiser to attend the World Design Summit as an International Indigenous Design Ambassador
- Volunteer Firefighters Association
- Upper Mountains Combined Church Service
- Mobile Mission Maintenance

KCC is also an officially identified Evacuation Centre, as part of the Blue Mountains Local Emergency Management Plan.

KCC is also prepared and ready to actively assist emergency service efforts, as KCC did in the October 2013 bushfires – opening the auditorium for a town meeting, and providing a base for accommodation, catering and parking for emergency services.



KCC & Event Organiser Emergency Responsibilities

Event organiser responsibilities:

1. Provide any first aid required for your event attendees
2. Introduce and supply your first aid contact person's name and details to KCC's Duty Manager onsite
3. Make attendees aware of where the emergency exits are and in the event of a fire or need to evacuate to walk down the hill to the emergency assembly area on the oval car park and await further instructions
4. Ensure all emergency exits and fire hydrants are kept clear, both inside and outside the auditorium
5. Avoid parking cars down the side and at the back of the auditorium, unless temporarily for loading
6. In the event of a storm, direct your attendees to stay indoors
7. Inform the KCC Duty Manager of any details, accidents or unusual situations arising that may require KCC's attention or response
8. In the event of an emergency, or a potential emergency, where emergency services may need to be called, alert the KCC Duty Manager onsite immediately. The KCC Duty Manager will contact the needed emergency services and ensure they arrive at the most appropriate location onsite, while keeping in touch with event organiser staff. If for some reason the KCC Duty Manager isn't immediately available, please have a responsible event organiser staff member who is very familiar with KCC addresses and entrances, as per KCC's Emergency Manual, contact emergency services. If calling Police, Fire or Ambulance, event organiser is to designate a person/s to meet the emergency service vehicle on the street and direct it to the location of the casualty – and ensure this person/s can be contacted so that if the emergency service vehicle gets lost or needs to make contact, the person/s who are waiting to meet them are informed. (The emergency service will call back the person who made the emergency call as needs be.) Please also alert the KCC Duty Manager who will assist as necessary.
9. In the event of an evacuation being needed, or potentially needed, alert the KCC Duty Manager onsite immediately. The KCC Duty Manager will make the final call on whether to evacuate the auditorium or not. If the KCC Duty Manager decides evacuation is required, the event organiser is to follow this decision and to take a lead role in directing delegates to evacuate and walk down the hill to the emergency assembly area on the oval car park and await further instructions. After an evacuation, once people are assembled in the oval carpark, the event organiser is responsible for seeking to ensure people do not leave the site and are accounted for.
10. In the event of an emergency situation it is envisioned that KCC and event organiser staff will work closely together as a team, however in the event of KCC and event organiser staff not being able to agree on a course of action, the KCC Duty Manager will assume primary responsibility and the event organiser is to follow this directive.
11. Read and follow the KCC Emergency Manual supplied
12. Provide any relevant feedback that may assist KCC in further developing emergency procedures for future events

KCC responsibilities:

1. Contact any emergency services required and ensure they arrive at the most appropriate location onsite, while keeping in touch with event organiser staff
2. Respond to situations associated with the venue and be available to event organiser staff in regards to this
3. Inform event organiser staff of any details or situations arising that are relevant

- 
4. Duty Manager to assess and give the direction to evacuate the auditorium if necessary, and assist in directing delegates to evacuate and walk down the hill to the emergency assembly area on the oval car park and await further instructions. After an evacuation, once people are assembled in the oval carpark, the KCC Duty Manager will plan further responses and assist event organiser staff in seeking to ensure people do not leave the site and are accounted for.
 5. In the event of an emergency situation it is envisioned that KCC and event organiser staff will work closely together as a team, however in the event of KCC and event organiser staff not being able to agree on a course of action, the KCC Duty Manager will assume primary responsibility.
 6. Read and follow the KCC Emergency Manual supplied
 7. Provide any relevant feedback that may assist KCC in further developing emergency procedures for future events

For the event, contact details for the KCC Duty Manager/s is via the KCC on call phone 0408 825 588 (please do not text to this phone as it will be redirected to the KCC staff member on call 24/7).

