

Revised Date:	5 August 2026	By:	A.Stewart
Approved Date:	Pending	By:	V.Chettleburgh, Manager
Board Acceptance:	Pending	By:	C.Scherer, Board Chair

1. Purpose of this Plan:

The Emergency Management Plan outlines how Sirovilla Retirement Village supports residents to respond to emergencies across its villages.

The plan is designed to provide clear and simple guidance to independent residents, support safe and timely response to emergencies, ensure emergency services can access all areas of the village, reflects the reality that staff are not always on site and meet obligations under the Retirement Villages Amendment Act 2025.

2. Included in this Plan

1. Emergency Plans – for possible Emergency scenarios – Section 6
2. Evacuation Exercises – Section 11
3. Safety Inspections – Section 12

3. Retirement Villages Act Compliance

Retirement Villages Act 2025, Section 38E – Emergency Plan for Retirement Village

- (1) Operator must ensure that an **emergency plan is prepared** (documented) for the retirement village.
- (2) Operator must ensure that the **emergency plan is maintained** so that it remains effective.
- (3) Operators must take reasonable steps to ensure **that all residents and staff are familiar with the emergency plan**.
- (4) An **emergency plan** must provide for emergency procedures, including –
 - (a) an effective response to an emergency,
 - (b) evacuation procedures,
 - (c) notifying emergency service organisations at the earliest opportunity,
 - (d) medical treatment and assistance,
 - (e) effective communication between the operator (or other person authorised by the operator to coordinate the emergency response) and all residents in the village.

- (5) In preparing and maintaining an emergency plan, the operator of a retirement village must have regard to all relevant matters including the following –
- (a) the nature of the hazards in the village
 - (b) the size, location and layout of the village
 - (c) the number of residents in the village
 - (d) the evacuation arrangements required for residents with mobility, hearing, visual or other impairments.
- (6) An emergency plan must be in the prescribed form (if any).

4. Statement of Operating Model

Sirovilla provides **independent living only**.

- Residents live independently in self-contained units
- Sirovilla does not provide clinical care or emergency response services
- Residents are responsible for their own safety and decision making

Staff presence:

- Highton – Office typically Monday to Friday, 9:30am to 4:00pm
- Anglesea, Lorne and Point Lonsdale: staff visit on a flexible roster basis. No regular staff on site.
- Sirovilla Business Hours Number (03) 51 41 1517
- Sirovilla General Email: info@sirovilla.org.au
- After Hours Emergency Number- call or SMS – 0427 197 850
- Sirovilla does use a central SMS System to regularly communicate with residents, and 98% of residents have mobile phones. When Sirovilla is made aware of impending emergency situations, Sirovilla will use this system to convey official information of from emergency services where relevant.

5. Key Principles

- Personal safety comes first
- Leave early where there is risk
- Do not delay evacuation
- Call 000 for assistance in any emergency
- Emergency Services must always have clear vehicular access

6. Relevant Emergency Scenarios Identified – Sirovilla Highton Village

This plan applies to the most likely scenarios:

- Fire - Building
- Bushfire – where relevant
- Medical Emergency
- Intruder/Unwanted person
- Extreme heat
- Storms
- Floods
- Power Outage
- Major incidents Surrounding Properties & Roadways

7. Resident Responsibility - What residents should do.

7.1 Fire – Building

- If your unit, adjoining units or nearby buildings are on fire evacuate immediately
- If your unit is not in immediate danger, remain in your unit
- Central evacuation point - Highton Village Community Centre
- Call 000 for assistance
- Check on nearby neighbours if it is safe to do so
- Do not attempt to fight the fire
- Do not block emergency vehicles entering the village
- Follow the directions of emergency personnel – CFA, Police, SES, Ambulance etc.
- Call/SMS Sirovilla (03) 5241 1517 or 0427 197 850, once you are safe

7.2 Bushfire

- **Sirovilla Highton Village is deemed very low probability for bush fire by CFA**
- Monitor warnings (CFA, VicEmergency)
- Have a plan for where you will go
- Leave early if advised
- Do not wait until conditions worsen

7.3 Medical Emergency

- If you or someone you are with is experiencing a medical emergency call 000
- Contact a family member or emergency contact if available
- If a person has fallen over do not attempt to lift or move them
- Follow directions of emergency personnel
- Do not block emergency vehicles entering the village
- Once safe to do so, notify Sirovilla Office on (03) 5241 1517 or 0427 197 850

7.4 Intruder/Unwanted Person

An intruder or unwanted person is an individual who is present in the village without lawful authority or legitimate purpose, who engages in behaviour that threatens the safety, security or wellbeing of residents, staff, or visitors and who may be directed to leave or reported to police if non-compliant.

