



*Queenscliff Cruising Yacht Club*  
INC.

REGISTRATION NO. A0017353E

# Emergency Response Plan

## Queenscliff Cruising Yacht Club

**Address:**

Yacht Rd Queenscliff Vic 3225 or Lot 1 E1 Sand Island Queenscliff or Council address of 3 Swan Island Queenscliff

**Prepared by:**

Queenscliff Cruising Yacht Club

**Contact:**

John Mooney, Commodore

Tel: Mobile: 0403 065 590    Email: [commodore@qcyc.org.au](mailto:commodore@qcyc.org.au)    Web: [www.qcyc.org.au](http://www.qcyc.org.au)

**Safety Officer Ex Officio:**

Peter Stow, Secretary

Tel: Mobile 0419 0315 950

Email: [secretary@qcyc.org.au](mailto:secretary@qcyc.org.au)    Web: [www.qcyc.org.au](http://www.qcyc.org.au)

**Queenscliff Cruising Yacht Club (QCYC)**

QCYC is located on Sand Island accessed via Defence Department Security Gate 1 at the end of Bridge Rd in Queenscliff, Melways ref: 499 G9. The club comprises one main building adjacent to 200 metres of wharf and a workshop, storage and fuel storage shed. Adjacent land is native bushland only accessible via the Club's causeway. Water depth of over 2 metres with a 1 to 4 knot tidal stream is immediately adjacent to the site on the Western side of the Club wharf.

Emergency Access to the Island can and must be organised through the Swan Island Defence Business Centre (03) 5254 9499. This emergency service number is monitored 24/7.

John Mooney  
Commodore

*The Queenscliff Cruising Yacht Club wishes to acknowledge the Emergency Procedures Manual of the Sandringham Yacht Club as the major source of these protocols. Nevertheless the Queenscliff Cruising Yacht Club takes full responsibility for the accuracy and legal consequences of this Emergency Response Plan.*



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## What happens when you call Triple Zero (000)?

- 1) When you **dial 000**, your call is connected to the Telstra Emergency Call service centre
- 2) You will be prompted by the Telstra operator **"Police, Fire or Ambulance?"**
- 3) Advise the operator of the service you require. If you are calling from a mobile or satellite phone the operator will ask for other location information.
- 4) Your call will immediately be transferred through to the emergency service you request, who will take details of the situation.
- 5) **Stay on the line**, speak clearly and answer the operator's questions.
- 6) You will be asked to provide details of where you are, including street number, name and nearest cross street, and locality. In rural areas it is important to give the full address and distances from landmarks and roads, not just the name of the property.
- 7) **Don't hang up** until the operator has all the information they need, if possible you will be asked to wait for a police officer at an arranged location.



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# EMERGENCY RESPONSE PLAN

## QCYC

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\* Site plans include locations of fire hose reels, and first aid kit.

In addition **QCYC has a mobile fire cart located on the ground floor near the laundry** which may be used for fighting marina-based fires.



# EMERGENCY PERSONNEL & CONTACT DETAILS

QCYC PHONE (03) 5258 1692

Department of Defence Business Centre (Security)

24 hours, 7 days: (03) 5254 9499

Commodore		John Mooney	0403 065 590
Ambulance/Fire Brigade/Police			000
Swan Island Security Gate			5220 4468 (opening hours only)
Poisons Hotline			131 126
State Emergency Service			9684 6666
EPA – Fuel/Chemical Spills			9695 2777
Electricity	Powercor Australia	General Enquiry	132 206
Electrician		Craig Stevens	0412 518 400
Safety Officer	Ex Officio, Secretary	Peter Stow	0419 315 950
Poisons Information Centre			13 1126
Water Police			9399 7500
Plumber		Brian Mc Cardy	0408 421 609
		Alan Farman	0408 520 748
Gas	Mortimer Petroleum		0417 314 641
Water/Sewer	Barwon Water	General Enquiry	1300 656 007 (Monday– Friday, 8am–5pm)
		Emergency	13 92 83
Telstra		Faults Directory Assistance	132 999 1223
Dial before you dig			Phone 1100 Quote ID 826243
Doctor	Barwon Health/Point Lonsdale Medical Group	Nelson road [south] Point Lonsdale	5258 0888 [all hours].
Hospital	Geelong Hospital Emergency	Bellerine St Geelong	03 5226 7564



