

Broadlands

Muswellbrook Community Safety Plan

Work Health & Safety (WHS) Management Plan	
Community:	Broadlands Muswellbrook
Location:	9080 New England Highway, Muswellbrook NSW

Document Version Control

Version	Date	Details
1.0	January 2026	• Implementation of Community Safety Plan

Community Safety Plan Revisions

The table below records all revisions made to the Community Safety Plan. This plan will be reviewed and updated as required to ensure ongoing compliance with applicable Work Health and Safety (WHS) legislation and to reflect changes in operations, activities, or regulatory requirements.

System-level updates will be identified using whole revision numbers. Operational or site-specific updates will be identified using decimal revision numbers. For example, Revision 1.0 represents the initial issue of the plan, Revision 1.1 represents a minor update, and subsequent decimal revisions may reflect changes to work practices, personnel, or legislative requirements.

Revision	Date Revised	Comments / Changes Summary
1.1	January 2026	• Initial implementation of Community Management Plan
1.2	February 2026	• Updated with Audit review comments

Contents

1	Purpose.....	4
2	Scope	4
3	Site Description	4
4	Relationship to WHS Management Plan	4
5	Roles & Responsibilities	4
6	Hazard Identification	5
7	Site Risk Register & Controls	5
8	Incident and Hazard Reporting	6
9	Contractor Management.....	6
10	Emergency Management	6
11	Monitoring & Review	6
12	Records and Accessibility.....	7
	Appendix A – Site Map & Emergency Contact Details	8
	Appendix B – Hazard & Incident Report Form	9
	Appendix C – WHS Induction Checklist	10
	Appendix D – WHS Risk Assessment Register	11
	Appendix E – Safe Work Procedures.....	14
	Appendix F – Inspections, Maintenance & Training Register	16
	Appendix G – Emergency Procedure Handbook.....	18

1 Purpose

This Community Safety Plan sets out the site specific Work Health and Safety (WHS) arrangements for the Muswellbrook community operated by BBB Lifestyle Living Pty Ltd (“the business”).

The purpose of this plan is to identify and manage hazards that arise due to the location, layout, facilities and activities at the Muswellbrook community, and to ensure, so far as is reasonably practicable, the health and safety of workers, contractors, residents and visitors.

This plan operates in conjunction with the BBB Lifestyle Living Pty Ltd WHS Management Plan.

2 Scope

This WHS Management Plan applies across all business operations at Broadlands Muswellbrook – 9080 New England Highway, Muswellbrook NSW 2333.

This Community Safety Plan applies to:

- Community Managers and administrative staff
- Grounds, maintenance and cleaning staff
- Contractors and service providers
- Visitors and members of the public
- Volunteers (if applicable)

3 Site Description

The Muswellbrook community is a residential land lease community comprising:

- Residential homes (owned and insured by individual residents);
- Internal roadways and pedestrian pathways
- Communal facilities and open spaces
- Landscaping and garden areas
- Maintenance sheds and storage areas

A Community Map is located in [Appendix A](#) of this plan.

4 Relationship to WHS Management Plan

The WHS Management Plan provides the overarching framework for managing health and safety across all BBB Lifestyle Living Pty Ltd operations.

This Community Safety Plan:

- Identifies hazards unique to the Muswellbrook site
- Documents site-specific control measures
- Applies and supplements the WHS Management Plan, including Appendix C – WHS Risk Register, by identifying additional site-specific hazards, controls and procedures relevant to the Muswellbrook community.

5 Roles & Responsibilities

a. Community Manager

- Implementing this Community Safety Plan
- Ensuring site-specific hazards are identified and controlled
- Conducting site inspections
- Ensuring contractors complete site inductions
- Reporting incidents and hazards

- Ensuring safe systems of work are implemented for site activities, including the use of Safe Work Method Statements (SWMS), Job Safety Analyses (JSAs) and permit-based controls where required
- Reviewing and approving SWMS, JSAs and permits for high-risk, non-routine or after-hours work prior to work commencing
- Monitoring compliance with safe systems of work during site activities
- Reviewing this plan in accordance with Section 11

b. Workers & Contractors

- Comply with this Community Safety Plan
- Follow site rules and signage
- Use required Personal Protective Equipment (PPE)
- Report hazards, injuries, incidents and near misses

6 Hazard Identification

Hazards within the community are identified through:

- Routine site inspections
- Consultation with workers and contractors
- Consultation with residents, including reports raised directly with Community Management
- Hazard, incident and near miss reporting
- Changes to site conditions or activities

Residents are encouraged to report hazards, unsafe conditions or concerns to Community Management so that appropriate action can be taken to manage risks within shared areas of the community.

