

Revised Date:	4 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 Point Lonsdale 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 – BCH Main Reception
- 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

Point Lonsdale has experienced bushfires and grassfires nearby, including along the Bellarine Highway, and the surrounding area contains significant grassland and vegetation.

- Monitor warnings and emergency information through CFA and VicEmergency.
- Be alert to smoke, fire or changing conditions in the surrounding area.
- Have a plan for where you will go if you need to leave the village.
- Keep essential items readily available, including medications, phone, glasses and keys.
- 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.

- 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

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, damaged paths, fallen powerlines or other hazards.
- Do not approach fallen or damaged powerlines.
- 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

Point Lonsdale's coastal location means that severe weather may result in localised flooding or coastal inundation. This 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 coastal areas, beaches or foreshore areas during severe weather or when coastal inundation warnings are in place.
- If roads are flooded or closed, do not attempt to drive through 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, 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 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 it becomes an emergency.

7.9 Major Incidents – Surrounding Properties and Roadways.

7.9.1 Major Incident - Bellarine Highway / Point Lonsdale Road

Bellarine Highway and Point Lonsdale Road provide important road access to Point Lonsdale and the surrounding area. A major road incident may not directly threaten the village but could affect access to and from the village, 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 Point Lonsdale 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 – Bellarine Community Health Property

Sirovilla Point Lonsdale Village is located on land managed by Bellarine Community Health (BCH), with other buildings and activities located on or adjoining the broader property. While an emergency elsewhere on the BCH property may not directly involve the village, a major incident could affect residents, access to the village or the movement of emergency services.

Potential Risks to Residents

- **Fire or other emergency** – a significant fire or emergency elsewhere on the property may result in smoke, noise, emergency vehicles or an exclusion zone affecting the village.
- **Police or security incident** – a serious incident may result in part of the property or surrounding area being restricted by Police.
- **Evacuation of other buildings** – an emergency may require people elsewhere on the property to evacuate, resulting in increased pedestrian or vehicle activity.
- **Traffic and access disruption** – emergency vehicles, evacuation activity or temporary road closures may affect access to or from the village.
- **Smoke, fumes or other hazards** – depending on the nature of the incident, residents may be directed to remain indoors or evacuate.

What Residents Should Do

- Stay away from the affected area and do not go to investigate the incident.
- If there is smoke, fire, a Police incident or another potential danger nearby, remain inside your unit unless instructed otherwise.
- Keep village entrances and access 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 Incident – Other Surrounding Properties & Roadways

An emergency occurring on a neighbouring property or nearby roadway may affect Sirovilla Point Lonsdale Village even when the incident does not originate within the village.

Potential Risks to Residents

- **Fire or explosion** – a building, vehicle or vegetation fire 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 affecting the surrounding area.
- **Police or security incident** – Police activity may result in temporary road closures, an exclusion zone or advice for residents to remain indoors.
- **Road accident** – a serious accident 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 on surrounding roads or affect access to the village.

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 and access roads clear for 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 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.
- 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.

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 Point Lonsdale 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 Point Lonsdale 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