

Bendigo Emergency Relief Centre



Bendigo Exhibition Centre
Prince of Wales Showgrounds
42 Holmes Road, Bendigo North Vic 3550

Phone (03) 5434 6000

Website bendigo.vic.gov.au



Access Key

A customised accessibility guide

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Actively supervise – Parents and carers must have their children within eyesight at all times.

AFFL - Above finished floor level.

AUSLAN – Australian sign language. A language for Australians who have a hearing impairment.

DFFH – Department of Families, Fairness and Housing (previously Department of Health and Human Services).

EAL – English as an Additional Language.

Fire Sounds - Crackling, sputtering, snapping, roaring blaze.

HSHH – Hand held shower hose.

Salvation Army Bedding Truck The Salvation Army Bedding Truck supplies bedding, clothing and toiletries for use when an Emergency Relief Centre is opened for an extended period.

TGSI - Tactile ground surface indicators. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.

VCCEM – Victorian Council of Churches Emergencies Ministry. An organisation who specialises in disaster management in Victoria. They provide personal support and outreach during an emergency.



How to Prepare for an Emergency Evacuation

An emergency evacuation happens when your life or somebody else's life may be in danger. This may be as a result of a bushfire, flood or a storm.

It is important for families to plan for an emergency evacuation ahead of time. Consider the following steps:

One

Have an evacuation kit packed and ready to go. Think about the inclusion of:

- Prescriptions and other medicines.
- First aid kit.
- Bottled water.
- Flashlight, battery-powered radio and extra batteries.
- Clothing and bedding (sleeping bags, pillows).
- Special equipment for infants, elderly or family members with disability.
- "Comfort items," such as special toys for children.
- Computer hard drive and laptop.
- Cherished photographs.
- Pet food and other items for pets (litter boxes, leashes).

Two

Identify where you can go in the event of an emergency evacuation. Try to have more than one option: for example, the home of a friend or family member in another town or the Bendigo Emergency Relief Centre (if open). Have phone numbers and addresses of these locations handy.

Three

Plan primary travel routes and backup routes to your emergency evacuation destinations in case roads are blocked. Have a physical map of the area available in your evacuation kit in case GPS satellite transmissions are down or your devices run out of power.

Four

Have your emergency evacuation plan in writing along with important addresses and phone numbers and give them to each member of the family.



Five

Gather important documents. Keep the following important documents in a safe place that you can easily access and take with you in the event of an emergency evacuation:

- Prescriptions.
- Birth and marriage certificates.
- Passports.
- Driver's license or personal identification
- Social Security cards.
- Insurance policies — homeowners, vehicle, life and any others.
- Recent tax returns.
- Employment information.
- Wills and deeds.
- Stocks, bonds and other negotiable certificates.
- Financial information such as bank, savings and retirement account numbers and recent tax returns.
- Home inventory – this will be useful if you need to apply for disaster aid or make an insurance claim.

Useful link:

[Emergency agencies, resources and apps](#)



Types of Emergencies

The three main types of emergency situations within the City of Greater Bendigo are bushfires, floods and storms.

Thankfully, there are a lot of emergency services, like firefighters, government organisations and members of the community, working extremely hard to support everyone.

The Bendigo Emergency Relief Centre is used as a short-term response to an emergency.

Sensory elements within the Bendigo Emergency Relief Centre can differ vastly, depending on the type of emergency situation impacting the community.

Please refer to the next three pages for specific emergency sensory elements.