Identified site specific hazards include, but are not limited to:

- Vehicle and pedestrian interaction on internal roads
- Uneven ground and unsealed pathways
- Slopes and drainage areas
- Weather exposure (heat, storms, flooding)
- Landscaping and maintenance activities
- Shared common areas

7 Site Risk Register & Controls

Site specific hazards and controls are documented in WHS Risk Register in Appendix D.

Controls implemented at this site include:

- Speed limits and traffic signage
- Designated pedestrian pathways
- Regular grounds inspections
- Safe work procedures for maintenance activities
- Restricted access to plant and storage areas
- Use of PPE for grounds and maintenance work

Operational controls identified in the Site Risk Register are implemented through Safe Work Procedures, contractor SWMS, task-specific risk assessments, toolbox talks, training and supervision, as appropriate to the activity and level of risk.

High risk activities require task specific risk assessment or SWMS prior to commencement.

8 Incident and Hazard Reporting

All hazards, near misses and incidents must be reported promptly to the Community Manager. Notifiable incidents will be managed in accordance with WHS legislation and the WHS Management Plan.

A copy of the Hazard and Incident Report form is located in [Appendix B](#) of this plan.

9 Contractor Management

Contractors engaged to perform work at this community must comply with the BBB Lifestyle Living WHS Management Plan and this Community Safety Plan.

Prior to attending site, all contractors must complete the BBB Lifestyle Living online Contractor Induction and submit required documentation.

The Community Manager (or authorised delegate) is responsible for:

- Reviewing contractor induction submissions;
- Verifying insurances and licences;
- Reviewing Safe Work Method Statements (SWMS) where required; and
- Issuing written approval prior to commencement of works.

A SWMS must be provided for high risk construction work as defined under Part 6.3 of the WHS Regulation, including but not limited to:

- Work at heights;
- Electrical work;
- Excavation work;
- Confined space work;
- Work involving hazardous chemicals;
- Work near energised services.

No contractor is permitted to commence work at this community without written approval.

The Community Manager may conduct spot checks during works to verify compliance with submitted SWMS and site safety requirements.

Works may be suspended where WHS requirements are not being followed.

10 Emergency Management

a. Emergency Contacts

- | | |
|----------------------|----------------|
| • Emergency Services | 000 |
| • Community Manager | 0427 218 462 |
| • Head Office | (02) 8117 5000 |

b. Site specific Emergencies

The Emergency Procedure Handbook which covers all site specific emergencies and appropriate response arrangements is located in Appendix G of this plan.

11 Monitoring & Review

This Community Safety Plan will be reviewed:

- At least annually
- Following a serious or notifiable incident
- When site conditions or activities change

Reviews ensure site specific hazards and controls remain current and effective. Outcomes of reviews, including identified trends, corrective actions and improvements, are documented and implemented as required.

12 Records and Accessibility

This Community Safety Plan will be:

- Kept on site and accessible
- Made available to workers, contractors and inspectors
- Retained in accordance with company record keeping requirements

Records associated with this plan may be maintained in electronic systems approved by the business, provided they remain accessible for inspection.

Appendix A – Site Map & Emergency Contact Details



HAZARD & INCIDENT REPORT FORM

Use this form to report any health and safety hazards or incidents. You can either complete the form directly in Employment Hero or fill out this version and upload it to Employment Hero.

To notify SafeWork NSW of an incident, call 13 10 50.

HARZARD / INCIDENT

Brief description of hazard/incident:

Describe the task, equipment, tools and people involved. Use sketches, if necessary. Include any action taken to ensure the safety of those who may be affected.

Where is the hazard located in the workplace?

When was the hazard identified?

Date: / / Time: am / pm

Recommend action to fix hazard/incident?

List any suggestions you may have for reducing or elimination the problem – for example re-design mechanical devices, update procedures, improve training, maintenance work.

Date submitted to manager:

Date: / / Time: am / pm

ACTION TAKEN

Has the hazard/incident been acknowledged by management?

Yes / No

Describe what has been done to resolve the hazard/incident:

Do you consider the hazard/incident fixed?

