



Emergency Response Plan

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At Nelly's Adventures, safety is my top priority. I maintain a comprehensive emergency response plan tailored to all activities. This emergency response plan provides details on how Nelly's Adventures will prepare for and respond to emergencies.

Emergency contacts

Always call 000 (triple zero) if there is an immediate danger to life.

Emergency call down list

Name	Contact number
National Parks Contact Centre	1300 072 757
Parents/carers of children	See emergency list
Adrian Schoenig	0439 262 926

Other key contacts

Name	Address	Contact number
Northern Beaches Hospital	105 Frenchs Forest Rd W, Frenchs Forest NSW 2086	02 9105 5000
South Steyne Medical Centre	15 S Steyne, Manly NSW 2095	02 7209 2920
Poison Information Centre		13 11 26

Communication details

Nelly's mobile phone will be with the group at all times.

First aid

First aid provider and qualifications: Marlen Schoenig (Nelly): Certificate III in Early Childhood Education & Care, First aid, CPR, Asthma, Anaphylaxis

Is there a first-aid kit on site? Yes

What first aid equipment will be available? First aid kit, cold packs, gloves, EpiPen

Are first aid personnel identified? Yes

Minor incidents – first aid response procedure (if no ambulance required)

1. Assess the situation

- Quickly check for immediate dangers (e.g., hazards in the environment).
- Approach the child calmly to avoid causing additional stress.

2. Provide immediate care

- Administer first aid as needed based on the injury or condition:
 - For minor cuts or scrapes: Clean the wound with antiseptic wipes and apply a bandage.
 - For bumps or bruises: Apply a cold pack to reduce swelling.
 - For insect bites or stings: Clean the area and monitor for allergic reactions.
 - For spider bites: Apply cold pack. Call 000 if funnel web or other highly venomous spider. Apply pressure bandage.
 - For minor sprains or strains: Elevate the affected limb and apply a cold pack.
 - For fever:
 - If child happy & well: No treatment necessary, monitor child.
 - If child unhappy/unwell: Give clear fluids, remove excess clothing, sponge with lukewarm water, monitor for change in symptoms.
If fever not reducing: Contact parents for immediate pickup.
If temperature continues to rise, child has not been picked up: Call ambulance.
 - Febrile convulsion (seizure due to fever): Call ambulance immediately.
 - Any child sent home due to fever will be excluded from service for 24h.
 - For snake bites: Call 000, keep child as still as possible. Apply pressure bandage, mark bite site, note down any details about the snake.
 - For poisonous plants/substances: Call 131126.

3. Monitor the child

- Observe the child for any signs of worsening condition (e.g., increased pain, swelling, or changes in behaviour).
- Provide comfort and reassurance.

4. Notify the parent/guardian

- Contact the child's parent/guardian as soon as possible to inform them of the incident, what first aid was administered, and the child's current condition.

5. Document the incident

- Complete an Incident Report Form with details of the event, the care provided, and any follow-up actions.
- Provide a copy of the report to the parent/guardian.

6. Follow up

- Check in with the parent/guardian later to ensure the child has fully recovered.

Staff roles and responsibilities

As the sole operator of Nelly's Adventures, I am responsible for all aspects of emergency management, from preparation and prevention to response and recovery.

Emergency Planning Responsibilities

- Conduct Risk Assessments:
 - Identify potential hazards for each activity (e.g., weather, terrain, wildlife).
 - Assess risks and implement control measures before activities begin.
- Prepare Emergency Resources:
 - Ensure the first aid kit is fully stocked and carried at all times.
 - Maintain up-to-date emergency contact lists for children, parents, and local authorities.
 - Monitor weather conditions and adjust plans as necessary to avoid high-risk situations.
- Communicate Emergency Procedures:
 - Inform parents of emergency protocols during enrolment and provide reassurance about safety measures.

Emergency Response Responsibilities

In the event of an emergency, I am responsible for the following actions:

1. Ensure group safety:
 - Stop activities immediately to assess the situation and secure the group in a safe location.
 - Provide comfort and reassurance to the children to keep them calm.
2. Administer First Aid:
 - Treat injuries or illnesses using the first aid kit.
 - Call emergency services (000) if needed.
3. Evacuate if necessary:
 - Lead the group to a designated safe zone or evacuation point.
 - Follow National Park guidelines for emergencies such as bushfires or floods.
4. Notify authorities and parents:
 - Contact emergency services and follow their instructions.
 - Notify parents of the incident as soon as possible.
5. Document the incident:
 - Complete an Incident Report Form with details of the event and actions taken.