Bushfire



Flood



Storm

Type of Emergency

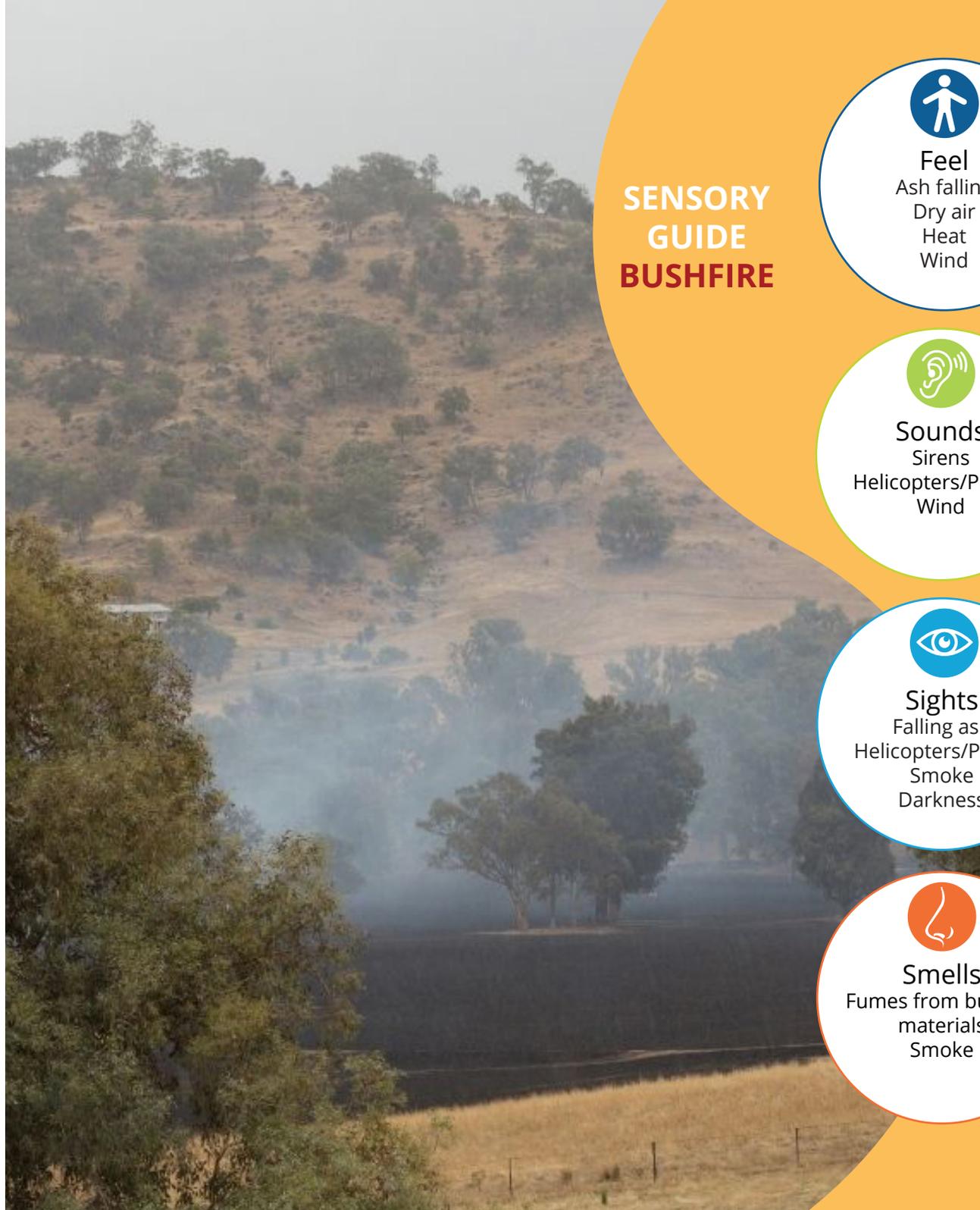
Bushfire

Bushfires are uncontrolled fires burning in a grass, scrub, bush, or forested area.

Visit [page 3](#) to learn how to prepare for an emergency evacuation ahead of time.



Lookout for this symbol throughout the Access Key to return to this page for the sensory elements of a bushfire.



SENSORY GUIDE BUSHFIRE



Feel
Ash falling
Dry air
Heat
Wind



Sounds
Sirens
Helicopters/Planes
Wind



Sights
Falling ash
Helicopters/Planes
Smoke
Darkness



Smells
Fumes from burning
materials
Smoke

Type of Emergency Flood

A flood is a rise of water that is most often caused by heavy rains.

Visit [page 3](#) to learn how to prepare for an emergency evacuation ahead of time.



Lookout for this symbol throughout the Access Key to return to this page for the sensory elements of a flood.