KCC COMPLAINTS REGISTER

[illegible]



KCC Convention Emergency Responsibilities

First Aid contractor responsibilities:

1. Provide any first aid required for event attendees, as per the times agreed.
2. Make the decision about whether an ambulance needs to be called.
3. First aider is to stay in radio contact and notify people by radio in the event of an emergency call needing to be made, and/or get a KCC staff member to notify the KCC Duty Manager and the Convention Coordinator.
4. First aider is to be hands on with the patient and co-ordinates an emergency response by delegating to KCC volunteers/KCC staff/bystanders/family/friends as necessary. First aider instructs a bystander to call an ambulance while standing next to the first aider. Ideally this is also a KCC staff member as they know the site to describe the entrance for the ambulance, or the correct address is to be given by Property staff (either in person or via radio) to the person making the emergency call.
5. The KCC Duty Manager and the Convention Coordinator work together to co-ordinate other KCC volunteers to marshal the ambulance in to the patient. The KCC Duty Manager will also provide assistance and lead coordination of a helicopter landing, in the event of ambulance services deciding a helicopter is necessary.
6. If the KCC Duty Manager decides evacuation is required, First Aid is to follow this decision and to assist in directing delegates to evacuate and walk down the hill to the emergency assembly area on the oval car park and await further instructions.
7. Read and follow the KCC Emergency Manual supplied.
8. Provide any relevant feedback that may assist KCC in further developing emergency procedures for future events.

KCC Convention Coordinator responsibilities:

1. Be the point person between delegates, KCC staff, volunteers and third party providers/suppliers at the event.
2. Ensure a brief safety announcement is given (preferably in an engaging way so people will pay attention to it) at the convention to make delegates aware of where the emergency exits are and of basic safety information supplied by Property staff.
3. Ensure emergency exits, fire hydrants and emergency service access areas are kept clear, both inside and outside the auditorium.
4. Avoid parking cars down the side and at the back of the auditorium, unless temporarily for loading.
5. Ensure volunteers for the convention are adequately briefed and inducted, and liaising with Property staff for this.
6. Inform the KCC Duty Manager of any details, accidents or unusual situations arising that may require KCC's attention or response.
7. In the event of a storm, direct delegates to stay indoors.
8. In the event of an emergency, or a potential emergency, where emergency services may need to be called, alert the KCC Duty Manager onsite immediately.
9. In the event of an evacuation being needed, or potentially needed, alert the KCC Duty Manager onsite immediately. The KCC Duty Manager will make the final call on whether to evacuate the auditorium or not. If the KCC Duty Manager decides evacuation is required, the Convention Coordinator is to follow this decision and to take a lead role in directing delegates to evacuate and walk down the hill to the emergency assembly area on the oval car park and await further instructions. After an evacuation, once people are assembled in the oval carpark,

the Convention Coordinator is responsible for seeking to ensure people do not leave the site and are accounted for.

10. Read and follow the KCC Emergency Manual supplied.
11. Provide any relevant feedback that may assist KCC in further developing emergency procedures for future events.

KCC Duty Manager responsibilities:

1. Work with First Aid and the Convention Coordinator to ensure emergency services are contacted as required and ensure they arrive at the most appropriate location onsite, while keeping in touch with the Convention Coordinator and First Aid (including coordinating a helicopter landing if the ambulance decided this is necessary).
2. Respond to situations associated with the venue and be available to the Convention Coordinator in regards to this.
3. Inform the Convention Coordinator of any details or situations arising that are relevant.
4. Be available to provide a brief induction for volunteers specific to the convention if needed.
5. Provide first aid as needed, where these are outside of contracted First Aid provider hours.
6. Duty Manager to assess and give the direction to evacuate the auditorium if necessary, and assist in directing delegates to evacuate and walk down the hill to the emergency assembly area on the oval car park and await further instructions. After an evacuation, once people are assembled in the oval carpark, the Duty Manager will plan further responses and assist the Convention Coordinator in seeking to ensure people do not leave the site and are accounted for.
7. In the event of an emergency situation it is envisioned that the KCC Duty Manager, the KCC Convention Coordinator and First Aid Contractor will work closely together as a team, however in the event of staff not being able to agree on a course of action, the KCC Duty Manager will assume primary responsibility and others are to follow this directive.
8. Read and follow the KCC Emergency Manual supplied.
9. Provide any relevant feedback that may assist KCC in further developing emergency procedures for future events.