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## EMERGENCY PROCEDURE FOR LOSS OF POWER (BLACK OUT)

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1. Establish exact loss of power to which areas of the facility.
2. If localized, remove appliances from any power points, check circuit breakers in switchboard and reset if safe to do so.
3. Reconnect appliances one by one but leave any that trip circuit breakers disconnected.
4. Contact the on site OOD, the Safety Officer or the Commodore (Contact Details Page 4).
5. Contact Powercor Australia Emergency Electrical Ph: **132 206** and request information related to the outage. If it is a complete black out you will need to use a mobile phone as the landlines will be down. Request a reference number related to your call.
6. Torches – QCYC has fully charged torches located in the understairs locker.
7. If Powercor cannot advise when power will be restored; prepare to secure and lock down the clubhouse.
8. Notify all members on site of likely effects on refrigerated perishable items.
9. File Incident report.

REFER TO CLUBHOUSE GROUND FLOOR SITE PLAN WHICH INDICATES FIRST AID KIT

Attachment 2 – Site Plan\* - Clubhouse Ground Floor Page 16



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## EMERGENCY PROCEDURE FOR FUEL & CHEMICAL SPILLS & FIRES

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1. Contact CFA Dial 000 and Defence Business Centre (24 hrs) Dial **5254 9499**. Notify OOD on site or Dial **0403 065 590** (Commodore)
2. Ascertain type and source of spill i.e. diesel, petrol, oil or other.
3. If spill is petrol or similar explosive material, clear area of any unnecessary persons. Turn off all electrical power to the area via the clubhouse switchboard (Attachment 2)
4. Contact boat owner to stop further spillage if possible i.e. turn off bilge pump
5. Disperse spill using dispersant from dispersant dispensers in spill kit located with fire cart. (Extra dispersant can be obtained from the fuel storage shed – key is members door key.)
6. For heavy spills attempt to contain by using soaker pads from spill kit stored in the fuel storage shed and in the fuel spill bin..
7. In case of EXTREMELY HEAVY SPILLS e.g. several hundred of litres which you are unable to control, contact EPA **9695 2777** (Oil Spill).
8. Dispose of contaminated materials in appropriate receptacles.
9. Monitor until situation is resolved.
10. Safety Officer and Commodore to ascertain the extent of the damage. If instructed, members are to assist in securing the site. If required; Safety Officer to implement a Cleanup Plan and Strategy to make good.
11. File Incident report.

REFER TO ATTACHEMENTS 2, 3 AND 4, CLUBHOUSE GROUND FLOOR, FIRST FLOOR AND WHARF SITE PLANS WHICH INDICATES SWITCHBOARD, SPILL KIT BINS, FIRE EXTINGUISHERS, FIRE HOSE REELS, FIRST AID KIT AND FIRE CART LOCATIONS

Attachment 2, 3 and 4, - Site Plans\*

Pages 16 & 17



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## EMERGENCY PROCEDURE FOR BOMB THREAT

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1. Bomb threat received by telephone - remember to remain calm and **DO NOT HANG UP.**
2. Obtain as much information as possible and write this information down immediately in case it is required later; record date, time and duration, extension line call received from and any background noises. Write down the exact wording of the threat.
3. Do not alert everyone of the threat. Remain calm and advise OOD on site or Commodore **0403 065 590**. Follow instructions given. Report call immediately to **POLICE 000**
4. **and to Defence Business Centre 5254 9499**
5. If a suspect device is found do not touch it.
6. If Evacuation call is given take all personal items with you and assemble where directed.
7. File Incident report.