Yes / No

Name:

Position:

Signature:

Date: / /

WHS INDUCTION CHECKLIST

Name of person being inducted:	
Induction date:	
Position:	
Manager/Supervisor:	
Community:	

Explain your business:	
The structure	☐
The type of work	☐

List and introduce your key people and their roles:	
Manager/Owner	☐
Supervisor(s)	☐
Co-workers	☐
Health and safety representatives(s)	☐
Fire/Emergency warden(s)	☐

Explain your employment conditions:	
Name of award or agreement (if relevant) and award conditions	☐
Job description and responsibilities	☐
Leave entitlements	☐
Notification of sick leave or absences	☐
Out of hours enquiries and emergency procedures	☐
Time recording procedures	☐
Work times and meal breaks	☐

Explain your work health and safety administration:	
Consultative and communication processes, including employee health and safety representatives	☐
Hazard reporting, including where to find forms	☐
Incident/accident reporting procedures, including where to find forms	☐
Hazards of work	☐
Policy & procedures	☐
Roles & responsibilities	☐
Employee Assistance Program (EAP)	☐
Workers compensation claims	☐

Show your work health and safety environment	
Emergency Procedure Handbook	☐
First aid facilities	☐
Information on workplace hazards and controls	☐

Appendix D – WHS Risk Assessment Register

WHS RISK ASSESSMENT REGISTER								
This register identifies hazards and controls that are specific to, or heightened at, the Muswellbrook community. It does not replace the WHS Risk Register (Appendix C of the WHS Management Plan), which continues to apply to this site.								
HAZARDS	TYPICAL ACTIVITIES	WHO MAY BE AFFECTED	POTENTIAL HARM	EXISTING CONTROLS	RISK RATING	ADDITIONAL CONTROLS	RESPONSIBILITY	REVIEW REFREQUENCY
Shared community facilities	- Internal shared roads and paths - BBQs - Communal facilities/amenities - Open spaces	- Residents - Visitors	- Slips, trips and falls - Collision - Burns or smoke inhalation	Routine inspections	Medium	Maintenance schedule	Community Management	6 monthly
Drowning – pool use	Recreational swimming	- Residents - Visitors	Fatality	- Compliant fencing - CPR signage - Routine inspections	High	Pool compliance audit (as per Local Govt requirements)	Community Management	6 monthly
Slip hazards	Indoor / Outdoor pool	- Workers - Residents - Visitors - Contractors	- Slips, trips and falls - Fractures	- Non-slip surfaces - Routine cleans	Medium	Daily visual inspection checklist	Community Management	6 monthly
Vehicle and pedestrian interaction	- Internal shared roads and paths - Driveways - Car parks	- Workers - Residents - Contractors - Visitors	- Collision - Serious injury	- Posted speed limits - Signage - Traffic management	High	- Line marking - Speed calming devices i.e. speed humps	Community Management	6 monthly
Uneven ground and unsealed paths	- Garden areas - Drainage zones	- Workers - Residents - Contractors	- Slips, trips and falls - Fractures	Routine grounds inspection	Medium	- Repair uneven surfaces - Temporary barriers	Community Management	6 monthly
Slopes and drainage channels	- Stormwater area - Site edges	- Workers - Residents - Contractors	- Slips, trips and falls - Drowning risk	- Restricted access - Signage	Medium	Fencing where required	Community Management	6 monthly

Extreme heat and sun exposure	Outdoor garden and maintenance work	- Workers - Contractors	- Heat stress - Dehydration	- Sunscreen - Hydration breaks - PPE	Medium	Adjust work hours in weather events	Community Management	Seasonally
Severe weather and storms	Enter site	- Workers - Residents - Contractors	- Injury - Property damage	Weather monitoring	Medium	Storm response checklist	Community Management	Seasonally
Use of hand tools and machinery	- Mowers - Trimmers - Blowers	- Workers - Contractors	- Cuts - Impact - Injuries	- PPE - Training on use	High	- Pre start checks - Exclusion zones	Community Management	6 monthly
Manual handling on site	- Waste removal - Minor repairs	- Workers - Contractors	- Sprains - Strains	Manual handling training	Medium	Mechanical aids	Community Management	Annually
Working at heights	Maintenance tasks	- Workers - Contractors	- Falls - Serious injury	- SWMS - Task specific risk assessment	Medium	Use of elevated work platform	Community Management	Annually
Use of plant & equipment	Grounds maintenance	- Workers - Contractors	- Lacerations - Crush injuries	- PPE - Maintenance schedule - SWMS	Medium	Maintain plan service logs	Community Management	Annually
Storage of fuels and chemicals	Maintenance container/shed	- Workers - Contractors	- Fire - Inhalation - Burns	- Labelled containers - SDS register	High	- Bunded storage - Audits	Community Management	Annually
Pesticide and herbicides	- Garden - Common Areas	- Workers - Contractors	- Chemical exposure - Skin irritation	- Licensed use - PPE	Medium	- Notification to residents - Signage	Community Management	Annually
After hours contractor access	Maintenance and repairs	Contractors	Injury without supervision	Remote access requirement i.e. mobile phone entry	Medium	After hours approval process i.e. permit	Community Management	Annually
Medical emergency	Resident health event	Residents	- Serious illness - Serious injury	Emergency contact procedure	Medium	Installation of AEDs (Defibrillators) and	Community Management	Annually

