

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 Lorne Village

This plan applies to the most likely scenarios:

- Fire - Building
- Bushfire/ Grassfire
- Medical Emergency
- Intruder/Unwanted person
- Extreme heat
- Storms and Severe Weather
- Flooding / Coastal Inundation
- 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 unless directed to evacuate
- Central evacuation point – Lorne Community House Entrance
- 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 / Grassfire

Sirovilla Lorne Village is located within a bushfire-prone region and is surrounded by extensive areas of forest, bushland and coastal vegetation.

Bushfires occurring in Lorne or the surrounding region may affect residents even when the fire itself is some distance from the village. Residents should be alert to smoke, fire, emergency warnings and changing conditions in the surrounding area.

Potential Impacts for Residents

- Rapidly advancing bushfire or grassfire through surrounding bushland and vegetation.
- Heavy smoke, ash and poor air quality affecting residents' health and wellbeing.
- Road closures or restricted access to and from Lorne and the village.
- Power outages, telephone and mobile disruptions and interruptions to essential services.
- Emergency services directing residents to evacuate, shelter indoors or avoid particular areas.

What Residents Should Do

- Monitor **CFA and VicEmergency warnings** and be aware of the Fire Danger Rating, particularly during the fire danger period and on days of elevated fire danger.
- Have a plan for where you will go if you need to leave the village.
- Keep essential items readily available, including medications, phone, glasses, keys and important personal items.
- Keep your mobile phone charged and monitor official emergency warnings.
- Leave early if advised by emergency services.
- **Follow any evacuation instructions issued by CFA, Police or other emergency personnel.**
- Do not wait until conditions worsen before acting.
- Do not travel towards a fire or enter roads or areas that have been closed by emergency services.
- If it is unsafe to leave, remain indoors, close windows and doors and follow emergency-service advice.
- Once safe to do so, notify Sirovilla on (03) 5241 1517 or call/SMS 0427 197 850.

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 on (03) 5241 1517 or call/SMS 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 they do not comply.

Please consider that not every unfamiliar person is an intruder. They may be a legitimate visitor, such as family, carers, tradespeople, health or aged care providers, delivery drivers or emergency services personnel.

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 neighbour, friend or family member

- Call 000 if you or someone else is feeling dizzy, faint, nausea, headache, confusion

7.6 Storms and Severe Weather

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
- Be aware of strong winds, falling trees or branches and wind-blown debris.
- 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, damaged paths, fallen powerlines or other hazards.
- Do not approach fallen or damaged powerlines.
- Be aware that trees or branches may remain unstable following severe weather.
- Be alert to signs of landslip, fallen rocks, soil movement or damage to roads and paths following prolonged or heavy rainfall.
- Do not enter roads, paths or areas that have been closed or restricted by emergency services.
- Report any damage or hazards to Sirovilla via the MaintainX App, phone (03) 5241 1517 during office hours or call 0427 197 850 for Emergency After Hours Maintenance.

7.7 Flooding / Coastal Inundation

Lorne's coastal location, local waterways and steep surrounding terrain mean that severe weather may result in localised flooding or coastal inundation. Heavy rainfall may also result in rapid runoff from surrounding areas. Flooding or coastal inundation may occur following heavy rainfall, severe storms, high tides or storm surge.

Before Flooding / Coastal Inundation

- Stay informed via TV, radio, and weather or emergency services apps.
- Pay attention to warnings issued for Point Lonsdale and surrounding coastal areas.
- Charge your phone and keep a torch handy.
- Keep important items nearby – medications, glasses, phone, keys and warm clothing.
- Have a plan for where you will go if emergency services advise that evacuation may be required.
- Check in with your neighbours.

Stay Safe and Act Early

- **Follow advice and warnings from Emergency Services.**
- Leave early if instructed and move to a safe location or higher ground as directed.
- Do not wait for floodwater to rise before acting.
- Take only essential items and lock your home if leaving.
- Do not walk, drive or stand in floodwater – it may be deeper or faster moving than it appears and may contain hidden hazards, debris or sewage.
- Do not enter beaches, riverbanks, waterways or foreshore areas during severe weather or when flooding or coastal inundation warnings are in place.
- Be aware that heavy rainfall may also cause fallen rocks, landslip, debris or damage to roads and paths.
- If roads are flooded or closed, do not attempt to drive through floodwater or around road closures.

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, and keep your mobile phone nearby. If you have a power bank for your phone, make sure you have this with you.
- **Check if it is just you** – Look outside for streetlights and check whether your neighbours have power. If it is safe to do so, check your switchboard for a tripped switch. Check your phone for any SMS messages from your electricity provider.
- **Protect your food and appliances** – Keep fridge and freezer doors closed. Turn off appliances, particularly heaters, cooktops and 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 use extra blankets to keep warm. During hot weather, keep curtains and blinds closed and stay hydrated.
- **Consider medical needs** – If you rely on medical, mobility or other essential equipment that requires electricity, contact family, your care provider or other support early if the outage is likely to continue.
- **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 the situation becomes an emergency.

