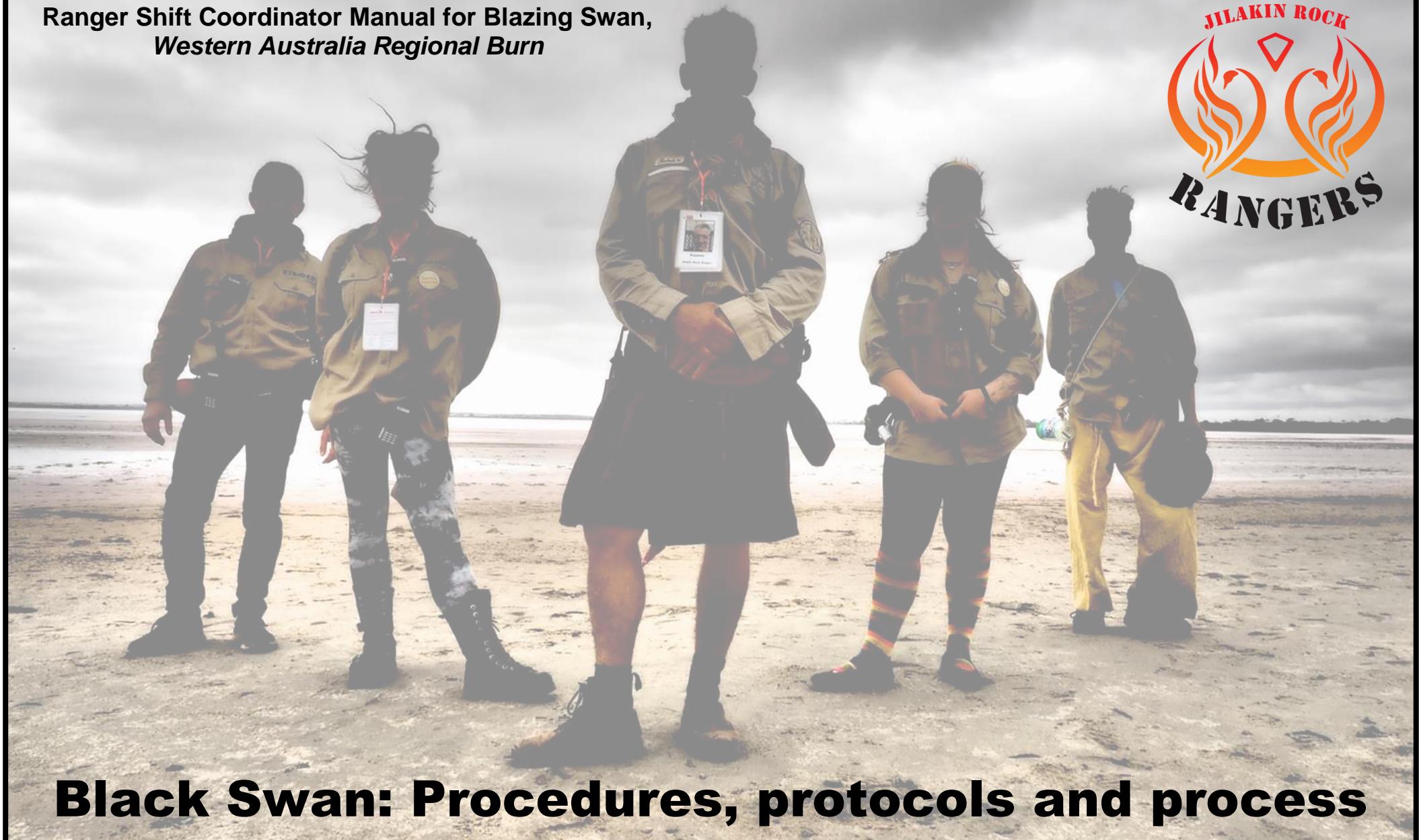




Ranger Shift Coordinator Manual for Blazing Swan,
Western Australia Regional Burn



Black Swan: Procedures, protocols and process



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"By transcending the model, you will work within the boundaries of the tool set provided while finding your own style shaped by your gut, heart and mind. Ranger with curiosity and humility. If you are relaxed and not thinking about every move you make, you can instead integrate the concepts of Ranging as your own."