Please consider that not every unfamiliar person is an intruder, and may be a legitimate visitor (family, carers, trades), health or aged care provider, delivery drivers or emergency services.

1. **Stay Safe** – Do not approach the person if you feel uncomfortable and do not put your own safety at risk.
2. **Call Police if needed** – 000 if urgent action is required or a crime is in progress or call Victorian Police on 131 444 for non urgent concerns
3. **Inform Sirovilla Office** – Let Sirovilla know so the matter can be followed up on (03) 5241 1517 during business hours, or on 0427 197 850 for more urgent matters after hours.

7.5 Extreme Heat

Preventative Measures

- Stay inside as much as possible on very hot days
- Close curtains or blinds during the day
- Use your air conditioner and fans to keep cool.
- Avoid going outside in the hottest part of the day (11am to 5pm)
- Stay hydrated, regularly drinking water even if you do not feel thirsty
- Avoid too much tea, coffee or alcohol as they can dehydrate you.
- Wear light, loose-fitting clothing
- Rest and avoid heavy activity
- Check on your neighbours

If feeling Unwell

- Seek help early – call a friend or family member
- Call 000 if you or someone else is feeling dizzy, faint, nausea, headache, confusion

7.6 Storms

Before a Storm

- Stay informed via TV, radio, and weather or emergency services apps
- Bring in or secure outdoor items (chairs, pots, umbrellas)
- Close windows, doors, curtains and blinds
- Charge your phone and keep a torch handy
- Keep important items nearby – medications, glasses, phone, keys
- Ensure pets are inside
- Check in with your neighbours and friends

During a Storm

- Stay indoors and away from windows
- Do not go outside unless absolutely necessary
- Turn off electrical items if power surges occur
- If you lose power use a torch and not candles

If you Need Help

- Call 000 if you are in immediate danger
- Call Victoria State Emergency Services (SES) on 132 500 for storm assistance

After the Storm

- Be careful when going outside
- Watch for fallen branches, debris or damaged paths
- Report any damage or hazards to Sirovilla via the Maintain X App, phone (03) 5241 1517 during office hours or call 0427 197 850 for Emergency After Hours Maintenance.

7.7 Floods

Sirovilla Highton Village is not located in a known flood zone, and the chance of a flood is considered to be very low.

Before a Flood -

- Stay informed via TV, radio, and weather or emergency services apps
- Charge your phone and keep a torch handy
- Keep important items nearby – medications, glasses, phone, keys, warm clothing
- Have a plan to evacuate if emergency services are advising this is possible
- Check in with your neighbours

Stay Safe and Act Early

- Follow advice from Emergency Services
- Leave early if instructed and move to higher ground
- Do not wait until water is deep
- Take only essential items and lock your home
- Do not walk, drive or stand in floodwater – it may be deeper than it looks and may contain hidden hazards such as debris and sewage.

Call for Help if Needed

- Call 000 if you are in immediate danger
- Call Victoria State Emergency Services (SES) on 132 500 for flood assistance
- Let Sirovilla know by calling (03) 5241 1517 during business hours or call/SMS 0427 197 850 on the emergency after hours number.

7.8 Power Outage

- **Stay Calm and stay safe** – sit down if you feel unsteady or disorientated, use a torch, not candles, keep your phone nearby. If you have a powerbank for your mobile phone make sure that you have this too.
- **Check if it is just you** – look outside for streetlights, check if your neighbours have power. If safe check your switchboard for a tripped switch. Check your phone for any SMS messages from your electricity provider.
- **Protect your food and appliances** – Keep the fridge and freezer doors closed, turn off appliances (especially heaters, cooktops, irons). Leave one light on so you know when the power returns.
- **Stay comfortable** – Wear warm clothing in cold weather, stay in one room and keep warm with extra blankets.
- **Ask for help if needed** – Call family, friends or neighbours, let Sirovilla know by phoning (03)5241 1517 during business hours or call/SMS 0427 197 850 via the after-hours emergency number. Call 000 if it becomes an emergency.