Post-Incident Responsibilities

- Review the incident and update emergency procedures to address any gaps.
- Share relevant updates with parents and ensure children feel supported in processing the event.

By combining proactive planning and swift action, I ensure that children are cared for and emergencies are managed effectively.

Emergency prevention

Weather Contingencies

1. Pre-activity weather monitoring:
 - Check weather forecasts daily to identify potential hazards such as rain, high winds, extreme heat, or bushfire warnings.
 - Postpone or modify activities if weather conditions are deemed unsafe.
2. Heat management:
 - Provide shade breaks and ensure all children are hydrated with their water bottles.
3. Rain and flood precautions:
 - Avoid areas prone to flooding or slippery terrain during rain.
 - Ensure children are appropriately dressed with raincoats or waterproof gear when necessary.
4. Bushfire readiness:
 - Avoid bushland areas on days with a high fire danger rating.
 - Follow National Park evacuation procedures if a fire occurs.

Supervision and Planning

1. Proactive Risk Assessments:
 - Conduct a risk assessment for each activity, identifying potential hazards and implementing controls.
2. Group management:
 - Ensure constant supervision of all children, conduct regular head-counts.
3. Age-appropriate activities:
 - Design activities that match children's abilities, reducing the risk of overexertion or injury.

Emergency and other procedures

Potential Emergency Events and Procedures

1. **Fire** (bushfire or nearby fire)
 - Procedure:
 - Stop all activities and move the group to the nearest safe, cleared area or evacuation point.
 - Contact emergency services (000) and follow their instructions.
 - Notify parents/guardians immediately.
 - Evacuation:
 - Use pre-identified evacuation routes.
 - Ensure all children are accounted for before moving.
 - Preventative measures:
 - Avoid bushland areas on days with extreme or catastrophic fire danger ratings.

2. Flood or heavy rain

- Procedure:
 - Move to higher ground or an indoor shelter, avoiding any low-lying or waterlogged areas.
 - Contact parents/guardians to inform them of the situation.
 - Postpone activities if rain persists or flooding is likely.
- Evacuation:
 - Use the safest path to leave the area, avoiding water crossings.

3. Rescues and injuries

- Procedure:
 - Administer first aid using the kit provided.
 - Contact emergency services (000) if required.
 - Inform parents/guardians as soon as possible.
- Documentation:
 - Record the incident in the Incident Report Form and share it with parents.

4. Medical events (e.g., allergic reaction or illness)

- Procedure:
 - Administer first aid as per the child's allergy or medical action plan (e.g., using an EpiPen or puffer if provided) or general procedures.
 - Contact emergency services (000) for severe cases.
 - Notify parents immediately.
- Supplies:
 - The first aid kit, including child-safe medications, is carried at all times.
 - A general use EpiPen is carried at all times.

5. Delays (e.g., transport or weather-related)

- Procedure:
 - Notify parents of the delay, including the cause and estimated time of resolution.
 - Keep children calm and engaged while waiting.
 - Seek shelter if delay is due to weather.

Evacuation Procedures

- Gather all children and take attendance to ensure everyone is accounted for.
- Move to the nearest designated safe area or evacuation point, avoiding hazardous routes.
- Follow instructions from emergency services and notify parents once safe.

Cancellation Procedures

- Activities are canceled if weather conditions (e.g., extreme heat, high winds, or storms) pose a safety risk.
- Parents are notified by phone or WhatsApp as early as possible.

Extreme Weather Contingencies

- Provide shade breaks and ensure hydration on hot days.
- Cancel or shorten sessions during storms or heavy rain.
- Carry blanket for cold days.

Contacts and Communication

- Emergency services (000): Contact immediately for life-threatening situations or natural disasters.
- Parents/Guardians: Notify them of emergencies, delays, or cancellations via phone or WhatsApp.
- National Parks Office: Contact for guidance during park-specific emergencies.