			Fatality	Staff awareness training		maintenance log		
Notes on Use: - This document serves both as a register of known hazards and an assessment of typical risks and controls. - This register should be reviewed and updated regularly or following changes in operation, incidents or legislation. - Operational controls identified in this register are implemented through relevant Safe Work Procedures (Appendix E). Risk registers identify <i>what</i> the risks are; Safe Work Procedures describe <i>how</i> work is performed safely								

Appendix E – Safe Work Procedures

SAFE WORK PROCEDURES (SWP)				
These Safe Work Procedures support the controls identified in the Muswellbrook WHS Risk Assessment Register (Appendix D) and the WHS Risk Register (Appendix C of the WHS Management Plan).				
SWP No.	ACTIVITY / TASK	KEY HAZARDS	REQUIRED CONTROL MEASURES	RESPONSIBLE PERSON
1	Use of mowers, edgers and line trimmers	- Flying objects - Noise - Manual handling - Heat exposure	- Pre start equipment checks - PPE (eye, hearing, gloves, boots) - Follow manufacturer instructions - Hydration and rest breaks	Community Manager / Workers
2	Use of power tools (corded and battery)	- Cuts - Amputations - Electric shock	- Tools fit for purpose - Tested and tagged electrical equipment - Guards in place - PPE in use (gloves, eye protection and boots) - Trained and competent operators only	Community Manager / Workers
3	Manual handling	- Sprains - Strains - Musculoskeletal injuries	- Assess load before lifting - Use mechanical aids (if available) - Team lifting (where possible) - Manual handling training	Community Manager / Workers
4	Working at Heights – ladders	Falls from heights	- Ladder inspection prior to use 3 points of contact maintained - Work above 2m required task specific SWMS - No ladder use in wet or windy conditions	Community Manager / Workers
5	Heat Stress Management	- Heat exhaustion - Sun exposure - Dehydration	- Monitor weather - Adjust work schedules in extreme heat - Use of PPE	Community Manager / Workers
6	Handling of - chemical, herbicide and pesticide use	- Chemical exposure - Inhalation - Burns	- SDS available - Labelled storage - PPE in use (gloves, masks and eye protection) - Licensed or trained users only - Resident notification prior to application (if necessary)	Community Manager / Workers
7	Pool water testing & recording	- Skin irritation - Illness	- Regular testing and register of results - Chemical dosing per manufacture guidance - Pool closure if necessary	Community Manager / Workers

8	Outdoor work and environmental conditions	- Heat stress - Sun exposure - Storms	- Monitor weather - Adjust work schedules in extreme heat - PPE in use (eye protection, hats and long pants and shirts) - Sunscreen - Cease work during severe weather	Community Manager / Workers
9	Contractor work after hours	- Unsupervised work - Unfamiliar hazards	- Site induction required - SWMS for high risk work - Approval for after hours work - Compliance with Community Safety Plan	Community Manager / Workers
Notes on Use: - This SWPs apply to routine activities at Muswellbrook. - High risk and non-routine work may require additional task specific risk assessments or SWMS - Workers and contractors must follow these procedures at all times. - These procedures apply to routine site activities and do not replace SWMS required for high-risk construction work				

Appendix F – Inspections, Maintenance & Training Register

INSPECTIONS, MAINTENANCE & TRAINING REGISTER																
CATEGORY	REQUIREMENT	WHAT MUST BE CHECKED / RECORDED	FREQUENCY	RESPONSIBLE ROLE	RECORD OF CHECK											
					J	F	M	A	M	J	J	A	S	O	N	D
INSPECTION	General site area	- General conditions of grounds, paths, communal areas - Signage	Monthly	Community Manager												
INSPECTION	Street lighting	Operational check	Monthly	Community Manager												
INSPECTION	Pools	- Condition and function of gates and doors - CPR signage - General condition of pool surrounds (tiles/path/deck)	Monthly	Community Manager												
INSPECTION	Trees	- Arborist inspection - Tree Register compiled	Annually	Community Manager												
INSPECTION	Hazardous chemicals check	- Storage is secure - Labelling present - SDS available	Quarterly	Community Manager	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a	
INSPECTION	Fire safety visual check	- Access to extinguishers and hose reels - Signage	Monthly	Community Manager												
MAINTENANCE	Electrical equipment testing	Test and tag (where applicable)	As scheduled	Licensed Contractor												
MAINTENANCE	Plant and equipment maintenance	Grounds equipment maintained fit for use	As required	Community Manager												
TRAINING	Fire & Emergency Response Training	- Fire Warden Training - Emergency Response Training	Annually	Community Manager												

