

# **Emergency Response Planning Guideline**

**Ten steps to improve the preparedness and resilience of  
your strata community.**

**Pilot ready guideline**

## Acknowledgements

The Owners Corporation Network acknowledges the valuable contributions that many experts and stakeholders have provided in the creation of this work. For a fuller acknowledgement please refer to our 2024 report titled Strata Disaster: How prepared are our apartment communities for emergencies and disasters? The development of this guideline was generously supported by the City of Sydney

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## About this guideline

**This document outlines a good practice process to support the preparation, implementation, and continuous review of Emergency Response Plans.**

It addresses the urgent need to ensure that Australia's fast growing strata communities are empowered with tailored information to take appropriate action to prevent, prepare for, respond to, and recover from emergencies and disasters.

An Emergency Response Plan (ERP) provides a framework and clear written procedures that informs people on how to respond to scenarios that pose a threat to life, property or the environment, or to the continued functioning of essential services and systems.

A good ERP is strategic in nature, principles-based and resident-informed. Its implementation is dependent on the use of flexible structures and a culture of shared responsibility for emergency preparedness and response. The plan should address the unique needs and circumstances of your building and be endorsed by the residents it is designed to protect.

### Emergency Response Plan

An Emergency Response Plan is a set of written procedures for dealing with emergencies and that informs people on what to do, when to do it, and how to do it to. Its foremost goal is to prevent fatalities and injuries and minimise damage and loss to property. A plan can facilitate recovery, limit operational disruptions, and reduce potential exposure to liability.

An **emergency** refers to any situation that harms, or threatens harm to people, property, or the environment. A **disaster** is more serious and widespread in its scale and impact. Both require an immediate and coordinated response. They can be caused by climate and non-climate related events, such as heatwaves, floods, cyclones, pandemics, building fires, and acts of violence.

**Resilience** is the capacity of individuals, communities, institutions, businesses and systems to adapt, survive and thrive when affected by an adverse event.

This guideline has been written for strata committee members who have identified the need to better prepare their strata communities for emergencies and disasters. It offers practical advice to develop your first emergency response plan.

### Pilot ready

We consider that this version of the guideline is pilot-ready. That is, it is ready to be trialed by strata committee members to create their first ERP and then updated with on the ground feedback from these participants.

We welcome your comment and suggestions for improvement to [resilience@ocn.org.au](mailto:resilience@ocn.org.au)

### If you all you can do right now is three things – do these!

1. Compile list of vulnerable people within your building and ask them to write a Personal Emergency Evacuation Plan (see step 8)
2. Ask your Strata Manager and Building Manager (if you have one) about the plans they have in place for dealing with emergencies and disasters – how prepared are they?
3. Empower your Strata Committee to act swiftly in an emergency (see step 10)



Figure: Our 10-step process to improve the preparedness and resilience of your strata community

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## Introduction

The Owners Corporation Network of Australia (OCN) is the peak consumer body representing the interests of apartment owners and occupiers of residential strata, community title and company title schemes. Our vision is for climate ready, resilient and empowered communities living in defect-free buildings.

Apartments are the fastest growing form of property ownership in Australia and based on current projections, 50% of the population will live in some form of multi-unit dwelling by 2050. Unfortunately, our research has shown that apartment communities are unprepared for emergencies and disasters. Findings from a 2023 survey conducted by OCN revealed only 16% of strata committee respondents report having an Emergency Response or Crisis Management Plan and 40% are not confident in the ability of their committee to respond to an emergency or disaster. Skills and knowledge gaps and low levels of risk awareness are key barriers to preparedness.

OCN has conducted significant research and consultation to review the state of preparedness of our communities and to identify the policy and practical changes that are required to address the issues identified. This body of work is presented in our 2024 report titled *Strata Disaster: How prepared are our apartment communities for emergencies and disasters?* End note i

The need for support and guidance to strata committees and owners was clearly evidenced in our research and consultation. This initial guideline has been developed to help address this need. OCN will compile further information and material in response to feedback over time and make these available on our website [www.ocn.org.au/getprepared](http://www.ocn.org.au/getprepared)

## Step 1 Establish a planning team

A planning team is needed to lead the development of the Emergency Response Plan (ERP). They will give clear ownership for the development of the ERP and will lend credibility, recognition, and acceptance to the planning process. Ideally the planning team will be established as a sub-committee of your strata committee (or the equivalent elected committee acting on behalf of your owners corporation).

