

Emergency advice

For short stay owners and managers








MORNINGTON
PENINSULA
Shire

This advice is aimed at supporting short stay property owners and managers to prepare for emergencies and disasters on the Mornington Peninsula.

It is in the best interests of short stay accommodation providers to ensure guests know what to do in an emergency.

1. Hazards

Even though we hope nothing goes wrong, sometimes things happen that we can't control – like the weather. Potential hazards that might affect your property or guests are listed below, along with useful links to resources that will help you prepare your property and reduce risks.

Hazards	How to prepare	How to respond
 <p>Storms, severe weather, and floods</p>	emergencyprepare.com.au/storms ses.vic.gov.au	Call the SES 132 500 ses.vic.gov.au/when-to-call
 <p>Bushfires and house fires</p>	cfa.vic.gov.au/prepareproperty cfa.vic.gov.au/firedangerratings cfa.vic.gov.au/plan-prepare/deaf-emergency-info	Call 000
 <p>Extreme heat days and heatwaves</p>	mornpen.vic.gov.au/heatwave	For medical emergencies, call 000
 <p>Service disruption (gas, electricity, water)</p>	emergencyprepare.com.au/power-outage unitedenergy.com.au/outages-emergencies/be-prepared-for-an-outage/ also has a transcript which could be used for hearing impaired?	Power unitedenergy.com.au/outage-map Telstra telstra.com.au/outages Optus optus.com.au/living-network/service-status Vodafone downdetector.com.au/status/vodafone Starlink starlinkstatus.space
 <p>Drowning</p>	General vic.gov.au/water-safety Rips beachsafe.org.au/surf-safety/ripcurrents or www.mornpenwatersafey.com.au	Call 000

Visitors from other areas

People visit the Peninsula for its natural bush and coastal environments, and while these locations offer great opportunities for enjoyment, they can become unsafe under certain weather conditions.

Many parks and forested areas on the Mornington Peninsula are also bushfire-prone areas during the [fire danger period](#) (usually December to May).

mornpen.vic.gov.au/Your-Property/Fire-Emergency/Fire-Management/Declared-Fire-Danger-Period

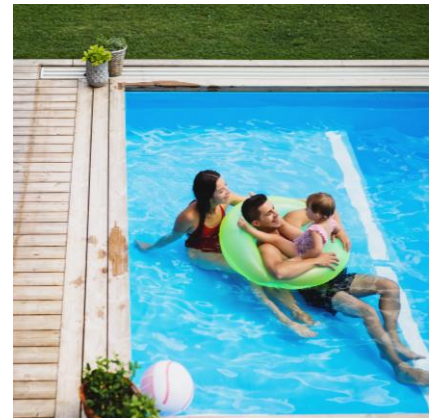
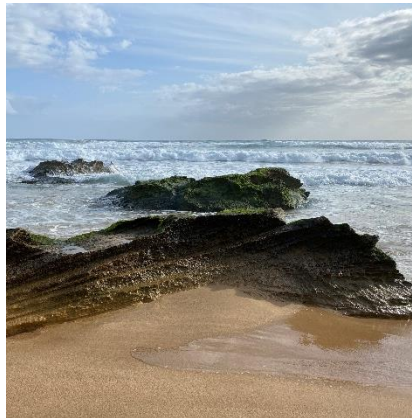
Ocean beaches can also be treacherous during large swells, with the Mornington Peninsula sadly having the highest number of drowning deaths of any local government area in Victoria currently.

Social media can also portray picturesque, secluded beaches that mask strong currents and potentially deadly rips. It is advised to only swim at patrolled beaches and stay between the flags.

Holiday makers can face additional risks when staying in unfamiliar places that you can help minimise.

These risks include:

- **Lack of awareness of potential natural hazards** specific to the area (e.g. bushfire risk, dangerous swimming conditions, weather alerts, safe exit routes).
- **Unfamiliarity with local emergency contact numbers**, location of nearby hospitals, police stations, etc.
- **Unfamiliarity with building layouts**, emergency exits and evacuation routes.
- **Language differences**, making it difficult to understand warnings or ask for help.
- **Lack of connection** to family, friends, or other supports.
- **Limited access to local news** or alert systems such as the Vic Emergency App emergency.vic.gov.au/respond
- **Dependence on Wi-Fi or mobile networks** that might fail during a power or system outage.
- **Pre-existing medical conditions** or affected by power outages or other emergencies.