SENSORY GUIDE FLOOD



Feel
Flying insects
Humidity



Sounds
Helicopters/Planes
Rain
Sirens



Sights
Flying insects
Helicopters/Planes
Mud
Water



Smells
Mud
Sewerage
Stagnant water

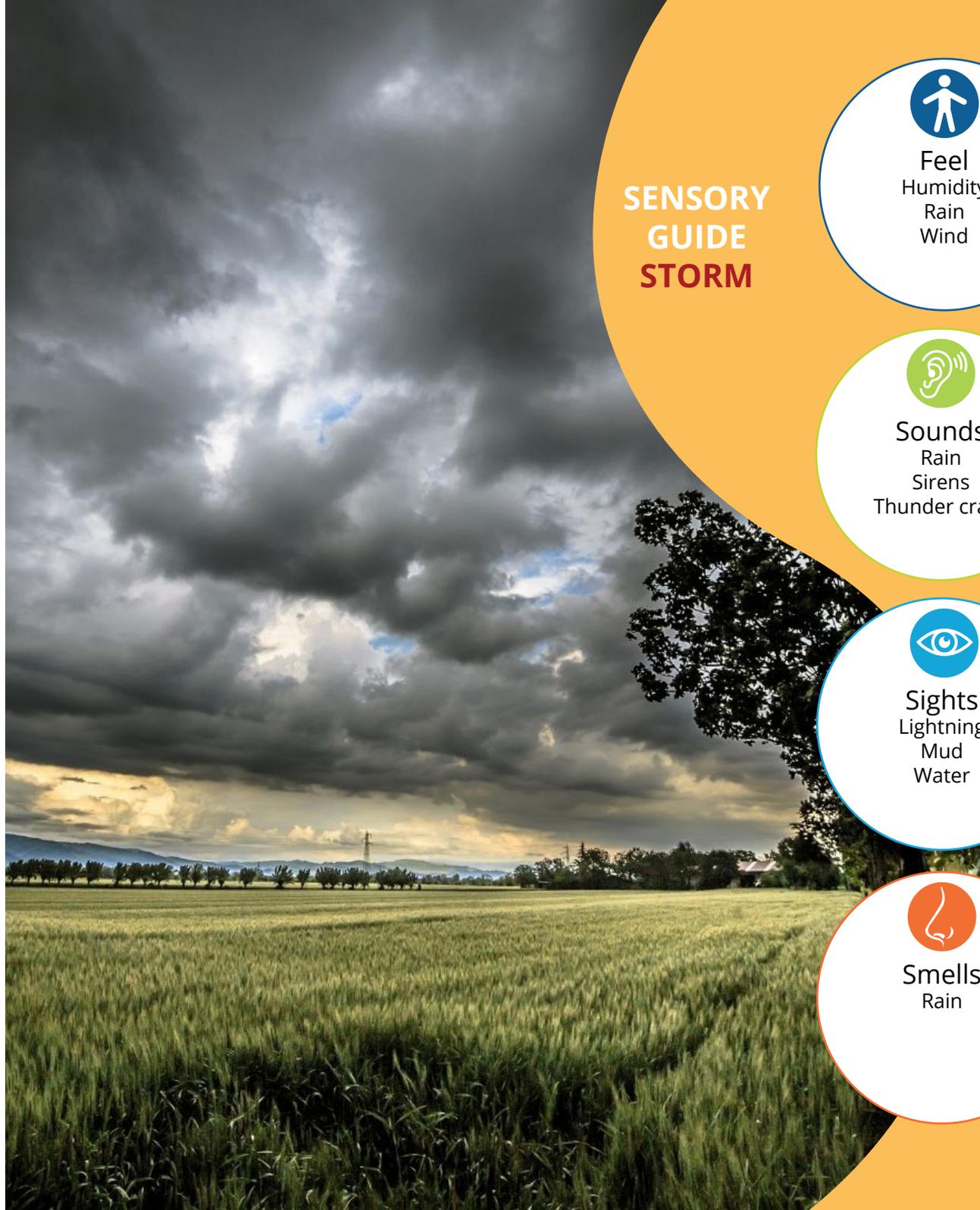
Type of Emergency Storm

During a storm there may be heavy rain, strong winds, hail, thunder and lightning.

Visit [page 3](#) to learn how to prepare for an emergency evacuation ahead of time.



Lookout for this symbol throughout the Access Key to return to this page for the sensory elements of a storm.



SENSORY GUIDE STORM



Feel
Humidity
Rain
Wind



Sounds
Rain
Sirens
Thunder crack



Sights
Lightning
Mud
Water



Smells
Rain

Guidelines

Thank you for choosing to use an Access Key for Bendigo Emergency Relief Centre. This customised accessibility guide provides accurate and convenient information about accessing the Bendigo Emergency Relief Centre during an emergency evacuation. Access Keys are universally designed and suitable for all people, regardless of ability.

For your Access Key to be successful, we recommend you follow these guidelines:

- Access Keys are available [online](#) to help you prepare for your visit in advance.
- Access Keys can be read and shared in an environment free of distractions.
- Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.
- If sharing the Access Key with participant, help the participant comprehend key points, consistently monitoring for level of understanding.
- If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.
- If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.
- Once the visit has taken place, revisit the Access Key to celebrate success.
- Accessibility information is located on page [31](#).
- Safety information is located on page [32](#).
- Download Access Key in its entirety, 33 pages in total.



**Access
Ability
Australia**

Access Keys are designed and developed by AccessAbilityAustralia.