Welcome to Black Swan

Who Is Black Swan

Black Swan is the radio handle of the Ranger shift coordinator. In Black Rock City (Burning Man) they are called Khaki, in Red Earth City (Burning Seed) they are called Red 5. Black Swan supports Rangers on shift. They secure resources and communicate with other departments to ensure timely response to incidents. They monitor radio channels, ensure 'Must Report' incidents are dealt with promptly, manage incident reports and offer face-to-face advice to Rangers in the field.

Black Swan shifts tend to 'pulse'. They will have periods when it is intensely busy with important, urgent and complex issues...interspersed with quiet and non-eventful moments when you draw breath, catch-up on administrative tasks and wonder 'what was that!'

A useful Black Swan skill is the ability to identify what is important and what is urgent. Black Swan will attend to the important first, as everything will be presented as urgent!

Personal Qualities

- Tolerant of ambiguity and ability to remain calm, composed and steadfast during; storms, emotions, and crises.
- Displays confidence and can function in an orderly and purposeful manner in situations of uncertainty.
- Ability to think analytically.
- Strong communication and listening skills.
- Effective working relationships.
- Understanding of and ability to maintain various administrative processes.
- Good organizational skills.

Tasks

- Makes initial Ranger assignments for shift patrol.
- Keeps track of where Rangers are in the city and what they're doing.
- Dispatches Rangers to incidents.
- Provides a rapid response to 'Must Report' situations.
- Answers questions and provides advice to Rangers over the radio.
- Meets face-to-face with Rangers as requested or as the incident load permits.
- Monitors multiple radios (i.e., Rangers, General and UHF open channel).
- Communicates with Emergency Services Departments to dispatch resources (fire, medical etc.) to incidents.
- Provides consistency throughout the Ranger shifts that happen during the day, passing on information to team members who come after them.
- Handles Incident Reports, ensuring accurate notes are submitted.
- Manage lost property.
- Liaises with other Blazing Swan departments.
- Informs the Event Manager of pertinent situations as they develop.



Incident Reporting

Response

These are the how the organization both captures relevant information and learns. While we have no desire to 'drown in paperwork' their intent is to capture information that may be relevant later...or allow repeat incident from the same source to be noted (and possibly acted upon).

- When a significant incident is reported, fill-in; name of Ranger reporting, date, time and type of incident.
- Ranger to complete when coming off duty (call Rangers in early if they have 2 or 3 to do).
- Black Swan to complete 'Head Ranger' section and report further or file as appropriate.

BLAZING SWAN

Blazing Swan Incident Report Form

Person filling out form details:

Name:	Position:
Signature:	Date:

Incident Details:

Date and Time:	Name of people/camps/vehicles involved:
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Incident Description:

Witnesses (Names, Contact details and Camp location if further communication required):

Reporting to Operations Officer, Committee, Head Ranger

Reported to:	Date/Time:
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Acknowledgement of receiving report:

Incident Number: Related Incident Number(s):
Gxx (general), Cxx (conflict), Fxx (fire), Mxx (medical)

Follow Up Action
Description of actions, if required, to reduce, resolve, prevent further incident:

Use back of page if more room is required

Triggers

Report from Ranger

Resources

- Risky
- Medics
- Security
- Green Dots
- Event Manager
- Fire Dept.
- DPW

Rangers

Report to Black Swan

Complete report before going off duty

Resolution

Incident followed-up or brought to attention of relevant Crew Lead or Event Manager

Follow-Up

Does a participant need informing of outcome?



Confidentiality

Response

The Black Swan role carries with it a responsibility over and above that of a dirt Ranger. You are trusted by others to handle information, which is sometimes of a personal, private and confidential nature.

Holding confidences is an ethical imperative implied by the code of conduct describe in the Ranger Training Manual and the 11 Points of Rangering. We model and uphold our Community Standards.

