



**MELBOURNE  
SPORTS & AQUATIC  
CENTRE**

# **Emergency Procedures Information**

## **Major and Minor Events**

### **SAFETY AWARENESS**

The following information is intended to give you an understanding of our procedures for handling emergency and critical situations. This information extends to any First Aiders you have brought to the facility, for example St John's. In all emergency situations, medical or other, where it is felt that emergency services need to be contacted, MSAC staff are trained to direct and inform emergency services of an exact location for a faster response. Ensuring all organisers, partners and supervising staff involved in your event are aware of this information can aid MSAC in providing safe and prompt response to any emergency situation.

### **FIRST AID RESPONSE**

#### **In the event of a Medical Emergency (Injury or Illness):**

- Remain calm and reassure the injured or ill person
- If possible, send someone to a reception point or staff member for help
- DO NOT call emergency services unless the person is in immediate danger
- If you are unable to send a messenger, call the Venue Responder on **9926 1600** stating your exact location and the nature of the emergency
- Alert the Venue Responder immediately if an ambulance has been called
- Pass on any information about the person's condition or how the incident has occurred to MSAC staff so they are able to make an informed assessment
- Do not crowd First Aiders and assist in keeping larger crowds away from the injured person
- You may be asked to leave the area or be moved away, please follow all MSAC staff instructions
- If necessary the MSAC Venue Responder will call an ambulance

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

External First Aid and Security providers facilitating on MSAC Site must report to the MSAC Venue Responder any incident and treatment given of a serious nature. This includes any incident:

- requiring ambulance
- oxygen
- CPR
- defibrillation
- prolonged attention
- excessive bleeding
- fracture or dislocation
- altered conscious state
- irregular or difficulty breathing
- chest pain or irregular pulse/pressure

Unless the patient is in immediate danger, please have MSAC Venue Responder assist in calling emergency services; they are trained to inform EMS of directions on-site for faster access to the patient.

## **FIRST RESPONSE FIRE FIGHTING**

**In the event of a Fire within the facility:**

- Remain calm
- Immediately contact the MSAC Venue Responder on **9926 1600** or enable a **Break Glass alarm**
- Do not approach the fire unless you have firefighting equipment at hand and it is safe to do so
- Remove all people in proximity to the fire
- Follow instructions from MSAC Staff and Evacuate the area as per instructions below

## **EMERGENCY EVACUATION PROCEDURES**

**In the event of an Evacuation within the facility:**

- You may hear an Alarm tone; this is a **“BEEP, BEEP”** noise
- Remain calm and await further instruction
- At the sound of the Evacuation Tone **“WOOP, WOOP”** make preparation for evacuation,
- Follow all instructions and direction from MSAC staff
- Follow EXIT and directional signage to the assembly area
- Assist with directing people in your group
- Ensure all mobility impaired persons are paired with a “buddy” in a fire stairwell or other safe area; notify a Warden of their location immediately
- Listen for further information
- You may be held at the assembly area for a short amount of time, whilst here please await further instruction and account for all members of your group

## **ASSEMBLY AREAS**

Please listen to announcements for directions of which assembly point to use, or to an area as designated by the Chief Warden. Please follow all directions from MSAC staff.

### **Primary Assembly Area – see map**

The primary evacuation point is located in the grassed area just outside the Parks Victoria Offices. If you walk around the building towards the Outdoor Pool (Eastern side) you will find the grassed area.

### **Secondary Assembly Area – see map**

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

## **WARDEN IDENTIFICATION AND THE ECO**

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

## **EMERGENCY EXITS**

Please follow the illuminated green exit signs as they will direct you to the nearest exit. Please ensure that all event staff are familiar with emergency exit points in the event area at the commencement of any event or shift.

## **EMERGENCY CONTACT DETAILS**

Please ensure that in the event of an emergency, that the Duty Manager is informed.

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

## **AWARENESS OF EMERGENCY PROCEDURES**

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

MSAC Staff receive a high level of Nationally Recognised first aid and emergency response training at our own RTO. At a minimum, MSAC staff are Level 2 First Aid qualified and all Supervising staff and Duty Managers are Level 3 First Aid OH&S qualified. By opting the above assistance, you will receive a service of visible and accessible First Aiders with knowledge of the centre and with immediate back-up help in the event of an emergency. Formal records are kept of all treatment and staff are well versed in the organisation's policies of child protection, disability action, privacy, complaints and OH&S.

MSAC recommends you to take advantage of our highly trained staff and request for an MSAC First Aider to provide first aid service during your event. You may also request a short presentation of this information to your staff and/or attendees to ensure their safety in the event of an emergency; recommended for larger events.



**1. PRIMARY ASSEMBLY AREA**  
East of Outdoor Pool  
(near Parks Victoria building)



**2. SECONDARY ASSEMBLY AREA**  
Southern Car Park



Event Organiser has read and acknowledges the MSAC Emergency Procedures

Event Name: \_\_\_\_\_

Date and Time: \_\_\_\_\_

Event Organiser Name: \_\_\_\_\_

Event Organiser Signature: \_\_\_\_\_

Venue Responder Name: \_\_\_\_\_

Venue Responder Signature: \_\_\_\_\_