To view the full range of free Access Keys available, go to [AAA Library](#).
For Access Keys in Braille or audio, please [Contact Us](#).
Please complete our short [survey](#) to help us ensure continuous improvement.



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COMMUNICATION BOARD

November 2021, V1

I need help



First aid



I don't speak English



Deaf/Hard of hearing



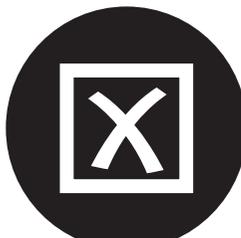
Question



Yes



No



Write it down



Name/Phone



Something is wrong



Fully accessible toilet



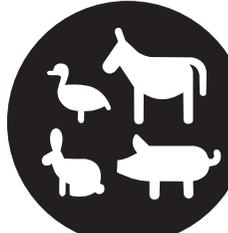
Time



Phone



Animals



Police



Quiet place



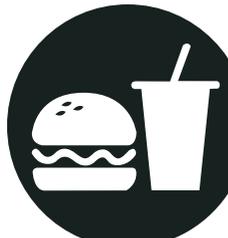
Recharge station



Wi-Fi



Food/Drink



Public transport



Did You Know?

Bendigo Emergency Relief Centre is proudly supported by the City of Greater Bendigo.

View the City of Greater Bendigo's [All Ages All Abilities Action Plan](#).

The City of Greater Bendigo is committed to ensuring that the way people move around the city, access information and buildings, and their overall experience within the community is inclusive and accessible. Services at Bendigo Emergency Relief Centre have been designed to allow access for people of all abilities.

The Bendigo Emergency Relief Centre is used as a short-term response to an emergency. Council can decide to set up the centre, in response to a particular emergency, in consultation with [Victoria Police](#) (VicPOL) and emergency management staff. [The Country Fire Authority](#) (CFA) and the [Victoria State Emergency Service](#) (VicSES) may also be in attendance.

Services include:

- First aid.
- Community information sessions.
- Food and drink.
- Essential supplies such as clothes and blankets.
- Emergency shelter/accommodation.
- Personal support.
- Provision for pets.
- Showering and toileting facilities.

Emergency support information, including financial crisis support, can also be provided during and after an emergency event. Please visit the Department of Families, Fairness and Housing [website](#) for more information.

Emergency management roles and responsibilities are outlined in the Victorian State Emergency Management Plan ([SEMP](#)).

In an emergency, community members should:

- Call 000 (triple 000) if you have a life-threatening emergency.
- Stay informed by listening to ABC radio 91.1 or watch your [local emergency broadcaster](#).
- Put their [emergency plan](#) into action.
- Keep calm and follow the advice of emergency services.
- Be decisive. If your plan is to leave, then leave early.
- Consider registering with the Red Cross [Register.Find.Reunite](#) service – it can help people reconnect with family and friends during and after an emergency.

Useful links

- [City of Greater Bendigo website](#)
- [Bendigo Emergency Relief Centre Social Story](#)

To provide feedback, please contact City of Greater Bendigo customer service on (03) 5434 6000 or email requests@bendigo.vic.gov.au.

Getting There

The Bendigo Emergency Relief Centre is located in the Bendigo Exhibition Centre at the Prince of Wales Showgrounds, 42 Holmes Road, Bendigo North.

See Google Maps reference [here](#).

Train

The nearest railway station, Bendigo Station, is 4.6km from the centre.

Bus

The regional bus from Bendigo to Eaglehawk will take you to the Bendigo Emergency Relief Centre. The nearest bus stop is directly in front of the Prince of Wales Showgrounds entry gates.

During an emergency, transport can be made available from local train and bus stations to the Bendigo Emergency Relief Centre.

For further information on how to get to the Bendigo Emergency Relief Centre, please visit [Public Transport Victoria](#).



Parking

The most convenient parking for Bendigo Emergency Relief Centre is located within a designated carpark on site.

There are:

- Two accessible parking bays located 45 metres from the entrance to the centre.
- Over 100 general carparks with no restrictions. Please follow directions of Traffic Management staff and parking signage.

Buses will be directed to an overflow carpark on site.

Please inform Traffic Management Staff if any assistance is required upon arrival at the entry gates.



Arrival

Hours of operation are only during emergency events affecting community members in the City of Greater Bendigo. Council will decide when to open the centre, in consultation with Victoria Police.

During an emergency, Victoria Police and Traffic Management staff in high visibility vests will have a strong presence at the entry gate to the Prince of Wales Showgrounds carpark. The blue and red flashing lights of emergency services may be visible, as well as an 'Emergency Relief Centre' sign.

Victoria Police or Traffic Management will talk to you from your car and direct you to parking. They will also give you directions to the registration area.