7.9 Major Incidents – Surrounding Properties and Roadways.

7.9.1 Major incidents - Colac Highway

The Sirovilla Highton Village is located on the Colac Highway, a four-lane major highway that carries heavy traffic, tankers and long-haul vehicles.

Potential Risks to Residents

- **Serious road incidents** - such as a major collision involving trucks, tankers or multiple vehicles - could result in road closures, debris, noise, and emergency services presence.
- **Hazardous material spill** – fuels, gas or chemical spill from a tanker, with a risk of toxic fumes, fire or explosion that may result in emergency services establishing an exclusion zone.
- **Fire or explosion** – Vehicle fire or ignited fuel with heavy or toxic smoke affecting air quality.

What Residents should do

- **Stay inside** – go indoors and remain there, do not go to look at the incident and keep away from the highway and entrances.
- **Close up your home** – close up all your windows and doors, turn off fans, heaters and airconditioners that draw air in from outside, stay in the most sealed room if there is smoke or fumes.
- **Wait for instructions** – follow directions from emergency services, listen to local radio, or official alerts on emergency apps, do not leave unless advised to do so.
- **Be ready if evacuation is required** - make sure your phone is charged and you have your medications, phone, glasses and essentials. Lock your home if leaving and follow instructions carefully.

Call for help if needed

- Call 000 if you are in immediate danger
- Inform Sirovilla by calling (03)5241 1517 during office hours or call/SMS 0427 197 850 on the emergency after hours number.

7.9.2 Major incidents – Christian College Preparatory School

Christian College Preparatory School adjoins the Sirovilla Highton Village. While an emergency occurring at the school may not directly involve the village, a major incident could affect residents or access to and from the village.

Potential Risks to Residents

- **Fire or other emergency** – a significant fire or emergency at the school may result in smoke, noise, emergency vehicles or an exclusion zone extending towards the village.
- **Police or security incident** – a serious incident at the school may result in the school and surrounding area being placed into lockdown or access being restricted by Police.
- **Evacuation of the school** – a major emergency may require the evacuation of students and staff, resulting in increased pedestrian and vehicle activity around the village.
- **Traffic and access disruption** – emergency vehicles, parents collecting children or road closures may temporarily affect access to or from the village.

What Residents Should Do

- Stay away from the school and do not go to investigate an incident.
- If there is smoke, fire, a Police incident or other potential danger nearby, remain inside your unit unless instructed otherwise.
- Keep village entrances and surrounding roads clear for emergency vehicles.
- Follow any directions given by Police, CFA, Ambulance, SES or other emergency personnel.
- If advised to shelter indoors, close windows and doors and remain inside until emergency services advise that it is safe.
- If advised to evacuate, take essential items including medications, phone, glasses and keys, and follow the directions of emergency services.
- Be aware that access to the village may be temporarily restricted during a major incident.

Call for Help if Needed

- Call 000 if you are in immediate danger.
- Inform Sirovilla by calling (03) 5241 1517 during office hours or call/SMS 0427 197 850 on the emergency after-hours number.

7.9.3 Major Incidents – Other Adjoining Properties and Roadways

Sirovilla Highton Village is surrounded by residential and other properties and local roadways. An emergency occurring outside the village may affect residents even when the incident does not originate within Sirovilla.

Potential Risks to Residents

- **Fire or explosion** – a building, vehicle or other fire on a neighbouring property may produce smoke, heat or other hazards that could affect the village.
- **Gas leak or hazardous substance** – an incident on a nearby property or roadway may result in fumes, gas or other hazardous substances entering the surrounding area.
- **Police or security incident** – Police activity in the surrounding area may result in temporary road closures, an exclusion zone or advice to remain indoors.
- **Road accident** – a serious accident on a nearby road may affect access to the village or result in emergency vehicles operating nearby.
- **Fallen trees, powerlines or other hazards** – storms, vehicle accidents or other incidents may create hazards around village entrances or surrounding streets.