TRAINING	First Aid	First Aid Certificate	As required	Community Manager	<i>Records to be kept on EmploymentHero</i>
TRAINING	WHS Inductions	Workers and Contractors inducted	On Commencement	Community Manager	<i>Records to be kept on EmploymentHero for Workers & DocHub for Contractors</i>
TRAINING	Manual handling	Manual handling training	2 yearly	Community Manager	<i>Records to be kept on EmploymentHero</i>
TRAINING	Task specific training	- Chemical handling - Working at Heights Awareness	As required	Community Manager	<i>Records to be kept on EmploymentHero</i>
Notes on Use: - This master register replaces the need for separate inspection, maintenance and training registers. - Frequencies may be adjusted based on risk, site conditions or legislative requirements. - Records must be retained in accordance with company record keeping requirements.					

Broadlands Community Emergency Procedure Handbook

Table of Contents

In Case of Emergency	4
Key Information when dialing 000	4
During business hours	4
Out of hours	4
What to do in case of an Emergency	4
Emergency Procedures	5
Identifying people who can help in an emergency	5
Responsibility of Residents	5
On becoming aware of a Fire in your Area	5
If an evacuation is required, you should	6
A person requiring assistance during an emergency	6
Movement of motor vehicles during an emergency	7
Fire prevention	7
How to respond to different types of fires and other emergency situations	7
Stove top fires	7
Oven fire	7
Clothing catches on fire	8
If another person's clothing catches on fire	8
Smoke	8
Burns	8
Other Types of Emergencies	8
Emergency procedures are important	9
Emergency contacts	10
Emergency diagram	10
Site Plan	12
Emergency Preparedness Checklist	13

IN CASE OF EMERGENCY

Key Information when dialing Emergency 000

Community Name: Broadlands Muswellbrook
Community Address: 9080 New England Hwy, Muswellbrook NSW 2333
Nearest cross Street: Bimbadeen Drive
Number of Villas/Sites: 55*
Number of Residents: 80*

** these numbers are approximate only as Community is currently being developed with new sites and residents coming online.*

During business hours

- Alert emergency services 000
- Inform the Community Manager 0427 218 462
- NSW SES 132 500

Out of hours

- Inform the Community Manager adminmuswellbrook@broadlands.com.au
- Alert emergency services 000
- NSW SES 132 500

What To Do in Case of Emergency

Remain Calm and Remember **R.A.C.E**

- Rescue** Remove yourself and your spouse/partner/visitors from immediate danger
- Alarm** Raise the Alarm (call 000, call for help)
- Contain** Close any doors or doors behind you to help slow the spread of fire or smoke
- Evacuate** Move to place of safety /assembly area.

Emergency Procedures

In an emergency please telephone:

Fire brigade: 000

Police: 000

Ambulance: 000

When you dial the emergency number:

1. Advise location
2. Provide your name and telephone number and any other information requested by the operator.

Evacuation procedures

If you are in immediate danger, or are instructed to evacuate by SMS from Community Management or Emergency Services, please follow these instructions:

1. If it's safe to do so, (secure your home or if in community area) evacuate the building/area via the nearest exit. Proceed in a calm and orderly manner to the assembly area.
2. Do not re-enter the building unless advised to do so.

Know your exits

For your safety when visiting other areas of the site (ie Community Centre) make sure you know the location of the nearest emergency exit and your emergency assembly point.



Identifying people who can help in an Emergency

The Community Manager, Assistant Community Manager, or Safety Warden may wear a fluorescent Vest during an incident so that residents and the emergency services personnel can easily identify them. The Safety Wardens' instructions must be followed without question.

When/if an emergency situation occurs in your Community, once emergency services arrive on site, all Broadlands staff, contractors, residents and their visitors are to adhere to and follow any directions and decisions made by EMERGENCY PERSONNEL.

Responsibility of Residents

The responsibilities of residents during an emergency include:

- Moving to the evacuation assembly point in an orderly and safe fashion
- Assisting the emergency services by providing information.