For the convention, contact details for KCC's Duty Manager/s is via KCC's on call phone 0408 825 588 available 24/7 (no texts please as calls are forwarded to the staff person rostered on).



Emergency Manual

v. 14 Nov 2017

EMERGENCY CONTACT TELEPHONE NUMBERS

Please respond in an emergency and make an emergency call as needed. Please notify KCC's on call Duty Manager immediately after making any emergency call.

KCC on call phone: 0408 825 588

Police/Fire/Ambulance 000

Giving location as Katoomba Christian Centre:

Auditorium: main entrance 119 Cliff Drive, near corner of Cliff Drive and Violet St
OR via Laurel St, off Cliff Drive (note that it is important to give the exact spelling of Laurel St)

Mountain Camp: main entrance 119 Cliff Drive, near corner of Cliff Drive and Violet St

Lodge: main entrance 119 Cliff Drive, near corner of Cliff Drive and Violet St

Kedumba House: 113 Cliff Drive, driveway almost opposite Scenic World Carpark

Hartley: 20 Ficus St Katoomba, nearest intersection Oak St

Clairvaux: corner of Oak and Violet St

Designate a person/s to meet the emergency service vehicle on the street and direct it to the location of the casualty – and ensure this person/s can be contacted so that if the emergency service vehicle gets lost or needs to make contact, the person/s who are waiting to meet them are informed. (The emergency service will call back the person who made the emergency call as needs be.)

Katoomba Police Station (24 hours) 4782 8199
217 Katoomba St, Katoomba

Poisons Information Centre 131 126

Interpreter Service (24 hours) 131 450

ELGAS Emergency 1800 879 783

Katoomba Hospital 4784 6500
Cnr Woodlands Rd & Great Western Highway, Katoomba

Nepean Hospital 4734 2000

Doctor – Upper Mountains Medical Centre 4782 2222
98 – 108 Bathurst St, Katoomba

Katoomba Medical Practice 4782 7280

Chemist – Greenwell & Thomas 4782 9453

Blue Mountains Pharmacy 4782 5450

Family & Community Services Helpline NSW (for child safety concerns) 132 111 (24/7)

EMERGENCY RESPONSE PROCEDURES

Australian Standards AS 3745-1995 and AS 4083-1997 define an emergency as “Any event that arises internally or from external sources, which may adversely affect the safety of persons in a building or the community generally and require immediate response by the occupants”

Procedures given in this section cover the following situations:

- Fire or the threat of fire
- Severe Storm
- Gas Leakage
- Hazardous Material spills
- Medical Assistance
- Missing or Lost Guest
- Personal Threat or Terrorism

At the conclusion of any of the above incidents, appropriate reports must be completed and given to KCC’s Duty Manager.

FIRE

In the event of a **FIRE IN A BUILDING**:

Group leaders and KCC Staff should:

- Alert all persons nearby and request assistance
- Assist any person in immediate danger (only if safe to do so)
- Close the door on the fire to contain the spread (only if safe to do so)
- Call the Fire Brigade on **000** and **notify the Duty Manager**
- Extinguish the fire (only if safe to do so)
- If threat to life exists, evacuate immediately, closing all doors
- Check that all areas have been cleared and inform the Duty Manager
- Control the movement of occupants to the **Evacuation Assembly Area** on Clairvaux Oval
- At the Evacuation Assembly Area
 - check roll to ensure all guests are in attendance
 - ensure people do not leave the site

In the event of a **BUSHFIRE**

Group leaders and KCC Staff should:

- Alert all persons nearby and request assistance
- Assist any person in immediate danger (only if safe to do so)
- Call the Fire brigade on **000** and **notify KCC’s on call Duty Manager**
- Extinguish the fire (only if safe to do so)
- Call all guests to the **Mountain Camp Dining Room and/or Auditorium**
 - Check roll to ensure all guests are in attendance
 - Instruct guests **not** to go back to rooms to collect belongings
- KCC Staff to check site is vacant – KCC’s on call Duty Manager to direct this.
- In the event that the **Rural Fire Service** determines that evacuation of the site is required, they will arrange evacuation and determine an appropriate Evacuation Area.

SEVERE STORM

In the event of a **SEVERE STORM**

Group leaders and KCC Staff should notify guests of the expectation of a severe storm.