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## EMERGENCY PROCEDURE FOR FIRE IN MAIN CLUBHOUSE BUILDING

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1. Contact the **Country Fire Authority (CFA) 000** and then the **Defence Business Centre on 5254 9499** immediately.
2. Instruct all persons to evacuate the Clubhouse building, the assembly area is the lawn to the North of the building, unless otherwise instructed.
  - a. In a Fire Alarm situation, follow the exit signs. They will always provide you with a safe path of egress, and lead to outside of the building.
  - b. If you are evacuating via a stairwell, proceed in single file using the inside handrail. Do not carry any object which may place you or others at risk. (Personal belongings eg handbags etc are accepted - cups of hot coffee are not).
  - c. **Please remember there are both internal and external stairs to exit the upstairs area.**
  - d. Where there are people with disabilities (eg persons with a physical, visual or auditory disability – temporary or permanent) If you are aware of someone with a disability, please provide them with assistance. Wait until the floor/area has been evacuated.
3. On site OOD to co-ordinate with a Deputy to carry out check of all areas.
4. OOD to account for all visitors and general public.
5. Report any anomalies to the Fire Chief and they will arrange search.
6. Only on the advice of OOD or CFA Fire Chief, should staff and general public return to building or leave the island.
7. OOD, Safety Officer and/or Commodore to ascertain the extent of the damage. If instructed, members are to assist in securing the site. If relevant; Safety Officer to implement a Cleanup Plan and Strategy to make good.
8. File Incident report.

REFER TO CLUBHOUSE GROUND FLOOR AND FIRST FLOOR SITE PLANS WHICH INDICATE FIRE HOSE REEL & FIRE EXTINGUISHER LOCATIONS

Attachment 2 – Site Plan\* – Clubhouse Ground Floor

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Attachment 3 – Site Plan\* – Clubhouse First Floor

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## EMERGENCY PROCEDURE FOR FIRE ON BOAT

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1. Contact the **CFA 000** and then the **Defence Business Centre on 5254 9499** immediately.
2. Instruct all persons to evacuate the area. The assembly area is the lawn to the North of the building , unless otherwise instructed.
3. Ascertain type of fire if possible e.g. electrical, fuel etc.
4. If you believe you are in danger evacuate the area.
5. If safe to fight fire do so using Firecart and sea water pump located in Recreation area.
6. Hand over to CFA on arrival.
7. Safety Officer and on site OOD to ascertain the extent of the damage, remove debris, foam etc from area and ensure all spills have been cleaned and removed. If instructed, members are to assist in securing the site. If relevant; Safety Officer or on site OOD to implement a Cleanup Plan and Strategy to make good.
8. Secure vessel.
9. Notify vessel owner/s.
10. Water Police **9399 7500**,
11. File Incident report.

REFER TO SITE PLAN WHICH INDICATES FIRE EXTINGUISHERS AND FIRE HOSE REELS  
and FIRE CART LOCATIONS



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## EMERGENCY PROCEDURE FOR MAN OVERBOARD IN BASIN

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1. Call **“MAN OVERBOARD”** to bring the incident to the attention of others in the area. Seek assistance of any persons nearby to immediately notify OOD if present on site.
2. Establish whether victim is conscious and their ability to swim.
3. Attempt to recover victim from water by using life rings (life rings are located on wharf) or direct person to nearest boat stern platform.
4. Apply CPR if qualified to do so.
5. Seek advice from First Aid Officer or call **AMBULANCE 000** if necessary.
6. Advise the **Defence Business Centre on 5254 9499** if an ambulance is called.
7. Notify Commodore and File Incident report.