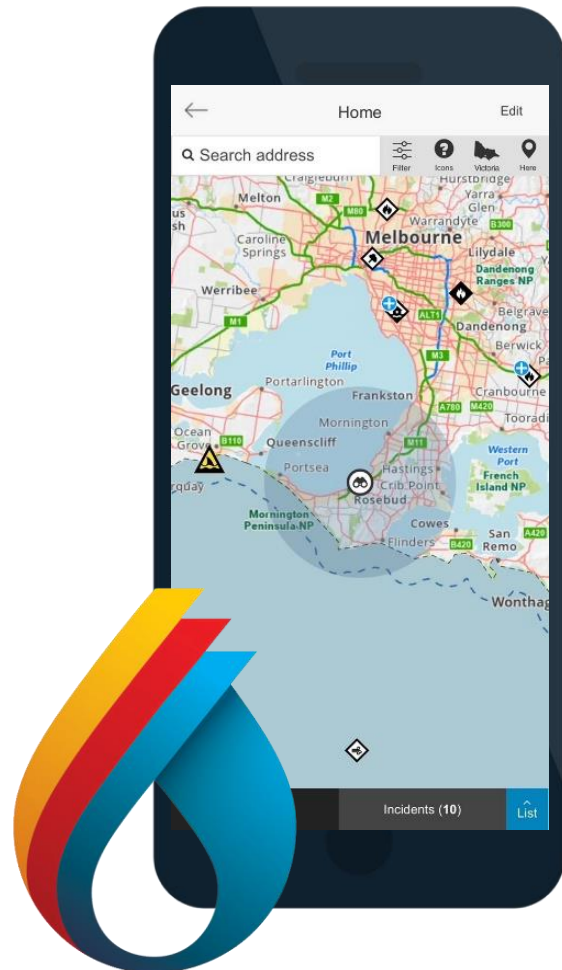
2. What you can do

Before your guests arrive

- **Conduct a risk assessment of your property** to identify potential hazards and take actions to reduce risks (see Appendix A)
- **Ensure your smoke alarms are tested regularly** and comply with Australian Standards [cfa.vic.gov.au/smokealarms](https://www.cfa.vic.gov.au/smokealarms)
- **Create an emergency plan.** This may also help to minimise the loss of profits and get your business back up and running more quickly after the threat has passed [cfa.vic.gov.au/tourism-bushfire-planning](https://www.cfa.vic.gov.au/tourism-bushfire-planning)
- **Provide a clearly marked evacuation map** with exit routes and assembly areas marked (see Appendix B)
- **Provide emergency contact information** online, in your guest book or on the fridge
- **Consider creating a short stay accommodation/tourism business disaster kit** and let guests know where to find it.

Include basic supplies such as:

- First aid kit
- Torch
- Batteries
- Bottled water
- Blankets
- Radio
- Non-perishable food



<https://australianwarningsystem.com.au/>



While your guests are staying in your accommodation

- **Encourage your guests to download the Vic Emergency App** emergency.vic.gov.au/respond/ and advise them to set a watch zone and turn on notifications.
- **Provide fire safety information** in different languages cfa.vic.gov.au/translations
- **Provide storm safety** information in different languages [English - Victoria State Emergency Service - VICSES](https://www.vic.gov.au/english-victoria-state-emergency-service-vicsees)
- **Provide water safety information in different languages** emergency.vic.gov.au/respond
- **Encourage guests to check the beach safe app for local conditions** beachsafe.org.au or visit www.mornpenwatersafey.com.au
- **Think about how you will communicate with your guests** if their mobile, landline and internet service were not available
- **List the local Visitor Information Centres** for brochures, maps, information on what's on, attractions, activities, and advice for visitors: mornpen.vic.gov.au/Activities/Explore-Mornington-Peninsula



Mornington Peninsula Visitor Information Centre

359B Point Nepean Road, Dromana
Phone: 5950 1579

Email: info@tourism.mornpen.vic.gov.au

Open daily 10am- 4pm

Closed Christmas Day, Good Friday,
and ANZAC Day.

Sorrento Visitor Information Centre

Corner Ocean Beach Road and George
Street, Sorrento Phone: 5984 0065

Email:

info@sorrentobeachsidetourism.com.au

Open daily 10am to 4pm

Closed Christmas Day, Boxing Day, Good
Friday and ANZAC Day.

Mornington Courthouse Visitor Centre

2 Main Street, Mornington

Phone: 5975 0466

Email: info@nmpt.com.au

Open most days

Best to call ahead to check open hours.

Western Port Visitor Information Centre

2 Marine Parade, Hastings

Phone: 5909 8409

Email: enquiry@visitwesternport.com.au

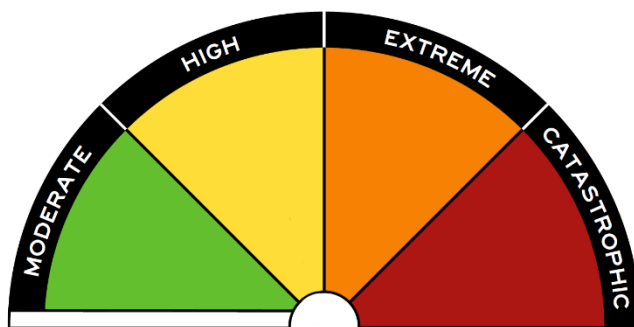
Open most days

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On Extreme or Catastrophic Fire Danger Days