Gossiping about what occurred, posting about it on social media, or taking the matter outside the Rangers is counterproductive and does not ensure confidentiality.

Triggers

Exposure to information of a personal, private or confidential nature.

Resources

- Ranger Training Manual
- 11 Points of Rangering
- Ranger Lead for debriefing



Medical Emergency

Response

For all mobile and non-urgent medical requests, Rangers should be instructed to either direct or escort the participant to Medical.

- Alert Care Bear3 with details: nature & severity of incident, location.
- Let Ranger Team know that Medical assistance is on its way. Ask them to reassure injured participant, apply any appropriate first aid response, create a scene perimeter and await any further instruction from Medics.
- Request that they radio through when Medics arrive on scene.
- Rangers to remain on scene until released by Medics.
- Rangers call through to inform Black Swan when released from scene by Medics.

Other possible responses:

- Rangers to identify and record any witness details if appropriate.
- Black Swan to involve other Crew Leads if appropriate: Event Manager, Risk, DPW etc. This will only be necessary if the injury occurred as a result of another's behaviour or negligence...and will require a separate incident report (non-consensual danger).

Was incident severe enough to leave Rangers attending it traumatised? Discuss & debrief with them.

MUST REPORT

Triggers

Report from Ranger or participant.
"I need immediate medical assistance..."

Resources

- Medics
- Event Manager or other Site Crew (possible)

Rangers

- Attend to participant.
- Maintain scene perimeter.
- Support Medics under their direction.
- Report when released from scene.
- Record any additional information if needed (witnesses etc.)

Resolution

Medics take control of incident.

Follow-Up

Accurate and factual Incident Report written.



Non-Consensual Danger

MUST REPORT

Response

Ascertain: was it a 'near miss' involving negligence or is it an on-going safety issue.

For a 'near miss':

- Instruct Rangers to take-up incident with responsible party and report resolution to Black Swan.

For willful negligence:

- Instruct Rangers to make scene safe.
- Identify and take-up with person responsible.
- Report to relevant Crew Lead (immediately or at appropriate time according to need).

Near Miss involving negligence (nobody hurt):

- Electrical safety
- Structural safety
- Unsafe Burn Barrel
- Art Car issues: speeding, passengers getting on/off unsafely etc.

Willful negligence (possibly somebody hurt or repeat transgression):

- Art Car driver openly drinking
- Repeated Art Car transgressions (speeding, unsafe loading/unloading etc.)
- Theme Camp leaving Burn Barrel unattended
- Unapproved fire
- Participant using a handheld laser
- Dosing another participant without their consent

Is there a need to record other witnesses etc?

Triggers

Report from Ranger or participant e.g.

- Vehicle
- Fire Barrel
- Laser
- Theme Camp: electrical, structural
- Art installation
- Behavioural

Resources

- | | |
|----------|-----------------|
| • Risky | • DPW |
| • Fire | • DMT |
| • Medics | • Event Manager |

Rangers

- Remove risk.
- Follow-up with appropriate person.
- If it remains unresolved, report back to Black Swan.

Resolution

Source of danger removed and reported to other Crew Lead.

Follow-Up

- Accurate and factual Incident Report.
- Relevant Crew Lead informed.



Lost Child

MUST REPORT

Response

The average response time for finding a lost child at Blazing Swan is six and a half minutes.

- Immediately call that a child is missing on both General and Ranger's radio channel. Use "**Break, Break, Break**" to interrupt other radio traffic. Request that recipients stand-by with a pen and paper for further essential information about the child.
- Event Manager will contact with Gate to confirm that they have enacted closure procedures, and confirm with Black Swan once done.
- Gather following information and make an '**Allcom**' broadcast:
 - Name
 - Age
 - Height & Weight
 - Eye, hair, and skin color
 - Clothing worn
 - Location and time last seen
 - Names of parent/guardians
 - Camp location (if known)
 - Relationship of reporting participant to child (if not parent/guardian)
- Encourage at least one parent to remain at Ranger HQ.
- When child is found, they are to be brought to Ranger HQ for release to the parent(s) by Black Swan. Request and record ID.
- Inform Rangers and General channel that child has been found.
- Event Manager to inform Gate that it may re-open.

