

# Rotary



Cooma Rotary Markets  
3rd Sunday of the Month

## Emergency Response Plan

Document Control:

Version	Date	Comment
0.1	13-09-17	Initial Draft – circulated for comment
1.0	14-09-17	Final Draft

### 1 INTRODUCTION

The Rotary Club of Cooma (“Rotary”) manages and operates the Cooma Rotary Markets (“Markets”) – an event held on the 3<sup>rd</sup> Sunday of each month in Centennial Park, Cooma NSW between 8.30 am and 1.30pm. The Markets are managed by volunteer resources and consist of varying numbers of stalls – up to 50 – and are attended by local residents and visitors to the area. Erection and dismantling of stalls occurs before and after Market start and finish times.

The goal of Rotary is to manage and operate successful Markets events with no harm to people or damage to the environment and property.

As part of achieving its goal, this document describes emergency situations that may arise and the process for managing these situations. Although it is impossible to describe all situations that may occur, the processes described below should provide a robust framework for managing most emergencies.

### 2 IDENTIFICATION OF KEY HAZARDS/RISKS

The following hazards/risks have been identified for the Markets. Using a Risk Matrix rating these risk/hazards have been assessed as having a likelihood of equal to or greater than “possible” and/or a consequence of equal to or greater than “important”. Thus, a mitigation strategy is required.

- Security - people/crowds
- Medical conditions - visitors, stallholders and volunteers
- Vehicle safety
- Electrical and gas safety
- Fire safety
- Working at heights
- Manual handling, slips/trips/falls

- Food preparation and handling
- Legal/regulatory compliance issues
- Terrorism or threat

Each risk/hazard area may require specific management and mitigation processes, with some dictated by legislation e.g. Food preparation and handling. **This document will describe the overarching, common infrastructure and processes for managing emergencies** – not specific mitigation processes for the individual risk/hazards. The hazard/risks identified above provide a scope for emergency management.

### 3 KEY PERSONNEL

The Markets are managed and operated by Rotary. Rotary has identified a number of roles for managing and operating the Markets. The following have been identified as key roles for response to an emergency:

#### 3.1 Market Manager

The Market Manager has overall responsibility for managing and operating the Markets. As such this role is the key contact in an emergency.

The Market Manager will be available in the Park (although usually present for the total duration of the Markets, if they are absent or not available, the Deputy Manager will be the next in line to take overall responsibility). In the first instance, the Market Manager will be required to assess situations and identify them as an emergency and direct the appropriate response.

For contact information see **Schedule 1 – Contact Information**.

#### 3.2 Deputy Market Manager

As the role title implies, the Deputy Market Manager assists the Market Manager in managing and operating the markets. They also provide backup if the Market Manager is either absent or temporarily unavailable.

The focus of the Deputy Market Manager is operational. For example, traffic management and stallholder placement and setup (safety compliance of stalls).

The Deputy Market Manager role may not be required during smaller Markets events.

#### 3.3 Food Van Coordinator

Rotary operates Food and Coffee vans and a portable BBQ at the Markets. The Food Van Co-ordinator has overall responsibility for operating the Food Van and is located at the van for the majority of the Markets. This role manages a number of Rotary volunteers associated with food van and BBQ. These volunteers are rostered on a monthly basis and may have limited familiarity with Market operations.

The Food Van Co-ordinator has two key roles in an emergency:

1. Key contact point for communication with Market Management, as the Market Manager and Deputy Market Manager are usually moving around Park area; and
2. Administers food preparation for public consumption – an identified key risk area (there are few other food stalls that sell food for immediate public consumption).

The Market Manger and Deputy Market Manager are collectively “Market Management”.

## 4 EMERGENCY RESPONSE INFRASTRUCTURE

The Markets are held in Centennial Park on a Sunday morning. The Park is in the centre of Cooma township with services close by. The following is a list of services typically used in an emergency (“Emergency Services”) with road distance and car travel times (using Google Maps):

- Police Station (350m/1min)
- Hospital (950m/3min)
- Ambulance (1.1km/3min)
- Fire & Rescue (400m/2min)

As the Markets are held on a Sunday morning, traffic is light, but Emergency Services may not be fully staffed.

The Park is bounded on three sides by footpaths and roads (Massie Street, Bombala Street and Sharp Street). So pedestrian access is extremely good, and evacuation from the Park can be easily facilitated. Vehicle access is also relatively good via:

- Massie Street via car park entrance and paved footpath – this is the most reliable vehicle entry point during the Markets;
- Sharp Street next to Visitors Centre over paved area – access is subject to street car parking, which may block entry. Gutter ramps are available if required;
- Entry from any of three streets mentioned above subject to access across street car parking and clear access into Park. (Access may be limited due to parked cars, stalls, trees, lamp posts etc.)