The membership of the planning team should be broadly representative of the demographics of your resident population to ensure a diversity of input and should include at least one tenant representative. You might also want to include a representative of your strata management company and or building manager (if you have one).

The first task of the planning team should be to develop a project plan outlining how the ERP will be developed. Emphasis should be given to how residents and stakeholders will be engaged throughout the planning process.

## Step 2 Connect with your local community and council

Being resilient means being connected with local networks and one of the most important connections you can establish is with your local council.

Local government has delegated responsibilities under State and Territory legislation to ensure that effective emergency management arrangements are in place and maintained for the area, and to manage recovery following an emergency affecting the community. They have an important role in building local capacity to adapt and recover from adverse events and should be considered a go-to resource in your emergency planning process.

Some local councils also have programs to support strata communities undertake climate adaptation and energy efficiency retrofits. Micro grants and training opportunities may also be available that address the capability gaps you have identified in your risk assessment.

While you may feel alone, there's likely to be many other people grappling with similar challenges to you. Ask your local council if there's a strata network in your area that you could connect with. These are a great way to share and exchange ideas and inspire action. If there isn't a strata network in your area, let your council know you're interested.

### Practical help from your local council

Resilience workshops hosted by the City of Melbourne in Docklands and Southbank yielded insights into the low level of social connection and disaster preparedness within apartment communities. This has prompted the roll out of targeted programs like Neighbourhood Portals, Resilience Champions, and easy-to-access microgrants that encourage residents to apply for funding to host connect with your neighbours <sup>end note ii</sup> events

### Creating neighbourly connections

Every December a team of elves from Erko apartments in Sydney's inner-city suburb organises a Christmas gift collection for residents of the neighbouring social housing complex. The gifts each come with a note of thanks for being a great neighbour.

In the meantime, if you haven't already you should make a point of establishing a relationship with your immediate neighbours. If something happens to your building, it's entirely possible your neighbours will be affected and vice versa. At minimum they should be on your list of emergency contacts in your ERP.



## Step 3 Know your building

Before you start your risk assessment it's important that you take an inventory of the physical attributes in your building that could be compromised during an emergency or disaster. You should also review the characteristics of the local area.

If your strata managing agent or building manager doesn't hold this information centrally, the following sources of documentation may yield some clues: contracts of sale, registered strata plan, Strata Management Statement, building plans, operating manuals, asset registers, building manual, property valuations, utility contracts and financial records.

A one-page snapshot of your building is a useful reference to include in your Emergency Response Plan (ERP). It will help to ensure information is communicated accurately and efficiently to emergency responders, regulatory authorities, emergency trades, building surveyors, media outlets, and other stakeholders during an emergency.

It's also important to consider what **critical services infrastructure** you have in your building. This infrastructure is the physical assets that make your building liveable – like water and sewerage systems, gas and electricity supply, waste management, ventilation and air supply, heating and cooling systems, lifts, electronic security access, intercoms, and telecommunications. The failure of one or more of these assets can render a building uninhabitable.

The other aspect to consider are the **essential safety measures** that detect and suppress fires and alert residents to danger. Factors like the age and height of your building, floor area, uses and proximity to other facilities determines the combination of measures required to be installed in your building. There are strict regulations to ensure that these systems are maintained, tested, and inspected at regular intervals. Most of the information you need can be found on your Occupancy Permit, Annual Fire Safety Certificate or Essential Fire Safety Measures logbook (which is kept with the Fire Indicator Panel).

### Summary building information

- Location
- Strata Plan No
- Building name
- Onsite building management contact details (if any)
- Year registered
- Building classification
- Construction materials
- Number of lots
- Number of levels
- Number of lifts
- Emergency lifts
- Number of buildings
- The amenities available
- What sustainability infrastructure has been installed
- Surrounding land uses
- Surrounding environment
- Any special hazards e.g. flammable cladding, fire order, major remediation works or overcrowding.