On becoming aware of a fire in your Area

When you become aware of a fire in your area you should:

1. Ensure the alarm has been raised and the fire brigade has been notified
2. Leave and close doors to slow the progress of the fire
3. Advise the fire brigade of the conditions in the area.

Broadlands encourages Residents to **review the Community Map and Emergency Assembly** areas detailed in this handbook and be aware of **all emergency assembly area locations**, in case a secondary assembly area needs to be accessed due to the location of a fire/emergency situation and share with your visitors and guests.

If an evacuation is required, you should:

- Conduct a final check of all areas of your home to ensure no-one is left inside.
- Move to the evacuation assembly area via the emergency exits. We ask that you remain there with the other residents until the 'all clear' is given by the emergency services personnel. Please take care.
- Under no circumstances should a resident return to their Home unless advised by a person from the responding emergency service, that it is safe to do so.
- For a resident with a Personal Emergency Evacuation Plan (PEEP) please wait for the assistance described in your PEEP. If you are in immediate danger, please call 000 direct and advise them of the nearest safe place you can get to.

An Emergency Exercise will be conducted each year. Residents will be notified of the date and time of the exercise in advance.

A person requiring assistance during an emergency

It is the responsibility of each resident to notify the Community Manager of any medical condition, supplement (including oxygen machines), disability and/or medications that may need to be considered during an evacuation.

Broadlands strongly recommend that any resident with additional support needs completes a personal emergency evacuation plan (PEEP) to ensure their safety and the safety of others.

If a personal emergency evacuation plan is required, your Community Manager has a template available to complete with you.

If you or someone living or staying with you has a disability, (permanent or temporary) please ensure your Community Manager is made aware of this, and your details updated accordingly.

Movement of motor vehicles during an emergency

To help make sure the responding emergency vehicles have a clear path of travel, vehicles are not allowed to be moved during an emergency. You may only move your vehicle if you have received approval from the senior emergency services staff or a police officer.

Fire prevention

Preventing fires is as important as developing efficient ways to manage them. All residents should be aware of the need to avoid dangerous practices, and the danger that fires pose to life and property when they are out of control. We encourage you to take note of, and bring to the attention of your community manager:

- Any accumulation of litter which may increase the risk of a fire
- Incorrect storage of flammable liquids
- Any furniture, decorations, equipment or any other item that might impede access to the emergency exits
- Items stored in or near Hose Reel Cupboards
- The storage of items in or on ovens/stoves or any heating appliances.

All heating appliances, including electric blankets should be checked regularly.

All residents should be encouraged to take the greatest care when using matches, portable heaters, candles, electrical appliances and other possible sources of ignition, including naked flames. Your immediate area and/or surroundings should be kept neat and tidy.

How to respond to different types of fires and other emergency situations

Under no circumstances are residents encouraged or trained to use fire hoses and equipment.

Stove top fire

- Raise the alarm/ Ring the fire brigade on 000 immediately
- If it is safe to do so, turn off immediate power and leave premises closing doors behind you.

Oven fire

- Raise alarm / Ring the fire brigade on 000
- Ensure the oven door stays closed
- If it is safe to do so, turn off immediate power and leave premises closing doors behind you

Clothing catches on fire – stop, drop and roll

If your clothing catches on fire, you need to act immediately:

- Stop where you are
- Drop to the ground and cover your eyes and mouth with your hands
- Roll over and over until the flames are extinguished.

If another person's clothing catches on fire – stop, drop and roll

If another person's clothing catches on fire, you need to act immediately:

- Instruct the person to stop, drop and roll
- If a person is unable to drop to the ground, smother the flames with a towel, blanket or jacket.

Smoke – crawl low under smoke

Smoke is dangerous. It is hot and toxic and rises towards the ceiling leaving cooler, cleaner air close to the floor. We ask you:

- Don't go through smoke if you can help it. Use an alternate exit if one is available
- Crawl on your hands and knees and move as quickly as possible (get down low and GO, GO, GO).

Burns – cool a burn

- Treat a burn with cool water for 20 minutes
- Seek medical help immediately.