Triggers

Reported by Rangers or parent/guardian.

Resources

- | | |
|-------------------------|-----------------|
| • Gate | • Event Manager |
| • All other Departments | |

Rangers

- Stay with parents.
- Record information and start looking for child.
- Return child to Ranger HQ for release to parent.

Resolution

Child found and released to parent.

Follow-Up

Incident report.
Black Swan conversation with parent/guardian and child.



Found Child

MUST REPORT

Response

A found child is less urgent than a lost child, but is still a serious incident.

- Advise Rangers to reassure and comfort child.
- Try to gather the following information from the child:
 - Names of parent/guardians
 - Description of parent/guardian
 - Name and location of their camp
 - Location and time they last saw their parents
- Rangers should attempt to help the child find his/her parents. When this becomes futile, child should be relocated to Ranger HQ and made comfortable until parents are located.
- Report to other Rangers description and advise that there is a found child at HQ.
- Request and record parents ID on releasing a found child.

Situations that require intervention: the unaccompanied child appears to be lost, frightened, confused, or around something inappropriate for minors (sexuality, alcohol, etc).

If a found child is located to Ranger HQ, use caution if providing food and/or drink for comfort. You do not know if the child has any allergies, intolerances or parental determined food preferences.

Triggers

Reported by Rangers or a participant.

Resources

- | | |
|----------------------|-----------------|
| • Other participants | • Event Manager |
|----------------------|-----------------|

Rangers

- Reassure child.
- Must never be alone with the child.
- Child is brought to Ranger HQ for release to parent.

Resolution

Parents/camp located and child released.

Follow-Up

Incident report.
Black Swan conversation with parent/guardian and child.



Physical Violence

MUST REPORT

Response

Is it on-going or already happened?

On-going:

- Immediately alert Security and direct them to the scene.
- Identify if a Medical response is needed...and direct to scene.
- Instruct Rangers to ensure their own and others safety, DO NOT intervene physically or put themselves in danger...enlist participants friends to calm them down or separate. Create a perimeter and vacate participants (use other participants as appropriate).
- Dispatch other Ranger Team to location (careful use of language over radio!)
- Inform Event Manager
- Await Security response.
- Identify appropriate witnesses and record details.

Reported:

- Ranger to gather victim details/report.
- Rangers to request victim attend Ranger HQ to make report to Black Swan.
- Black Swan to follow-up with Event Manager and take appropriate further action.
- Identify any further witnesses (names, camp contact details etc.)

Is there a need for follow-up support, debriefing etc.

Triggers

- Child abuse
- Altercation
- Fighting
- Domestic Violence
- Unprovoked attack

Resources

- Medics
- Security
- Event Manager
- Police

Rangers

- Secure scene
- De-escalate situation
- Remove others from any ongoing danger
- Support

Resolution

- Scene made safe.
- Event Manager & Ranger Lead response.

Follow-Up

- Accurate and factual Incident Report.
- Witness details/statements.
- Debriefing of Rangers.



Sexual Assault

MUST REPORT

Response

**Our role is victim care and information gathering only, NOT investigation.
Refer to as 'SA' or 'Sierra Alpha' on the radio.**

- Find out if Medical assistance is needed and dispatch to location.
- Inform Event Manager to see if Security or Police are required immediately.
- Arrange to meet Event Manager at location with a Ranger of the same gender. Response team to be kept small.
- Remove participant to quieter location of their choice if required (Ranger HQ, Medical, own camp).
- If the victim is comfortable telling you about their assailant, gather information on the alleged perpetrator(s); name (default and/or Playa), description (physical and clothing), current and camp location. Do not ask the victim to tell their story, as that can be traumatising and usually police want to take that initial report. If the victim wants to tell their story, listen and take notes.
- If scene is where assault occurred; do not touch or disturb. Secure for Police follow-up.