We have provided a useful checklist that can guide you on what critical services infrastructure and essential safety measures you should look for. You can download this here: [www.ocn.org.au/getprepared](http://www.ocn.org.au/getprepared)

You should document your findings for your building and include these in your completed ERP.

## Step 3 Conduct a risk assessment

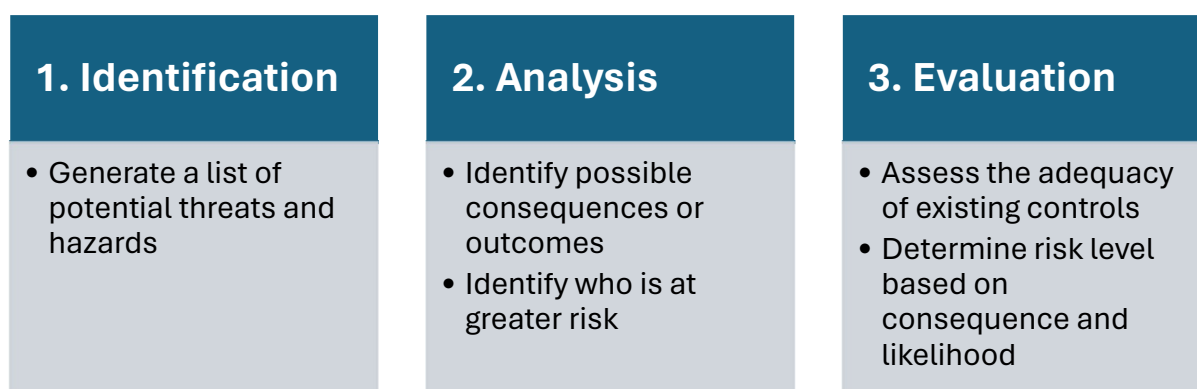
The development of your Emergency Response Plan (ERP) is largely based on the outcome of a risk assessment. The planning team will be responsible for defining the scope of the risk assessment and ensuring resident and stakeholder input. It's important to take the time to get this step right as anything that's missed will impact the overall integrity and robustness the plan.

A risk assessment is a process that involves identifying potential hazards, assessing the consequences of exposure to those hazards, reviewing the adequacy of current mitigating controls, and evaluating the likelihood of the hazard occurring. It is anticipated that this initial assessment will be conducted by the planning team.

### Hazards v Risks

A **hazard** is anything that has the potential to cause harm. They are generally categorised as natural, biological, chemical, physical and psychosocial. Hazards can originate within or outside your building.

A **risk** is what could happen as a result of exposure to a hazard and the likelihood of it occurring. Risks can't always be eliminated but they can be mitigated through the use of appropriate controls.



**Diagram: Risk assessment process**

The following questions should serve as a guide for undertaking your initial risk assessment:

- What hazards and threats have affected your strata community?
- What hazards and threats could affect your strata community in the next 10 years? 20 years?
- What were the consequences or what are the likely consequences of these hazards for your strata community? Who is likely to be most affected or at greater risk?
- Are current prevention and mitigation controls adequate and effective in managing the prevention and consequences of these hazards?
- What are the shortfalls in your internal capacity and capability to mitigate against current and future hazards and threats?
- What resources are needed to address these shortfalls? How can you secure budget? Are there external sources of funding or support that you could access?
- Hypothetically, how would your strata community cope if you were left to shelter in place for 10 days in response to a widespread disaster? Consider this from the perspective of individual and collective preparedness.

## Emergency Response Planning Guideline

Local climate adaptation and resilience plans and emergency management plans will be a useful source of background information to help understand the types of external hazards that could impact your strata community. They generally include community profiling, climate mapping and modelling, and land use data which can add further insights.