Any emergency evacuee with COVID-19 symptoms or who has been in contact with a positive COVID-19 case, will be referred directly to the local COVID-19 testing clinic.

If you have a pet, you may be directed to a specific area of the showgrounds for further assistance.

If feeling distressed or overwhelmed, please alert staff at the gate so they can request further support.

Please be mindful of supervising children around potentially heavy traffic within the carpark.



Bendigo Exhibition Centre



Legend	
■ Registration Area	■ Toilet
■ Pavilion	■ Accessible Toilet
■ Community Room	■ Portable Changing Places/Marveloo
■ Kitchenette	■ Entrance
■ Kitchen	⌂ Staircase
■ Staff Only Area	♿ Access Ramp

Entry and Registration

On arrival, evacuees will be asked to line up to register their attendance at the centre. There is a shaded area directly outside the main entrance.

Before entering, you will be required to sanitise your hands and put on a clean face mask (if restrictions require).

Entry to the Bendigo Emergency Relief Centre is via a manual glass door, opening outward with a clearance of 800mm. Doors can be opened to double doors with a clearance of 1650mm.

Registration tables will be located directly ahead of the entry doors. These tables are generally staffed by council staff and Red Cross volunteers.

If there is a large queue you may be directed to a seated area.

Other staff and volunteers such as the Victorian Council of Churches Emergencies Ministry (VCCEM) may also have tables in the registration area.

Emergency evacuees with additional needs, medical issues or food allergies should inform staff at registration.

There will be a visual [Communication Board](#) at registration to support confident communication.

Once registered, staff or volunteers will direct you to the appropriate area of the Bendigo Emergency Relief Centre.



Feel

Change in ground surface
Shared personal space



Sounds

Announcements
Generators
People
Phones



Sights

Crowd movement
Flashing lights
Flying insects
Glare
People



Smells

Sanitiser

SENSORY GUIDE

Staff and Volunteers

The Bendigo Emergency Relief Centre is staffed by various representatives who are skilled in the assistance of community members affected by an emergency.

These representatives wear a range of different uniforms.





Traffic Management

Location: At entry gates and in the carpark.

Uniform: Black pants. Blue or grey shirts with the City of Great Bendigo logo. High visibility jackets. Caps with council logo may also be worn.

Role:

- Safely direct emergency evacuees through the entry gates to designated parking and to the registration area.
- Discuss potential COVID-19 symptoms and redirect emergency evacuees to the local testing clinic if required.
- Communicate any additional support that emergency evacuees may require.



City of Greater Bendigo Staff/ Volunteers

Location: At the registration desks and roaming throughout the centre.

Uniform: Orange or yellow high visibility vests. Identification tags.

Role:

- Co-ordinate the emergency relief centre operations.
- Register emergency evacuees as they arrive.
- Liaise with other agencies involved to ensure all emergency evacuees are supported.
- Organise community information sessions.
- Co-ordinate emergency accommodation at the centre.



Emergency Relief Centre Manager

Location: Roaming throughout the centre.

Uniform: High visibility vest with 'Relief Centre Manager' on the back.

Role:

- Co-ordinate and liaise with services in the centre, as well as Incident Control.



Disability Advocates

Location: Roaming throughout the centre.

Uniform: High visibility vests. Identification tags.

Role:

- Assist emergency evacuees who have a disability with support and equipment required.
- Assist emergency evacuees with a disability to complete documents.
- Refer emergency evacuees with a disability to formal support agencies as required.



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Image: Department of Defence



Emergency Services

Victoria Police, Country Fire Authority, Victorian State Emergency Service and Australian Defence Force (for large scale events).

Location: At the entry gates and roaming throughout the centre.

Uniform: Official emergency services uniforms.

Role:

- Provide security and ensure that all emergency evacuees are safe.
- Provide a supportive role to ensure the centre is staffed appropriately.
- Assist with setting up accommodation.
- Assist with providing information at community information sessions.

North State Security

Location: Roaming throughout the centre.

Uniform: Navy blue uniform with reflective stripes on vests and caps with logo.

Role:

- Ensure all emergency evacuees, staff and volunteers are safe whilst at Bendigo Emergency Relief Centre.



Department of Families, Fairness and Housing (DFFH)

Location: At the registration area and roaming throughout the centre.

Uniform: Polo shirts with the state government logo and black pants.

Role

- Assist emergency evacuees with the process to obtain recovery grants.
- Link emergency evacuees to a case worker at the Department of Housing, if required.

Victorian Council of Churches Emergencies Ministry (VCCEM)

Location: At the registration area and roaming throughout the centre.