If on site:

- Assemble in **Mountain Camp Dining Room and/or Auditorium (or stay indoors where guests are)**
- Conduct a roll call to ensure all guests are accounted for
- Store or secure all loose items external to the building
- Close all windows and doors
- Disconnect electronically sensitive equipment like computers and TVs
- Remain inside the buildings, keeping away from exposed windows
- After the storm:
 - Evaluate the need to evacuate buildings due to damage or the potential for fire
 - Report on the status of the guests to KCC's Duty Manager

GAS LEAKAGE

In the event of a **GAS LEAK**

Group leaders and KCC staff should:

- **Call the Duty Manager immediately**, and then if deemed necessary call the **Fire Brigade on 000**
- Turn off the Gas Supply (if safe to do so) (**Duty Manager Responsibility**)
- Turn off the electrical supply (**Duty Manager Responsibility**)
- If deemed necessary notify all persons to evacuate the buildings and proceed to the **Evacuation Assembly Area on Clairvaux Oval**
- Control the movement of occupants to the Evacuation Assembly Area
- Maintain control of persons at the Evacuation Assembly Area, checking roll to ensure all guests are in attendance
- Remain at the Evacuation Assembly Area until advised that situation is safe.

HAZARDOUS MATERIALS

In the event of HAZARDOUS MATERIALS SPILL

Group leaders and KCC Staff should:

If the spill has the potential to give off toxic or noxious fumes-

- **Notify the Duty Manager who will call 000 asking for the Fire Brigade**
- Provide as much information about the material as possible.
Material Data Safety Sheets (containing safety and first aid instructions for all chemicals kept on site) are in black folders located in all kitchens, chemical storage rooms and the Property Office.
- Turn off fans, open windows if possible
- Notify all persons to evacuate the buildings, making sure the Evacuation Assembly Area is upwind
- Control movement of occupants to the **Evacuation Assembly Area** on the Clairvaux Oval
- Maintain control of persons at the Evacuation Assembly Area, checking roll to ensure all guests are in attendance

AND

If the spill is suspected of being flammable:

- Remove any ignition sources (if safe to do so) before evacuating the area.

MEDICAL EMERGENCY

In the event of a MEDICAL EMERGENCY on site

Group leaders and KCC Staff should:

- Check for any threatening situation and remove or control it (if safe to do so)
- Remain with the casualty and provide appropriate support
- Notify First Aid Personnel eg group leader
- Notify KCC Duty Manager
- Call the **Ambulance Service** on **000** giving **location** as:
 - Katoomba Christian Centre**, main entrance 119 Cliff Drive, near corner of Cliff Drive and Violet St
 - Auditorium**: main entrance 119 Cliff Drive, near corner of Cliff Drive and Violet St
 - OR via Laurel St, off Cliff Drive (NOTE that it is important to give the exact spelling of Laurel St)
 - Mountain Camp**: main entrance 119 Cliff Drive, near corner of Cliff Drive and Violet St
 - Lodge**: main entrance 119 Cliff Drive, near corner of Cliff Drive and Violet St
 - Kedumba House**: 113 Cliff Drive, driveway almost opposite Scenic World Carpark
 - Hartley**: 20 Ficus St Katoomba, nearest intersection Oak St
 - Clairvaux**: corner of Oak and Violet St
- **Designate a person/s to meet the ambulance on the street and direct it to the location of the casualty – ensure these person/s can be contacted so that if the ambulance gets lost or needs to make contact, the person/s who are waiting to meet them are informed. (The ambulance will call back the person who made the emergency call as needs be.)**
- NOTE
 - Provide support and appropriate assistance
 - Do not leave the casualty alone
 - Do not move casualty unless they are exposed to a life-threatening situation by being left as or where they are.
- In the event of anaphylactic shock, KCC staff can access Epi-pens
- KCC has first aid kits accessible in each centre and KCC staff can access further kits if necessary

MISSING OR LOST GUEST

In the event of a MISSING OR LOST GUEST

Group leaders and KCC Staff should:

- In the first instance determine if any one is missing and then who is missing can be determined by a roll check
- If a guest is missing then
 - Check all buildings, especially bedrooms and bathrooms systematically
 - Check car park areas using portable PA system to call for the person
 - Notify KCC Duty Manager who will oversee the search
 - Call Police on **000** if deemed necessary and commence search as instructed.