Other Types of Emergencies

- Flood
- Heatwave
- Cyclone
- Storm
- Public disturbance

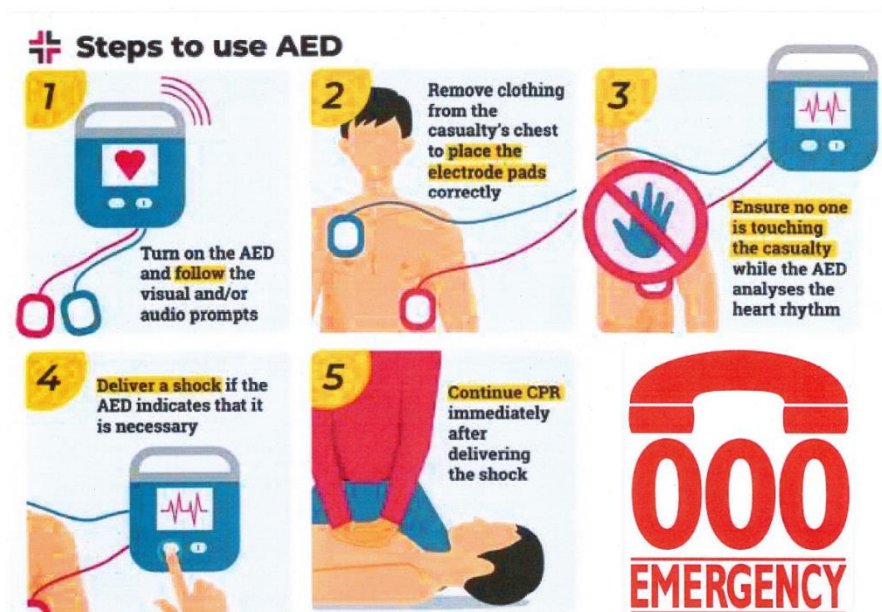
- Power outage
- Medical
- Water disruption

Emergency procedures are important

It's important to respond correctly to emergency procedures, including emergency exercises held annually. Here are some handy tips:

- Discuss the emergency procedures for your community with family members and your visitors
- Attend the annual emergency exercise. You will be provided adequate notice and details about the event, prior to the event.
- Talk with family & friends outside of the community and create a plan for alternate accommodation if required.
- Ensure everyone (including any guests and visitors in your home) is aware of the evacuation assembly area
- If you live with your partner and they have health issues, we encourage you to have a plan in place for the unlikely event that an emergency happens when you are not home.
- Talk to your community manager if you think you might require a personal emergency evacuation plan (PEEP).

Defibrillators (AED) are available onsite, both at the Clubhouse and Poolhouse/Gym.



First Aid Kits are in the marked cupboard at the Community Leisure Centre, inside the Men's Shed and inside the Community Management Office.

Emergency Contacts

EMERGENCY SERVICE	Contact Number
Police	000
Fire	000
Ambulance	000
SES State Emergency Service	132 500
Local Police Station	(02) 6542 6999
Nearest Hospital	(02) 6542 2000
Local Medical Clinic	(02) 6543 1717
Poisons Information Line	13 11 26
Community Manager Office	+61 427 218 462
After Hours	adminmuswellbrook@broadlands.com.au
Lifeline	13 11 14

Evacuation Diagrams

Evacuation Diagrams are located in the Clubhouse and throughout the community buildings, as well as having been circulated to all residents with fridge magnets for easy mounting. Please familiarise yourself with these and the nearest assembly point and exit route.

An Emergency Exercise will be conducted each year. Residents will be notified of the date and time of the exercise in advance.

Diagram and photo of evacuation plan/assembly area at the Community

Follow Directives provided by SMS and direct contact from Community Management and your Fire Warden (if applicable).



EMERGENCY PREPAREDNESS CHECKLIST

Take the time to review the Australian Red Cross Emergency Preparedness Guide For Red Cross (<https://www.redcross.org.au/prepare/>) and consider using the 'Get prepared' App on your smartphone. This provides critical information for you to be prepared for emergencies and outages.

Important Numbers:	
Ambulance, Police or Fire Rescue	000
Health Direct – Available 24 hours a day	1800 022 222
Storm Damage - State Emergency Service	132 500
Electricity Outage - Ausgrid	13 13 88
Suicide Concern - Lifeline	13 11 14
Gas Leak – Jemena	13 19 09

POWER OUTAGE

Power outages may be caused by extreme weather conditions such as storms, strong winds, flooding and bushfires. Other causes can include equipment failure, construction and maintenance work, and animal interference. It is important to be aware of the dangers of fallen and damaged power lines near your building.