Uniform: Blue uniform with the VCCEM logo. White vests with 'Personal Support' written on the front and back.

Role

- Provide emotional support, counselling, comfort, and compassion to emergency evacuees. Support is not religious in nature, unless upon request.
- Referral to formal social services.

For more information, please visit the Victorian Council of Churches Emergencies Ministry [website](#).



Red Cross Volunteers

Location: At registration desks and roaming throughout the centre.

Uniform: Beige, grey or red shirt with Red Cross symbol. Sometimes Red Cross volunteers wear a white vest.

Role:

- Register emergency evacuees as they arrive.
- Communicate any extra support to other staff That an emergency evacuee may require.
- Direct emergency evacuees to the appropriate area.
- Assist with catering.
- Assist with handing out emergency supplies and hygiene packs.
- Refer distressed emergency evacuees to Victorian Council of Churches Emergencies Ministry (VCCEM).

St John's Ambulance

Location: Within a marquee in the recreation room, directly ahead of the registration area. They may also be located in the pavilion.

A St John's Ambulance cross may be visible on the marquee.

Uniform: Dark green uniform with St John's Ambulance cross

Role:

- Provide first aid.
- Refer serious medical issues to the local hospital.

Bendigo Community Health

Location: Roaming throughout the centre.

Uniform: High visibility vests. Identification tags.

Role:

- Humanitarian services to assist specific cohorts within the community during an emergency.

Marveloo

There is a dedicated portable Changing Places/fully accessible toilet and changeroom at Bendigo Emergency Relief Centre. This is a mobile Changing Places facility, also known as a [Marveloo](#).

Changing Places toilets have extra features and more space to meet the needs of people with disabilities or additional requirements.

Location: Outside of the Bendigo Emergency Relief Centre.

Includes:

- External sunshade.
- 4.5m Access ramp with handrail.
- Unisex, fully accessible toilet and adult change facility with artificial lighting.
- Door 1: manual door opening inward. Door clearance 870mm.
- Door 2: automatic with push button at 960mm AFFL. Door 2 opens inward. Door clearance 870mm.
- Push button lock at 1100mm AFFL.
- Grab bars to the left and behind toilet.
- Toilet height 460mm AFFL with left hand transfer.
- Sink height 830mm AFFL with lever tap 980mm AFFL.
- Privacy curtain.
- Heating and cooling.
- Hand dryer.
- Sharps unit.
- Signage detailing operating instructions for safe use of change table and ceiling hoist located on wall above change table.
- Electronically height adjustable and manual foldable table with maximum load 170kg.
- Overhead C450 Omni ceiling hoist with weight capacity 204kg.
- Push button to exit Marveloo 930mm AFFL.

Users of the Marveloo are required to provide their own sling for the ceiling hoist and are advised to check that their sling is compatible with the C450 Omni hoist prior to use. If there is any uncertainty, please do not use hoist.

Watch our video on [YouTube](#) to learn more.



Feel

Change in ground surface



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

SENSORY GUIDE

Toilets

Bendigo Emergency Relief Centre has two sets of public toilets.

Location: After entry, at the rear of the registration room.

Includes:

- One unisex, accessible toilet with artificial lighting
- Manual door opening inward. Door clearance 920mm. Twist lock 1230mm AFFL.
- Cubicle space 2360mm x 1880mm.
- Grab bars to the left and behind toilet.
- Toilet height 460mm AFFL with left hand transfer
- Sink height 780mm AFFL with lever tap 890mm AFFL.
- Baby change area.
- Separate male and female toilets. Female includes child toilet with additional baby change.

Location: In the pavilion, after entry stairs, on the right (pictured).

Includes:

- One unisex, accessible toilet with artificial lighting.
- Manual door opening inward. Door clearance 900mm. Twist lock 1200mm AFFL.
- Cubicle space 1700mm x 2400mm.
- Grab bars to the right and behind toilet.
- Toilet height 450mm AFFL with right hand transfer.
- Sink height 800mm AFFL with lever tap 880mm AFFL.
- HSSH with grab bars.



Feel

Change in ground surface



Sounds

Echo
Hand dryer
(excl pavilion accessible)
Toilet flushing
Water running



Sights

Mirror/Reflection



Smells

Air freshener
Bathroom smells
Disinfectants

SENSORY GUIDE



Supports

Recreation Area

A recreation area will be made available in the Community Room. Supports within this area will depend on the cohort of emergency evacuees.

Location: The Community Room is directly ahead of the registration area. Entry is via a sliding door with a clearance of 2370mm.

Supports may include:

- First aid.
- Community information sessions.
- Food services.
- Provision of supplies.
- Supports for children.