Mobile phone service is excellent with all carriers. The Market Manager has a mobile phone number which is widely communicated and available on the website and at Food Van. The Park has a PA system that is in constant use during Markets, and is clearly audible across Park area.

A First Aid Kit is available in the Rotary Food Van. Due to rostering constraints for volunteers, it is currently not possible to ensure a volunteer qualified in First Aid is available at the Markets. So, there is a heavy reliance on an Emergency Services response.

Snowy Monaro Regional Council usually have a staff member in attendance at start of Markets to open Band Shell storage/PA area and place refuse bins.

## 5 EMERGENCY RESPONSE PROCESS

The following process will be adopted to respond to an emergency. The responsibility for initiating the process will be via Key Personnel (Section 3) using Emergency Response Infrastructure (Section 4).

### 5.1 Identify an Emergency

Any serious issue or event arising during the Markets event should be brought to the attention of the Market Manager, or in their absence the Deputy Market Manager. They will then assess if an emergency response is required, taking into account the scope of Risks/Hazards listed in Section 2.

### 5.2 Initial Response

If safe to do so, the Market Management should respond to make the situation safe or reduce risk for harm/damage. This includes first aid; initiating evacuation of the Park etc.

### 5.3 Communication with Emergency Services and General Public

Once an initial response has been undertaken, and if a serious risk continues to exist, Market Management will initiate the appropriate Emergency Service by phoning “000” or if not at a level requiring an emergency response, call the service directly (see **Schedule 1 – Contact Information**). When speaking with “000” operator, clearly identify the situation that exists, identifying the services required and providing contact information.

Market Management will then assess if evacuation or clearing the Park is required. They will then use the PA system to inform visitors, stallholders and volunteers of the situation and instruct them what is required. For example, evacuate the Park; clear pathways for Emergency Services; seek assistance from those attending (doctors, St Johns First aiders etc).

If Emergency Services attend, Market Management should identify themselves; provide briefing on situation; and offer any assistance requested. (At this point the Emergency Services may take control of the area and direct activity.)

## 6 POST EMERGENCY RESPONSE

After responding to the emergency and the situation is satisfactorily resolved, the Market Manager will:

- Inform the Cooma Rotary President and prepare a written report of the emergency to the Cooma Rotary Board;
- Assess if any Government Agency needs to be informed of the emergency. For example, Snowy Monaro Regional Council (As a volunteer organization not employing anyone there is no requirement to inform SafeWork NSW <http://www.safework.nsw.gov.au/law-and-policy/volunteering>);
- Assess if an insurance claim may be required, in which case inform the Cooma Rotary Secretary and commence the process for a claim, including immediately informing the Insurer;
- If it is assessed that media interest may eventuate, liaise with Cooma Rotary President to prepare a statement for the media.

## 7 COMMUNICATING EMERGENCY RESPONSE PLAN

This Emergency Plan will be made available on the Markets website. Rotary members volunteering for work at the Markets and stallholders will be made aware of the Plan and be asked to read and be familiar with it.

It will also be circulated to the Cooma Rotary Board and be part of the induction process for Markets’ “Key Personnel”.

Apart from the above measures, it is not considered necessary to do formal training nor test the plan.

## SCHEDULE 1 – CONTACT INFORMATION

### Markets

#### Markets Manager

Phone: 0400 845 173

Email: [coomamarkets@gmail.com](mailto:coomamarkets@gmail.com)

Website: [www.coomamarkets.com.au](http://www.coomamarkets.com.au)

### Emergency Services

#### Dial 000

##### Police

Phone: [\(02\) 6452 0099](tel:(02)64520099)

Address: 87 Massie St, Cooma NSW 2630

##### Hospital

Phone: [\(02\) 6455 3222](tel:(02)64553222)

Address: Bent St, Cooma NSW 2630

##### Ambulance

Phone: [\(02\) 9320 7777](tel:(02)93207777) (Ambulance Service of NSW)

Address: 76 Bombala St, Cooma NSW 2630

##### Fire & Rescue

Phone: [\(02\) 6452 2037](tel:(02)64522037)

Address: Massie St & Soho St, Cooma NSW 2630

##### SES

Phone: [13 25 00](tel:132500)

Address: 11 Geebung St, Polo Flat NSW 2630

### Other Services

#### Snowy Monaro Regional Council

Phone: 1300 345 345

Address: 81 Commissioner St, Cooma NSW 2630

Email: [council@snowymonaro.nsw.gov.au](mailto:council@snowymonaro.nsw.gov.au)

Website: [www.snowymonaro.nsw.gov.au](http://www.snowymonaro.nsw.gov.au)

#### Cooma Visitors Centre

119 Sharp Street Cooma NSW 2630

Phone: 1800 636 525

Email: [info@visitcooma.com.au](mailto:info@visitcooma.com.au)

Website: [www.visitcooma.com.au](http://www.visitcooma.com.au)