Preparedness:	✓
Prepare an emergency kit for your home. This should have LED torches, your important contact numbers, batteries, car mobile charger (if you have a car) and bottled water. Having some cash at all times is important in case electronic payment systems are down at local shops.	☐
Store basic supplies of food and other essentials (e.g. canned food) – enough for a few days including sufficient supplies of medication.	☐
If you rely on life support equipment, contact your Network Service Provider or your electricity retailer and provide your details. It is recommended to prepare an action plan in the event of a planned or unplanned power outage. If you rely on medical devices which require power or data, ensure you have alternatives such as battery-operated devices. Talk to your medical practitioner about any other precautions you can take for your situation.	☐
If you cannot stay in your apartment during outages, or prefer not to, ensure you have a plan so you can stay somewhere else such as with family, friends or in a	☐

hotel. You might like to consider having a 'grab and go' bag packed with your essentials for a couple of days.	
What to do in a power outage?	✓
Please stay calm. Updates can be found on your energy providers website or numbers above. Tune into your local radio station with a battery-operated radio for power restoration updates.	☐
Check out your window to see if it is only your site that is affected, or the outage is more widespread.	☐
Ensure that any heaters and cooking appliances that use electricity are switched off and clear of any debris that could be a fire hazard, such as tea towels or kitchen paper.	☐
Turn off appliances and lights to avoid damage from power surges when the power comes back on. For sensitive electronic appliances such as your TV, radio, sound system, computers, Wi-Fi routers etc., unplug these items from the power point to prevent the risk of damage in the event of a power surge when the power is restored. Take care if you use a generator, candles or portable BBQs in your home.	☐
Keep your fridges closed and minimise opening the door to extend the time items will stay food safe.	☐
Leave one light switched on so you will know as soon as the power is restored.	☐
For suspected lengthy (>24hrs) outages, contact your friendly Broadlands team for further support as required – 0499 683847	☐
Food Safety:	
• Freezer - will usually not defrost and allow food to spoil for at least 24 hours, provided the door has been kept shut. • Fridge - If power is out for more than 4 hours, NSW Food Authority advises that food can spoil. Don't open the door for long when retrieving food. • If you experience a power outage, make a note of the time you lost power so you can gauge if the food in your fridge is safe to consume. • Keep the refrigerator and freezer doors closed as much as possible. • If any food in your refrigerator or freezer does not feel cold or defrosted, discard it. Never taste suspect food. Consuming unsafe food may cause serious illness.	
Managing your medications:	
• Some medicines require storage in a refrigerator (between +2°C and +8°C). Examples of these medicines are vaccines, insulin, thyroxine tablets, immune	

therapies, some eye drops, some hormone products and some antibiotic mixtures for children.

- If electricity has been cut off for an extended period and as a result the quality of refrigerated medicines has been compromised, the medicines concerned should be discarded, unless the medicine is essential to sustain health (e.g., insulin), in which case the medicine should continue to be used until a new supply is available.
- Because temperature sensitive medicines deteriorate and lose effectiveness if not refrigerated, they should be replaced with a new supply as soon as possible. For example, insulin that is not refrigerated will have a shorter shelf life than the expiration date shown on the package.
- Do not freeze medicines.
- As part of your household emergency preparedness planning, check with your pharmacist about emergency storage of refrigerated medicines and have a cool pack and cooler bricks on hand for refrigerated medicines.

TELECOMMUNICATIONS OUTAGE

Emergency Calls:	✓
000 – If your mobile service is down, you should still be able to make emergency calls. At least one network should be operational.	☐
112 – An alternate number which supports emergency calls.	☐
106 – Connects to the text-based relay service for people who have a hearing or speech impairment.	☐
It is not possible to contact emergency services through text message.	☐
Online option: www.triplezero.gov.au	☐
Options for mobile outages:	✓
If you have no mobile connection but do have internet connection, you can communicate through email, WhatsApp and similar applications.	☐
E-SIMs. If your regular phone provider is out and E Sim may be an option. It's important to note this has a new phone number and data account with a different provider – sign it up in advance so you have it to rely on when you need it – ensure the provider you go with uses a different network (Telstra, Optus or Vodafone) than your regular provider. Most phones with an e-SIM let you configure a physical SIM card at the same time. You can switch between them in the settings, it's up to if you wish to use this back up option.	☐

If your phone doesn't support e-SIM, you can buy and activate a second physical SIM from a different provider, and then hide it in a safe place in case of emergency.	☐
Options for internet outages:	✓
If broadband is unavailable, consider tethering in from your mobile (hotspot). If you rely on the NBN or internet for emergency phone contact, please contact your equipment provider or telephone/internet provider for further information.	☐
Consider buying a portable/mobile Wi-Fi dongle– enables wifi connection with multiple devices – you will need to subscribe to a mobile internet plan (with a different provider to your broadband).	☐