SENSORY GUIDE RECREATION



Feel

Change in ground surface
Enclosed space
(St Johns marquee)
Shared personal space



Sounds

Amplified voice
Announcements
Children playing
Generators
People | Phones
Television



Sights

Crowd movement
Glare
People



Smells

Disinfectants
Food/Drink
Sanitiser



Supports

First Aid Services

First Aid services are provided by St John's Ambulance.

Location: In the Community Room.

First aid services may also be provided in the pavilion. Entry to the pavilion is from the registration room, just before the toilets. Entry is via a glass door opening outward with a single clearance of 850mm. This door can also open to a double door with a clearance of 1740mm.

St John's Ambulance staff are generally located inside a white marquee with the St John's cross visible.

Role:

- First aid for injuries and medical issues sustained.
- Referral to Bendigo Health for serious injuries or medical issues.

Please note that St John's Ambulance is not able to provide prescription medications to emergency evacuees. This service is provided by local pharmacies who can deliver prescription medications as appropriate.



Supports

Community Information Sessions

Community information sessions will be held at the Bendigo Emergency Relief Centre. This gives emergency evacuees the opportunity to receive important information and updates regarding an emergency.

Location: In the Community Room.

Community information sessions are advertised on signs/information boards around the Bendigo Emergency Relief Centre. Signs may be printed or hand-written. Community information sessions may also be advertised through local media.

The Relief Centre manager or Victoria Police generally conduct the community information sessions after liaising with Incident Control and other agencies such as the Country Fire Authority.

Includes:

- Amplified speaker voice through a microphone.
- Auslan interpreter.
- Chairs with backrests and tables.
- Room for wheelchair users to sit.
- VCCEM and Red Cross volunteers to assist emergency evacuees who need additional support to understand the information provided.

Information regarding emergency evacuee's property may also be given to individuals as information is received.



Supports

Food Services

During an emergency, the Bendigo Emergency Relief Centre will provide food to emergency evacuees.

Location: In the Community Room.

Red Cross, council staff and volunteers are responsible for food catering during an emergency.

Includes:

- Hot or cold food at specific meal times. Public announcements are made for meal times in the centre.
- Individual meals are placed on serving tables for evacuees to collect.
- Food can always be made available for emergency evacuees arriving at the centre outside of meal times.
- Self-serve tea and coffee is available at all times in the kitchenette.
- Food allergies, intolerances and cultural requirements can be catered for. Please inform staff at registration.
- Assistance for emergency evacuees who need support at meal times.
- Chairs with backrests and tables.

Information boards will have meal times written on them.



Supports

Provision of Supplies

Supplies may be provided to emergency evacuees during an emergency at the Bendigo Emergency Relief Centre.

Location: In the community room.

Supplies may also be provided in the pavilion. Entry to the pavilion is from the registration room, just before the toilets. Entry is via a glass door opening outward with a single clearance of 850mm. This door can also open to a double door with a clearance of 1740mm.

Supplies will be made available at tables staffed by Red Cross and other volunteers.

Includes:

- Clothing.
- Blankets.
- Hygiene packs.
- Toiletries.
- Nappies and formula.
- Pet food.

Roaming welfare checks from staff and volunteers throughout the centre will be carried out to ensure emergency evacuees have what they need.

The Department of Families, Fairness and Housing can assist emergency evacuees to apply for relief grants to obtain further supplies. Please see staff in the registration area.



Emergency Shelter and Accommodation

During an evacuation, the Bendigo Emergency Relief Centre will provide emergency shelter and accommodation.

Location: If small numbers of emergency evacuees require shelter, they will be accommodated in the recreation room. Larger numbers of emergency evacuees will be accommodated in the pavilion.

Please speak to staff at registration if you have specific accommodation requirements due to a disability or medical conditions. Additional supports such as hospital beds and hoists can be provided.

Council staff liaise with the Salvation Army Bedding Truck to provide all requirements.

Includes:

- Stretcher beds.
- Pillows, sheets and blankets.
- Marquees to ensure privacy for families and small groups.
- Emergency evacuees with additional needs and their carer may also request marquees.
- Carpet squares within marquees.
- White, plastic picket fencing may be used to separate areas.
- Portable toilet and showering facilities may be brought into the centre.
- Generators may be brought in to heat or cool areas.
- Victoria Police, the Australian Defence Force or security companies will be present in the accommodation areas.

Please note that lockers are not available. Emergency evacuees are responsible for their own valuables.