**Examples of hazards that may pose a risk to strata communities include:**

- Natural: such as extreme heat, bushfire, cyclone, earthquake;
- Biological: Such as Raw sewerage, legionella, pandemic;
- Technological: such as Lift malfunction, cyber attack;
- Physical: Such as Building fire, balcony collapse;
- Chemical: Such as Explosion, toxic air pollution;
- Psychosocial: Such as Domestic and family violence, armed robbery, civil disturbances

**Examples of external data sources:**

- [City of Sydney Resilience Strategy](#)
- [City of Gold Coast Climate Resilience and Sustainability Strategy](#)
- [Resilient Penrith Strategy](#)
- [Resilient Canterbury-Bankstown Strategic Plan](#)
- [Sunshine Coast Environment and Liveability Strategy 2023](#)
- [Brisbane City Council Local Disaster Management Plan](#)
- [Sydney Metropolitan Region Emergency Management Plan](#)
- [Melbourne Emergency Management Plan](#)

**Examples of internal data sources:**

- Observation, risk register, safety assessments, safety data sheets, history of insurance claims, operational manuals, manufacturers warranties, regulatory compliance.
- Resident surveys.

Once you have identified the relevant hazards and risks for your community, it's useful to assess the priority of risks by estimating the likelihood of them occurring and the scale of their consequence if they should happen. To estimate the consequence, you should consider the existing controls that are in place that should mitigate the risk to some extent. For each of the risks you have identified, use a risk matrix to rate the level of risk. Generally, risks that are ranked high or extreme would be addressed in your ERP.

Likelihood	Consequence	Rating
Possible	Moderate	High
Likely	Major	Extreme
Rare	Major	Extreme
Likely	Moderate	High
Unlikely	Major	High
Unlikely	Moderate	Medium

**Diagram: Risk rating assessment**

**For further information**

For more detailed guidance on how to conduct an emergency-related risk assessment refer to the Australian Institute of Disaster Resilience National Emergency Risk Assessment Guidelines<sup>end note iii</sup>.

Now you are ready to collate the findings from the risk assessment into a summary document and share with your strata community.

## Step 4 Engage your own strata community

So far, your risk assessment has been undertaken by a small number of interested leaders. Now it's time to ground truth the assessment and priorities you have recommended.

Extend an open invitation to everyone in your strata community to participate in a planning session. The focus should be about testing the validity of your findings and prioritising what scenarios should be addressed in the Emergency Response Plan (ERP). At the session you should also gain a better understanding of the characteristics, strengths, and vulnerabilities of your strata community which will help to ensure you develop a plan that is fit-for-purpose.

### **Meet your neighbours toolkit**

For ideas on how to organise a planning session the Meet Your Neighbour Toolkit <sup>end note iv</sup> has you covered. This resource, developed by Lane Cove and Willoughby councils, is full of practical information and ideas for building friendly and resilient apartment communities. It includes detailed instructions for how to host a resilience mapping session.

If you don't know much about the people in your building it may also be useful to conduct a household survey. This may seem invasive however careful messaging, a clear call to action and specificity about how the information will be captured, stored, and used will countenance most reservations (and of course, no-one is obliged to participate).

The survey can also be used to establish a baseline of risk perception, situational awareness, household preparedness and social connectedness. This will help to inform how you pitch your communications and whether you may need to consider some stealth safety awareness campaigns.

There are lots of free survey platforms available, like Google forms and Survey Monkey. Just be sure you extract the data after its collected and save it locally.

## Step 5 Develop new controls and mitigation strategies

You have now identified the key risks that you need to focus on. Whilst the risks can't always be prevented there are many actions that can be taken to minimise their likelihood and reduce the impact of damage or loss. In this step, consider the range of actions you could take to help prevent each risk and to mitigate the impact. You might consider these in the categories listed in the table below.