REFER TO WHARF SITE PLAN WHICH INDICATES LIFE RING LOCATIONS



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## EMERGENCY PROCEDURE FOR MEDICAL TREATMENT

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1. Remove patient if you can from danger.
2. Ascertain cause of emergency and seek assistance of any persons nearby to immediately notify OOD. Apply first aid if qualified or advise a First Aid Officer. Depending on the seriousness of injuries;
  - i. If minor; call a First Aid Officer and act as advised.
  - ii. In the case of sudden cardiac arrest; act quickly and calmly:
    - Call **AMBULANCE 000** and notify OOD and;Check the patient and perform CPR if qualified to do so  
Take out the defibrillator and follow instructions for use
3. Advise the **Defence Business Centre on 5254 9499** if an ambulance is called.
4. File Incident report.

REFER TO CLUBHOUSE PLANS WHICH INDICATES FIRST AID KIT AND  
DEFIBRILLATOR LOCATIONS



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## EMERGENCY PROCEDURE FOR SINKING BOAT

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1. Check if anybody on board. Contact Safety Officer or Commodore and boat owner if possible.
2. Ascertain possible cause of leak and attempt to stop leak.
3. Turn on bilge pump, or use manual bilge pump to remove water.
4. If required organize Fire Cart pump for rapid leak.
5. If own pump not successful, notify **FIRE BRIGADE 000**.
6. Advise the **Defence Business Centre on 5254 9499** if the fire brigade is called.
7. Check if bilges are oily, if so collect soaker pads from spill kit and insert in bilges.
8. Dispose of contaminated spill in appropriate receptacle.
9. Only under the advice of the OOD, Safety Officer or owner move vessel to shallow water or to Queenscliff Harbour Slip.
10. File Incident report.



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## EMERGENCY PROCEDURE FOR A VEHICLE INCIDENT

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1. If one or more vehicles are involved in an incident that damages/injures persons or property, call **000** immediately, advise the Commodore on **0403 065 590**, and, if 000 is called, advise Defence Business Centre on **5254 9499**. (It is a requirement of the Victorian Road Rules that the nearest Police Station be notified if there is any injury to persons or damage to property and the police are not present.)
2. If a vehicle has left the causeway and is submerging or submerged attract attention of others, drive or run to the site, immediately break one or more side windows, reassure the passengers and direct them to: take a deep breath, undo seatbelts of their children, undo their own seat belts and escape through a window or by opening a door if possible. Assist passengers to escape if possible and safe to do so. (Note that it is impossible to: wind down a car window (even if it has a manual winder) once the car is under water as the friction on the seal is too great; open a car door if there is more than a few cm of water outside it or escape from inside a submerged car if all windows are shut and the occupants have nothing to break a window)

There is a window breaking hammer, knife for cutting seatbelts and goggles in the box along the causeway (Attachment 1, Page 15). Or use any heavy object (such as a rock) with a sharp point to break one or more side windows. (Note that whilst occupants will be able to breath in a submerged car for a few minutes, once the car fills with water they may only have 20 seconds to escape. Note that there is water deep enough to fully submerge a car at the bridge and at high tide at several locations along the causeway and sea wall.)

3. Seek first aid assistance for the rescued passengers provide this assistance if qualified to do so.
4. Others, if aware of the incident, or the rescuer once step 1 is complete, should immediately Dial **000** for an ambulance and police, then the Defence Business Centre on **5254 9499** then notify OOD on site or Dial **0403 065 590** (Commodore).
5. For any other vehicle incidents involving injury or significant damage to vehicles or property, render assistance if safe to do so and instruct a person to immediately Dial 000 for police and an ambulance if necessary. Only then notify the Defence Business Centre on **5254 9499** and then notify OOD on site or Dial **0403 065 590** (Commodore)
6. File Incident report.

REFER TO ATTACHEMENT 1, FOR LOCATION OF GLASS BREAKING HAMMER, KNIFE AND GOGGLES.



# ATTACHMENT 1

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## LOCATION MAP QUEENSCLIFF CRUISING YACHT CLUB

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The Queenscliff Cruising Yacht Club is located on Yacht Road in Queenscliff  
**Melway Reference 499, G9**,