7.9 Major Incidents – Surrounding Properties and Roadways.

7.9.1 Major Incident – Great Ocean Road / Deans Marsh-Lorne Road

The Great Ocean Road and Deans Marsh–Lorne Road provide important road access to Lorne and surrounding communities. A major road incident may not directly threaten the village but could affect access to and from Lorne, emergency service access or require residents to remain indoors.

Potential Risks to Residents

- **Serious road incidents** - a major collision involving vehicles, trucks or multiple vehicles - could result in road closures, debris and a significant emergency services presence.
- **Hazardous material spill** – an accident involving fuel, gas or other hazardous materials could result in toxic fumes, fire or an exclusion zone being established by emergency services.
- **Fire or explosion** – a vehicle or grassfire associated with a road incident may produce heavy smoke or present a risk of fire spreading into surrounding vegetation.
- **Road closures and access disruption** – a major incident may temporarily restrict access to or from Lorne or affect emergency service access to the village.

What Residents should do

- **Stay away from the incident** – do not go to look at the incident or attempt to travel through an affected area.
- **Stay inside if required** – if there is smoke, fumes, fire or another potential danger, go indoors and remain there unless advised otherwise.
- **Close up your home** – close windows and doors and turn off fans, heaters and air conditioners that draw air in from outside if there is smoke or fumes.
- **Wait for instructions** – follow directions from emergency services and monitor official warnings and emergency information. Do not enter closed roads or exclusion zones.
- **Be ready if evacuation is required** – make sure your phone is charged and have your medications, phone, glasses, keys and other essentials ready. Lock your home if leaving and follow emergency service instructions carefully.
- **Allow for access disruption** – if roads are closed, do not attempt to drive around roadblocks or use unsafe alternative routes.

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 Incident – Landslip, fallen Trees & Road Access

Lorne's steep terrain, surrounding forest and road network mean that severe weather may result in landslips, fallen trees, rockfalls or other damage affecting roads and access to the town. A major incident may restrict or temporarily prevent travel to or from Lorne.

Potential Risks to Residents

- **Landslip or rockfall** – heavy or prolonged rainfall may result in soil, rocks or debris affecting roads or surrounding areas.
- **Fallen trees** – strong winds, storms or saturated ground may result in trees or large branches falling across roads.
- **Road damage or closure** – roads may be damaged or closed while hazards are assessed, cleared or repaired.
- **Restricted access to Lorne** – one or more routes into or out of Lorne may become unavailable, potentially affecting residents, visitors, carers, deliveries and other services.
- **Emergency service access** – road closures or damage may affect normal emergency service routes.

What Residents Should Do

- Do not approach or attempt to cross a landslip, rockfall, fallen tree or damaged section of road.
- Never drive around road-closure barriers or directions from emergency services or road authorities.
- Avoid unnecessary travel during and immediately after severe weather.
- Monitor official emergency and road-closure information before travelling.
- Be prepared for delays or temporary disruption to access to and from Lorne.
- Keep essential medications and supplies available, particularly when severe weather is forecast.
- **Follow the directions of Police, SES, CFA or other emergency personnel.**

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 within the village
- May assist residents they are attending at the time
- Must call 000 if emergency assistance is required
- Must follow the directions of emergency services personnel
- Must use designated parking
- Must not park in or block access roads, driveways or areas required for emergency vehicle access.

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 are maintained at the village.
- Internal roads and accessways remain unobstructed.
- Appropriate signage is provided to help keep emergency vehicle access clear
- Emergency vehicles can access all areas of the village, as far as practicable

Important Instructions for Residents, Visitors & Service Providers

- Do not park on internal roads or in non-designated parking areas.
- Do not block driveways, turning areas or emergency accessways.
- Visitor parking must be used where available.
- Vehicles must be moved if directed by Sirovilla staff or emergency services.

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 – **Lorne Community House entrance**
- 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.

Residents should only proceed to the nominated evacuation point where it is safe to do so. **Directions issued by Police, CFA, SES or other emergency services during an emergency take priority over the nominated evacuation point.**

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 Lorne 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 Lorne 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 and accessways
 - Lighting
 - Trip hazards and other physical hazards
 - Safety and emergency signage
 - Common areas
 - Emergency vehicle access
- Inform residents when an annual safety inspection of the village is planned.
- Prepare a safety inspection report and make the report available to residents upon request.
- Address issues identified during the safety inspection as part of Sirovilla's ongoing maintenance and safety processes.

13. General Emergency Preparedness for residents

Residents are encouraged to:

- Keep a charged mobile phone and, where possible, a charged power bank.
- Have emergency contacts readily available.
- Maintain an adequate supply of medications and other essential items.
- Keep important items such as medications, phone, glasses and keys somewhere that can be easily accessed if required.
- Stay informed about local risks and monitor official emergency warnings.
- Have a plan for where you will go if you need to leave the village.
- Be particularly aware of Fire Danger Ratings and emergency warnings during the fire danger period.
- Where severe weather or significant fire conditions are forecast, ensure you have sufficient medications, food and other essential supplies in case travel or access to Lorne is temporarily disrupted.
- Check on neighbours where it is safe to do so.