Preparedness	Prevention	Mitigation
<ul style="list-style-type: none"> <li>• Stockpiling supplies.</li> <li>• Household Emergency Plans.</li> <li>• Creating opportunities to foster connections and networks.</li> <li>• Training and skills development.</li> <li>• Evacuation drills.</li> <li>• Practice scenarios.</li> <li>• Education and information sharing.</li> <li>• Review insurance coverage and consider additional insurance to cover the expense of certain impacts.</li> </ul>	<ul style="list-style-type: none"> <li>• Preventative maintenance.</li> <li>• Building management and housekeeping.</li> <li>• Enforcement of rules and by-laws.</li> <li>• Ongoing regulatory compliance with occupancy permits and essential services maintenance.</li> </ul>	<ul style="list-style-type: none"> <li>• Structural retrofits/upgrades.</li> <li>• Planting cooling vegetation.</li> <li>• Installation of heat reflecting blinds, window louvres, flyscreens</li> <li>• Consider installing extra air-conditioning in a common area to allow a cool space for residents affected by a heat wave.</li> <li>• Designate charging zones and install automatic timers for the charging of personal e-mobility devices.</li> <li>• Pre-installation of generator ready solutions to respond to prolonged power outages.</li> <li>• Installation of water detection sensors for lifts.</li> </ul>

### Examples of emergency preparedness and risk mitigation strategies relevant to apartment buildings

Planned investment in mitigation upgrades can create value for strata communities by increasing amenity and minimising the impacts of emergencies if they do occur. These are longer term solutions that may need to be integrated with your capital works fund plan. The High Life website<sup>9</sup> has a great collection of ideas for unlocking climate mitigation and resilience projects in apartment buildings.

#### Resident engagement to improve building maintenance

Erko apartments in the inner Sydney suburb of Erskineville has a rolling schedule of resident awareness campaigns – including one that prompts residents to check flexi-hoses for signs of wear and tear or damage, and to switch water off at the isolation point if going on holidays. This is designed to prevent water damage to individual lots and common property that can result in costly insurance claims.

## Step 7 Develop communication protocols

One of the most important actions your emergency planning team can do to prepare for an emergency is to ensure that your building has a robust and reliable platform for sending urgent notifications to your community and emergency responders that is supported by an up-to-date resident database.

Whatever system you choose to send emergency alerts must be tested regularly. Your Emergency Response Plan (ERP) should also include contingencies in case loss of power or disruptions cause a failure in electronic systems. Where there are requirements to share personal information, protocols must be in place to ensure compliance with relevant privacy legislation.

It's also worthwhile giving some thought to how media enquires will be handled, noting that significant emergencies can carry a long-term reputational risk for your building.

### **Pre-approved communications copy**

To reduce delays and prevent errors or omissions in the issuing of alerts and warnings, the strata committee at Metro Village Rosebery have produced templates with pre-approved copy ready to be sent in response to particular scenarios.

A communications protocol will ensure the flow of accurate and timely information before, during, and after an emergency and is vital to securing cooperation, managing residents' expectations, and reducing fear and panic. It will include things like:

- What communication methods or platforms will be used to send urgent alerts and updates?
- Where is resident contact data stored? Is there a local back-up?
- How will these systems be tested, by who and how often?
- What other methods will you use if telecommunications are down?
- What will trigger the activation of an urgent alert? Who has approval to do this?
- What can be done to ensure important information is conveyed to residents from culturally and linguistically diverse backgrounds, people with a disability and/or digitally excluded people?
- Who will be the liaison with emergency responders and regulatory authorities? How will information be relayed back to residents?
- Is there a standing arrangement (time and day) for in-person daily briefings in the event of a major emergency?
- Who are your stakeholders? How will you ensure messaging is targeted to different stakeholder groups?
- Is there anyone else that can help reach your audience?
- How will any media enquires be handled? (remember a major event can carry a reputational risk for your building)
- How and when will contact to be made with the strata managing agent, insurers, building management, lawyers etc.

## Step 8 Arrangements for residents needing assistance

In addition to knowing contact details for the residents within your building, it's essential that you understand who might need assistance in the event of an emergency and or evacuation. This vulnerable people contact list should be referenced in your Emergency Response Plan (ERP) and kept in a safe place.

### **Keeping your resident contact information up to date**

Once a year Moore Park Gardens in the inner-city suburb of Sydney conducts an annual resident audit to ensure contact information entered into the building portal is up-to-date. The audit includes a question about whether assistance would be required during an evacuation, prompting a discussion with the building manager.