What Residents Should Do

- Stay away from the incident and do not go outside to investigate.
- If there is smoke, fumes or another potential airborne hazard, remain indoors, close windows and doors and turn off fans or air conditioners that draw air from outside.
- Do not enter an area that has been closed or restricted by emergency services.
- Keep village entrances clear and do not obstruct emergency vehicles.
- Follow the directions of Police, CFA, SES, Ambulance or other emergency personnel.
- If access to the village is temporarily blocked, do not attempt to drive around roadblocks or through an emergency area.
- If advised to evacuate, take essential items including medications, phone, glasses and keys and follow the directions of emergency services.

Call for Help if Needed

- Call 000 if you are in immediate danger.
- Inform Sirovilla by calling (03) 5241 1517 during office hours or call/SMS 0427 197 850 on the emergency after-hours number.

8. Home Care & NDIS Service Providers

Given that many Sirovilla residents receive in-home aged care services and some receive NDIS in home services, providers may be on site during the day.

Home Care & NDIS Service Providers are not responsible for emergency management; however they may assist a resident they are attending, and they may call emergency services to report an emergency.

Approved providers and other service providers:

- Are not responsible for managing emergencies
- May assist residents they are attending at the time
- Must call 000 if required
- Must use designated parking
- Must not block access roads or emergency areas

These arrangements support the requirements of **section 38H of the Retirement Villages Act 1986 (Vic)** relating to access for emergency and home care services

9. Emergency Services Access and Vehicles

Sirovilla will ensure:

- Clear entry and exit points at all villages
- Signage to ensure internal roads remain unobstructed
- Signage to ensure emergency vehicles can access all areas

Important Instructions for Residents, Visitors & Service Providers

- No parking on internal roads in non-designated parking areas
- No blocking turning areas or driveways.
- Visitor parking must be used where available

These arrangements support the requirements of **section 38H of the Retirement Villages Act 1986 (Vic)** relating to access for emergency and home care services.

10. Resident Information and Awareness

Sirovilla will provide all residents with a simple laminated Emergency Information Sheet containing:

- A map of the village.
- The primary evacuation point – Sirovilla Highton Community Centre.
- Village entry and exit points.
- Emergency contact information.
- Basic instructions on what to do in an emergency.

The Emergency Information Sheet and key safety information will also be clearly displayed in communal areas within the village, including the Sirovilla Highton Community Centre.

Sirovilla will update the Emergency Information Sheet and displayed information when required to ensure that it remains current and relevant.

These arrangements support compliance **with section 38G of the Retirement Villages Act 1986 (Vic)**, which requires operators to:

- Clearly display key safety information in communal areas within the retirement village; and
- Provide residents with key safety information relating to their premises within the retirement village.

11. Evacuation Exercises

Sirovilla will conduct an emergency evacuation exercise for residents at least once each calendar year.

The exercise will be **appropriate to the independent living nature of the village** and may include:

- A practical walk-through of evacuation procedures and routes.
- Identification of the primary evacuation point and village exits.
- Discussion of different emergency scenarios and when residents should evacuate or remain in their unit.
- Resident information and awareness activities.
- Communication exercises and review of emergency contact information.

Residents Evacuate Independently

- Residents of Sirovilla Highton Village **live independently and are responsible for evacuating themselves** from their unit when required.
- **Sirovilla staff may not be on site at the time** an emergency occurs and residents should not rely on Sirovilla staff being present to provide evacuation directions or assistance.
- Residents should follow the directions of Police, CFA, SES, Ambulance or other emergency services personnel where present.
- Emergency services will take control of the emergency response where required.

The annual evacuation exercise will reflect the independent living nature of Sirovilla Highton Village and the fact that Sirovilla staff are not always on site.

These arrangements support compliance with **section 38G(1) of the Retirement Villages Act 1986 (Vic)**, which requires an operator to ensure that an evacuation exercise for residents is carried out at least once each calendar year.

12. Annual Safety Inspections

Sirovilla will:

- Conduct annual safety inspections across the Village in compliance with the Retirement Villages Act 2025, Section 38F. Safety Inspections and following the prescribed format. This includes checking:
 - Access roads
 - Lighting
 - Trip hazards
 - Signage
 - Common areas
- Residents will be informed when a Safety Inspection of the Village is planned to take place.
- A safety inspection report will be prepared and is available to residents upon request.
- Issues identified during the safety inspection will be addressed as part of ongoing maintenance.

13. General Emergency Preparedness for residents

Residents are encouraged to:

- Keep a charged mobile phone
- Have emergency contacts readily available
- Maintain medications and essential supplies
- Stay informed about local risks