SENSORY GUIDE



Feel

Change in ground surface
Enclosed space (within marquees)
Shared personal space



Sounds

Announcements
Echo (pavilion)
Generators
People
Weather (pavilion)



Sights

Crowd movement
Glare
People



Smells

Food/Drink
(from nearby catering)
Sanitiser

Personal Support

The Victorian Council of Churches Emergencies Ministry (VCCEM) and Red Cross volunteers are available to provide emergency personal support.

Location: Each agency has a table in the registration area, directly ahead of the entry doors to the centre. Volunteers will also roam around the centre to assist emergency evacuees who require personal support.

Includes:

- Emotional support, counselling, comfort and compassion. Support is not religious in nature, unless upon request.
- Linkages to social networks and referral services.
- EAL and AUSLAN interpreters.
- Specific disability support for people with a disability and their carers.
- The provision of personal support is not time limited. It begins at the point of impact of an emergency event and can continue after the immediate crisis is over.



Pets

Bendigo Emergency Relief Centre can accommodate pets and farm animals on site.

Assistance animals are welcome within the centre. All other animals can be accommodated in barns and sheds on site.

It is important, as part of your emergency plan, that you bring food, medications, and cages for your pets. If this is not possible in an emergency, assistance is available at the centre. Please speak to Traffic Management and Registration staff.



Accessibility

Throughout

- Inclined 25m pathway from carpark to main entrance with gradient of 1:37 (2.67%).
- Inclined 35m pathway to Marveloo with gradient of 1:17 (5.87%).
- Internal terrain of carpet and concrete.
- Outdoor terrain of concrete, grass and bitumen.
- Step free access to centre.
- Clear wheelchair circulation space.
- Registration tables with height 740mm AFFL and knee clearance 690mm AFFL. Chairs can be made available at registration tables.
- Staff available to read information to evacuees if required.
- Pen and paper available for exchanging information.
- Limited Wi-Fi may be available, excluding times where there are power cuts during an emergency.
- Wheelchairs, hoists and other disability specific equipment can be provided. Please inquire at registration.
- Interpreter service.
- Auslan interpreters.
- Quiet areas available for evacuees who are overwhelmed.
- Spaces for a person using a wheelchair to sit with friends.
- Assistance animals welcome. A dedicated grassed area for dogs to do their business will be located outside the pavilion. Water bowls can be provided.

- ATM located at the front entry gate.
- Available storage area for medical equipment. Please inquire at registration.

Community Room

- Kitchenette with bench height 1000mm AFFL. No knee clearance.
- Kitchenette tap operating height 1180mm AFFL.
- Kitchenette fridge handle height 800mm AFFL.
- Round tables with height 700mm AFFL and knee clearance 670mm AFFL.
- Rectangular tables used for serving food or supplies and for dining with height 740mm AFFL and knee clearance 690mm AFFL.
- Outdoor area exit door opening outward with a single clearance 800mm. Can open to double doors with a clearance 1650mm.
- Chairs with backrests.
- Staff and volunteers are available to read information contained on information boards in the recreation room.

Pavilion

- Pavilion space 100m x 50m.
- Two accessible ramps from registration room to pavilion with landing platform in between.
- Ramp one with length 15m and gradient 1:14 (6.97%).
- Ramp two with length 15m and gradient 1:12 (8.27%).

Emergency Shelter and Accommodation

- Signed scooter charging points will be made available.
- Storage areas for medical equipment/mobility aids can be arranged. Please speak to staff at registration.
- Mobile phone charging points available.



Safety

- Inclined pathway to main entrance with uneven surface.
- Glass doors, side panels and windows throughout centre with no contrast safety bands.
- Mat across access doorway at main entry to centre.
- Defibrillator located with St John's Ambulance and in the centre's office.
- Sanitisation stations located outside entry doors.
- Illuminated exit signs.
- Wet floor signage may be displayed.
- No TGSi from main entrance/exit pathway to carpark.
- All staff and volunteers have Working with Children checks.
- Seating not contrasted to walls and floors.
- Security patrolling the centre 24 hours a day during an emergency.
- Children to be actively supervised at all times.
- No smoking.
- Evacuation maps located throughout.
- Outdoor areas with lighting at night.
- Audible alerts in the case of an emergency.
- Fire wardens onsite.
- In the event of an emergency, staff will help and direct evacuees. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area.
- [COVID safe link](#)
- Community Room entry with small raised edge.

Pavilion

- Stairs from registration room to pavilion with single handrail and TGSi at top and bottom.
- Ramps from registration room to pavilion with single handrails, TGSi and lighting.



Bendigo Emergency Relief Centre



Contact

Prince of Wales Showgrounds
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Website <https://www.bendigo.vic.gov.au/>