Increasingly apartment buildings are encouraging residents with mobility or other conditions to complete a Personal Emergency Preparedness Plan (PEEP). This allows a more streamlined response during an emergency by ensuring that alternative evacuation arrangements are agreed on in advance.

A hard copy of the Personal Emergency Preparedness Plan could be kept in the Fire Indicator Panel for the attention of emergency responders. Another practice adopted by some buildings is to include the lot numbers of vulnerable residents on the Annual Fire Safety Statement certificate as a prompt for emergency responders.

A useful template for a Personal Emergency Preparedness Plan can be downloaded here: [www.ocn.org.au/getprepared](http://www.ocn.org.au/getprepared)



## Step 9 Write your Emergency Response Plan

Now that you've done the groundwork you can start writing your plan. Remember that the Emergency Response Plan is a set of written procedures for dealing with emergencies and that informs people on what to do, when to do it, and how to do it to. Its foremost goal is to prevent fatalities and injuries and minimise damage and loss to property.

The ERP will likely not document all the groundwork that you have undertaken. The additional controls and mitigation strategies that you have agreed to better prepare, prevent and mitigate hazards will need to be documented and implemented by your Strata Committee separately. Those requiring funding should be included in your Capital Works Plan.

General tips for writing your plan: Avoid being overly detailed or prescriptive; Use simple, plain English language; Avoid jargon or use of acronyms; Use short sentences and an active voice; Use checklists and flowcharts to summarise important information; and conform with style guidance <sup>end note vi</sup> for accessibility and inclusion.

### Sample Emergency Response Plan table of contents

#### Cover page:

- Building name
- Date issued & Review schedule

#### Roles and responsibilities

- For people who will initiate the response, coordinate communication and oversee different aspects of the plan
- Emergency response team
- Residents

#### Site information

- Building description
- Site plan
- Utility shut-off procedures

#### Emergency contact numbers

#### Evacuation procedure

- Evacuation arrangements
- Evacuation diagram
- Assembly area (site plan or aerial image)
- Residents needing assistance to evacuate – include reference to any Personal Emergency Preparedness Plans
- Residents refusing to leave
- Use of lifts

#### Emergency procedures

- Detailed procedures outlining specific actions to be taken before, during and after emergencies.

#### Communication protocol

- Include details of your communication protocols and channels for disseminating information during emergencies.

#### Skills and training

- Annual/ Bi-annual training schedule
- Annual practice drills schedule

#### Conducting reviews

- The extent of review after an emergency
- Who will organise these and how will you record and communicate lessons learnt?



## Step 10 Ensure your community is ready

You now have a plan with clearly identified preventative actions and procedures to follow in certain foreseen emergencies and disasters. Now you need to ensure that someone will follow the Emergency Response Plan (ERP); That everyone involved is appropriately trained; and that your Strata Committee has appropriate authority to act quickly in an emergency.

### Governance arrangements

But who is going to act? And who will oversee and ensure the plan is followed?

If you have not already assigned owners to each of the actions identified in your ERP, you need to do this now. You should also clarify whether any expenditure will be required for each action and budget for this.

You will also need to clarify who will ensure that emergency procedures are followed. You may allocate these responsibilities to people in your Strata Committee. But here's the catch – because there's no way of knowing which members of the strata committee if any, will be around when disaster strikes, realistically there needs to be an expectation that every resident who is present and competent should be prepared to step in and direct emergency procedures.

Your planning team has developed your emergency response plan, but who is going to own, deliver and maintain the plan? This is a different role with a new purpose and scope. You may decide to create a separate Emergency Management Committee or simply assign the responsibility to the entire Strata Committee. But you need to formally take this step and at least have the Strata Committee adopt the ERP. You may also consider tabling the ERP at the next Annual General Meeting and use this opportunity to further engage your community on the actions and emergency procedures.

In adopting your ERP and the governing structures required to deliver it, you should also consider what extra powers your Strata Committee may need to act quickly in an emergency. This may include the adoption of a by-law that allows the Strata Committee to declare an emergency, implement emergency procedures and spend funds on urgent advice or assistance.