- **Consider cancelling bookings** where FDR (Fire Danger Rating) is extreme or catastrophic and have a policy in place that is flexible in offering a refund or to reschedule bookings for this reason. (Be aware that while the FDR might be moderate or high for the Peninsula, your guests may be travelling from an area that has an extreme or catastrophic rating and may wish to cancel or reschedule their booking).
- **Communicate changes and/or weather alerts** with upcoming guests via text, email, phone.
- **Consider if you need to update messaging** on your social media, website, google listing, voicemail message etc.
- **Advise staff (if you have any) of processes or operational changes** based on conditions, emergencies, road closures etc. traffic.transport.vic.gov.au
- **Provide advice about places that should NOT be visited during extreme or worse days**, as well as suggested activities, places to visit on days that are rated high and above Parks Vic changed conditions and closures information parks.vic.gov.au/coc-listing
- **Encourage staff and guests not to travel on hot or stormy days** as roads may be unsafe.
- **Remove any fire pits from property during Fire Danger Period** (or include in house rules that these cannot be used during the FDP) cfa.vic.gov.au/can
- **Ensure wood fired BBQs and pizza ovens** are removed or blocked off and consider providing a gas fuelled BBQ.
- **Follow the advice of authorities** (CFA, police etc.) and forward to guests.



MODERATE Plan and prepare	HIGH Be ready to act
EXTREME Take action now to protect life and property	CATASTROPHIC For your survival, leave bushfire risk areas

General information about emergencies
mornpen.vic.gov.au/emergencies

Managing emergencies on the Peninsula
mornpen.vic.gov.au/emergencymanagement

Risk assessment

Assess the types of emergencies that are likely to affect your accommodation.

Likelihood

There may be multiple factors that contribute to the likelihood and degree of risk for a particular emergency. Consider adjusting the definitions for each likelihood level as appropriate to your business or clientele.

For a history of emergency events on the Peninsula, see Appendix D of the Municipal Emergency Management Plan (Appendix D): mornpen.vic.gov.au/memp

Likelihood	Example definitions
Almost certain	Will occur at least once per year or more frequently
Likely	Will potentially occur once within every two years
Possible	May occur once in every five years
Unlikely	Could occur once in every 10 years
Rare	Will only occur in exceptional circumstances, such as once every 50 years

Consequences

Consequences represent the extent of injury or degree of harm that might be caused by an emergency.

Consequence	Example definitions
Catastrophic	Death of guests or staff, ongoing impact on property and business continuity
Major	Extensive injuries requiring hospitalisation, major impact on property and business continuity
Moderate	Guests or staff require medical treatment, accommodation temporarily uninhabitable, impact on business continuity
Minor	First aid treatment, some impact on guest or staff wellbeing, some impact on property, impact on business continuity
Insignificant	No injuries, no structural damage, low impact on business

Likelihood/consequences of an emergency can be affected by level of awareness of emergency plans.

Risk Rating

- Use the risk matrix to assess risks as extreme, high, medium, or low, and determine priorities for risk controls.
- Prioritise each risk according to its rating, with extreme and high risks requiring more urgent attention.
- When prioritising risks with a similar rating, risks with a higher likelihood or more serious consequence are to be given a higher priority.

Risk acceptability chart

Risk	Acceptability
Extreme	Unacceptable – needs immediate action
High	Tolerable - needs to be prioritised for action
Medium	Tolerable – monitor and prioritise if needed
Low	Acceptable (with periodic review) – no action required

Risk assessment matrix

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost certain	H	H	E	E	E
Likely	M	H	H	E	E
Possible	L	M	H	E	E
Unlikely	L	L	M	H	E
Rare	L	L	M	H	H

Example risk assessment matrix

Hazard	Likelihood	Consequence	Rating	Example Comments
Grassfire	Unlikely	Major	H	Property is in an area that could experience grassfire. Procedures for notifying guests in place and evacuation plan/map is being developed.
Heatwave	Likely	Minor	H	Impacts of heatwave may exacerbate guests' medical conditions; however, this is mitigated by having air conditioning installed and solar/battery power backup.
Drowning	Possible	Major	E	Guests are advised to avoid swimming at back beaches, fishing off rocks, etc. Pool fence installed around pool with safety measures in place.

Likelihood assessment chart

This page has been designed for printing and writing on.
Complete definitions appropriate for your property.

Likelihood	Definitions
Almost certain	
Likely	
Possible	
Unlikely	
Rare	

Escape plan

Property fire escape routes

- Draw an outline of your property on the grid, and mark the main exits
- Identify two ways out of every room
- Identify electricity meter, water mains or tank and pump locations
- Mark an outside assembly point away from trees, such as the letterbox
- Display this plan on a wall in your accommodation, such as in the laundry or hallway