Medical Treatment Options

- First aid kit: Carried at all times, fully stocked, and includes supplies for treating cuts, bruises, sprains, allergic reactions, and other minor injuries.
- First Aid Officer: As the sole operator, I am certified in First Aid and CPR.
- Local medical facilities: Familiarity with the nearest hospital or medical clinic for each activity location.

Considerations for People with Disabilities or Specific Needs

- Activities and emergency plans are adapted as necessary to accommodate children with specific needs.
- Clear communication is maintained with parents to ensure all accommodations are understood and met.

After an emergency**Actions after an emergency****1. Ensure safety and well-being:**

- Confirm all children are safe, accounted for, and receiving appropriate care.
- Provide reassurance and emotional support to children involved in the incident.

2. Notify relevant parties:

- Parents/Guardians:
 - Contact parents immediately after the emergency to inform them of the incident, the child's condition, and any necessary follow-up actions.
 - Provide a summary of the event and details of the child's participation.
- Emergency services or authorities:
 - If emergency services were involved, provide them with any requested follow-up details.
- National Parks Office:
 - Notify the relevant park office if the emergency involved park infrastructure, environmental hazards, or required evacuation from the site.

3. Record the incident:

- Complete an Incident Report Form, documenting:
 - Date, time, and location of the incident.
 - Description of the event and actions taken.
 - Names of those involved, including witnesses.
 - Any injuries or medical treatment provided.
- Ensure the report is shared with parents and securely stored for records.

Debriefing Process

1. Immediate debrief:

- Reflect on the incident as soon as practical to evaluate how it was managed.
- Identify any immediate improvements to safety or response procedures.

2. Parent/guardian feedback:

- Encourage parents to share their thoughts and concerns about how the emergency was handled.

3. Review and update plans:

- Analyse the incident report and feedback to assess:
 - Whether the emergency plan was followed effectively.
 - Any gaps in the procedures or equipment that need improvement.
- Update the Emergency Response Plan based on lessons learned.

4. Child support:

- Provide or encourage parents to seek follow-up support for children who may have been emotionally affected.
- Discuss the incident with children in an age-appropriate and reassuring manner to help them process the experience.

Training

As the sole operator of Nelly's Adventures, I ensure I am fully trained and prepared to implement all emergency procedures.

- First aid and emergency response: Maintain current First Aid and CPR certifications and refresh skills regularly.
- Risk assessment: Continuously practice identifying and minimising hazards for outdoor activities.
- Weather and environmental awareness: Stay updated on weather forecasts, National Park alerts and protocols for natural disasters.
- Cultural and environmental understanding: Familiarise myself with conservation guidelines and cultural heritage considerations.
- Incident management: Conduct self-reviews after incidents to evaluate response effectiveness and update procedures as needed.

Reviewing, reporting and record-keeping

Reviewing Emergency Responses

- After any emergency, I conduct a thorough review to assess how the situation was handled.
- Key questions include:
 - Were emergency procedures followed effectively?
 - Were there any gaps or challenges in the response?
- Updates are made to the Emergency Response Plan based on lessons learned.

Reporting on Emergencies

- A detailed Incident Report Form is completed for all emergencies.
- The report includes:
 - Date, time, and location of the incident.
 - Description of the event and actions taken.
 - Any injuries, treatment provided, and follow-up actions.
- Parents/guardians and relevant authorities (e.g., National Parks office) are notified as required.

Record-Keeping

- Incident reports and risk assessments are securely stored for future reference.
- Records are reviewed periodically to identify patterns or recurring issues that need addressing.
- All documentation is kept confidential and accessible for auditing or consultation purposes.

Since I am the sole operator, the review process is conducted by myself, with consideration given to feedback from parents and relevant stakeholders.