### Case study: Providing your Strata Committee with authority to act in an emergency

Reflecting on experiences from the past can help put into perspective why this is so critical. When Opal Tower was evacuated on Christmas Eve 2018, residents from the 392-lot building experienced first-hand the inflexibility of strata governance when it took eight weeks and two EGMs for the committee to obtain the necessary approval to act on behalf of the owners corporation.

Speaking to the frustration and angst this caused, the building's Chair Shady Eskander spoke at a recent conference, telling the audience "If I had my time again the first thing I would do is pass a motion giving the SC authority to act immediately in an emergency". Residents were unable to return to their homes for eight months (longer for others) until the structural damage that caused the evacuation of the building was remediated. Litigation against the developer continued for more than three years, placing untold pressures on the entire strata community and the committee.

You can hear the full story here <sup>end note vii</sup>.

**Emergency Bylaw – Altair Apartments**

Altair apartments in Sydney's Eastern suburbs has an Emergency Bylaw that authorises the strata committee to:

- declare an emergency event and take any reasonable steps to attempt to protect the building, owners and occupiers from suffering an injury, death or damage;
- make urgent and informal decisions outside of normal decision-making processes;
- spend funds on urgent advice or assistance, not exceeding a pre-determined amount.

Altair Apartment's By-Law 125: Emergency Events can be read in full on their website <sup>end note viii</sup>

**Training, practice and testing**

Practising and testing all aspects of your Emergency Response Plan (ERP) is a key part of emergency preparedness, not only to identify and address any weaknesses in advance, but also to help the emergency response team and residents be familiar with, and competent in executing their roles and responsibilities.

It's expected that all residents would participate in practice drills, and they should be scheduled at a time when most people will be around. It may not be practical for residents who are unable to self-evacuate to physically take part, however it should be an opportunity to review the Personal Emergency Preparedness Plans and procedures that are in place.

Appropriate training should be provided to all members of the emergency response team to ensure they have the skills, knowledge and competencies to fulfill their responsibilities. All residents should be provided with education and ongoing training to ensure they have a general awareness of the ERP and the capability to undertake their roles and responsibilities in the event of an emergency. In addition, all residents whether they hold a position on the emergency response team or not, should be trained in evacuation procedures and use of fire safety equipment.

Training exercises		Practice drills
Discussion-based	Table-top	Live exercises
Opportunity to talk through strategies in a group context, enabling the approach to be refined. Builds a shared understanding of risk.	Simulated exercise that revolves around testing a specific scenario. Good for validating plans and exploring potential weaknesses.	A full, live rehearsal of the implementation of your plan. Good for testing logistics, communications, and physical capabilities.

A final step here would be to reach out to your neighbours again to see if they'd be interested in joint training exercises. As well as the potential cost efficiencies, it offers a valuable opportunity to learn with and from others. And if you want to take things to the next level, get back in touch with your local council or Local Emergency Management Committee and express your interest in taking part in a local cross-building evacuation.

**The Eastgate Gardens apartment gas explosion case study <sup>end note ix</sup>**

On the 30th March 2009 the east tower of this high rise apartment complex was incapacitated by a gas explosion. This case study reflects on what happened, how the community acted and the key learnings for the strata community and managers.

## End notes and references

- i [www.ocn.org.au/getprepared](http://www.ocn.org.au/getprepared)
- ii <https://participate.melbourne.vic.gov.au/neighbourhoods/neighbourhood-toolkit>
- iii [https://www.aidr.org.au/media/7600/aidr\\_handbookcollection\\_nerag\\_2020-02-05\\_v10.pdf](https://www.aidr.org.au/media/7600/aidr_handbookcollection_nerag_2020-02-05_v10.pdf)
- iv <https://www.lanecove.nsw.gov.au/Community/Love-Where-You-Live/Meet-Your-Neighbours>
- v <https://www.highlifeexpo.au/resources>
- vi <https://www.stylemanual.gov.au/accessible-and-inclusive-content/make-content-accessible>
- vii <https://vimeo.com/871780709>
- viii <https://www.altairapartments.com/by-laws/>
- ix [www.ocn.org.au/getprepared](http://www.ocn.org.au/getprepared)