PERSONAL THREAT or TERRORISM

In the event of a PERSONAL THREAT or TERRORISM

Group leaders and KCC Staff should:

- Call the KCC Duty Manager immediately and then if deemed necessary call the POLICE on 000
- Do not do anything that may encourage irrational or threatening behaviour
- Initiate action if possible and safe to do so to:
 - Restrict the offender's entry into a building
 - Confine or isolate the intruder(s) / offender(s) from other guests
- Evacuation may be considered, if necessary and safe to do so
- Have as many people as possible complete a "Description of Offender" form

KATOOMBA CHRISTIAN CONVENTION INJURY ILLNESS OR INCIDENT REPORT FORM

PLEASE FILL IN DETAILS USING **BLUE/BLACK** BALL POINT PEN
(COMPLETE SEPARATE FORM FOR EACH PERSON INJURED OR AFFECTED BY INCIDENT)

DETAILS OF INCIDENT.

Host in Charge

Date Occurred/...../..... Time Occurred.....

Location

Group Name

Full Name of Person Affected

D.O.B of Person Affected/...../.....

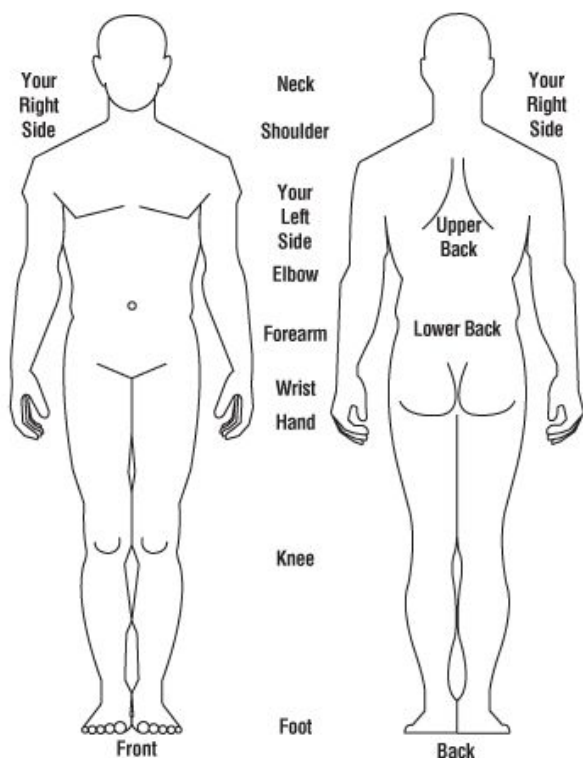
Contact Details

NATURE OF INJURY.

Location of Injury (circle all that apply)

Injuries to following areas should automatically require visit to doctor:

- Eyes
- Head
- Neck
- Spine
- Skull
- Jaw



Nature of Injury (circle all that apply)

- Allergy
- Amputation
- Bite/Sting
- Bruise/Crush
- Burn/Scald
- Concussion
- Fracture
- Head - Other
- Hearing Loss
- Hernia
- Infection/Disease
- Irritation
- Laceration/Cut
- Poisoning
- Sprain/Strain
- Superficial
- Other (please specify)

Cause of Severest Injury

- Aquatic Activity
- Burns
- Person Related
- Slip/Fall
- Sporting
- Vehicle Accident
- Other (please specify)



KATOOMBA CHRISTIAN CONVENTION
INJURY ILLNESS OR INCIDENT REPORT FORM

PLEASE FILL IN DETAILS USING **BLUE/BLACK** BALL POINT PEN
(COMPLETE SEPARATE FORM FOR EACH PERSON INJURED OR AFFECTED BY INCIDENT)

OTHER NECESSARY ACTION

Family Member Notified? (circle response)

- Yes (give details) • No

Notified by

Date Notified/...../..... Time Notified.....

Police Notified? (circle response)

- Yes (give details) • No

Notified by

Officer Name

Photographs of Accident Site Attached

REPORTING OF INCIDENT

Full Name of Person Making this Report

Signature..... Date/...../.....

Full Name of Supervisor (leave blank if same as above)

Signature..... Date/...../.....

Director

.....**Jonathan Dykes**.....

Signature..... Date/...../.....