Risk assessment plan

Level of consequences

Consequence level	Descriptor	Detail
1	Very High	Significant impact, high profile. Action stopped. Third party involvement
2	High	Substantial impact, high profile. Major changes need to be made. Third party involvement
3	Medium	Moderate impact, moderate profile. Adjustments need to be made
4	Low	Low to little impact, low profile. Can continue with no changes

Levels of likelihood

Likelihood level	Descriptor	Detail
A	Almost certain	Is expected to occur in most circumstances
B	Likely	The event will probably occur at least once
C	Possible	The event might occur at some time
D	Unlikely	The event is not expected to occur
E	Rare	The event may occur only in exceptional circumstances

Risk rating

Rating	Risk actions
Extreme (O to T)	Action required. Risks that cannot be accepted or tolerated and require treatment
Moderate (G to N)	Potential action. Risks that will be treated as long as the costs do not outweigh the benefits
Low (A to F)	No action. Acceptable risks require no further treatment. May only require periodic monitoring

Levels of likelihood	Level of consequence			
	Low (4)	Medium (3)	High (2)	Very high (1)
Almost certain (A)	M	N	S	T
Likely (B)	F	L	Q	R
Possible (C)	E	J	K	P
Unlikely (D)	C	D	I	O
Rare (E)	A	B	G	H

Risk/hazard	Consequence	Likelihood	Risk rating	What will be done to eliminate or minimise the risk prior to the activity	What is the procedure if the hazard occurs during the activity
Walking/ Bush-walking	Trip or fall resulting in injury	Possible (C)	Mode rate (J)	<ul style="list-style-type: none"> - Ensure children wear sturdy shoes when on bush walks. - Supervise closely and use walking ropes for younger children. 	<ul style="list-style-type: none"> - Administer first aid for minor injuries. - For serious injuries, stabilise the child, call emergency services (000), and notify parents.
Walking/ Bush-walking	Encounters with wildlife (e.g., bites, stings)	Unlikely (D)	Low (C)	<ul style="list-style-type: none"> - Teach children to observe wildlife without touching. - Carry first aid supplies for stings and bites, including snake bite kit. - Use insect repellent and monitor for wildlife presence. 	<ul style="list-style-type: none"> - Apply first aid (e.g., remove stinger, clean wound). - Monitor for allergic reactions and call emergency services if severe. - For more detail see bites and stings policy.
Walking/ Bush-walking	Getting lost	Rare (E)	Low (A)	<ul style="list-style-type: none"> - Restrict attendance to children who usually follow instructions well. - Use walking ropes for younger children. - Ensure children wear high-visibility vests if in busy/hard to supervise areas. - Establish clear boundaries and meeting points. 	<ul style="list-style-type: none"> - Stop all activity and immediately search for the missing child. - Contact emergency services and parents if the child is not found quickly.
Walking/ Bush-walking	Insect bites or irritants	Unlikely (D)	Low (C)	<ul style="list-style-type: none"> - Stay in clear areas away from known irritants or insects. - Use insect repellent as needed. 	<ul style="list-style-type: none"> - Apply first aid for bites or irritation. - Monitor for allergic reactions and call emergency services if severe. - For more detail see bites and stings policy.

Risk/hazard	Consequence	Likelihood	Risk rating	What will be done to eliminate or minimise the risk prior to the activity	What is the procedure if the hazard occurs during the activity
Outdoor Education Activities	Allergic reaction to plants or other environmental factors	Rare (E)	Low (B)	<ul style="list-style-type: none"> - Review allergy action plans for each child before activities. - Avoid known allergens and inform children about potential hazards. - Teach children to not eat (parts of) plants they find. 	<ul style="list-style-type: none"> - Administer antihistamines or EpiPen if provided. - Call emergency services if symptoms are severe. - Notify parents immediately.
Outdoor Education Activities	Cuts or scrapes during hands-on activities	Possible (C)	Low (E)	<ul style="list-style-type: none"> - Supervise closely during activities like collecting leaves or observing plants. - Ensure children wear appropriate clothing and shoes when moving in bush/plant areas. 	<ul style="list-style-type: none"> - Clean the wound with antiseptic and apply a bandage. - Inform parents about the incident and actions taken.
All Activities	Exposure to extreme weather	Likely (B)	Moderate (L)	<ul style="list-style-type: none"> - Monitor weather forecasts and adjust activities accordingly. - Schedule breaks for shade and hydration in hot weather. - Cancel or shorten session if necessary. 	<ul style="list-style-type: none"> - Relocate to a safe, sheltered area. - Notify parents of delays or cancellations. - Provide water, sunscreen, or rain gear as required.