Victim care:

- Be sensitive and use appropriate language.
- Be careful not to stigmatise the victim by speaking loudly or calling unnecessary attention to the victim in any way.
- Offer the victim a blanket or something to cover themselves to keep warm.
- Make no comments implying that the victim "asked for it" or is lying. Let the victim know that she/he is believed, that the assault was not her/his fault.
- Reassure the victim that only the perpetrator(s) is to blame for an assault.

Triggers

Any reported unwanted, forced, or coerced sexual act; including inappropriate sexual contact or fondling, rape and child sexual abuse, whether or not there was penetration.

Resources

- | | |
|------------|--------------|
| • Medics | • Events |
| • Police | Manager |
| • Security | • Green Dots |

Rangers

- Follow Black Swan directions.
- Stay with and care for victim until help arrives.
- Gather any witness details where appropriate.

Resolution

Victim is cared for and information provided to relevant authority.

Follow-Up

- Incident Report.
- All written materials gathered together.



Death

MUST REPORT

Response

Under NO circumstances is any public reference made to 'dead' or 'death' either over the radio or verbally while the incident is unfolding.

- Instruct Rangers to initiate DRSABCD and secure scene if it is safe for them to do so.
- Radio Care Bear1 for immediate dispatch to location.
- Alert Event Manager and Ranger Lead.
- Proceed to location to support scene control and Ranger Team.

Once scene has been controlled by Medics and Event Manager, follow their instructions.

Will need to identify and record contact details of any witnesses.

Be alert to need for follow-up support for Rangers, witnesses and immediate friends/family of victim.

Locate victims campsite and who they attended with.

Instruct all Rangers on duty to respond to any requests for information from other participants with:

"This situation is currently being managed. The participant has been evacuated to the nearest hospital. We currently have no other information."

Triggers

Report from Ranger or participant.
Called-in is as: "**Urgent Medical for someone unconscious and not breathing. Request face-to-face with Black Swan.**"

Resources

- Medics
- Event Manager
- Security

Rangers

- Initiate DRSABCD.
- If possible:
 - Create perimeter and secure scene for medical arrival.
 - Identify & retain witnesses.
 - Get other participants to leave area.

Resolution

Situation taken over by Medics and Event Manager.

Follow-Up

Ensure accurate and factual Incident Form write-up by Rangers who responded to incident.



Emergency Evacuation

Response

Emergency Response & Evacuation is the call of the Event Manager and outlined in the Risk Management Plan.

- The role of Black Swan is to coordinate Rangers as Muster Wardens, directing participants to the nearest Muster Points.
- During evacuation, standard evacuation procedures will apply – people will be discouraged from attempting to obtain valuables / personal effects from the evacuated area until such time as the ALL-CLEAR has been established.
- The Decision to evacuate the site will be taken by the Event Manager.
- All personnel in possession of a two-way radio will monitor the radio for an evacuation instruction.
- An evacuation instruction, if issued, will be broadcast on two-way channels and public address systems as ‘Evacuate, Evacuate, Evacuate’ and will be broadcast consistently at regular intervals until the evacuation is complete, or the “ALL-CLEAR” message is given.
- The ALL-CLEAR will be given by repeated broadcast of ‘ALL-CLEAR, ALL-CLEAR, ALL-CLEAR’ over the two-way radios and public address system to inform Muster Wardens that the site is safe and people may be permitted to depart from muster points.

Emergency Muster Points are detailed on all site plans.

Triggers

Event Manager decision in the event of large scale emergency.

Resources

- Risk Management Plan
- Police
- Fire Department
- Medical

Rangers

All on-duty and any available off-duty Rangers to participate.

Resolution

ALL-CLEAR given.

Follow-Up

Incident report.



Arson

MUST REPORT

Response

In the event of an arson attempt:

- Contact Black Swan identify location and type of incident.
 - Black Swan to contact security.
- Establish a cordon secure the scene, await response from crew.
 - If possible identify the suspect, seek witnesses if available.
 - If the culprit is in the area, maintain contact with them and follow them try and leave the area. Maintaining contact is more important so that the suspect is caught.

In the event of a successful arson attempt:

- Declare an emergency, by calling Fire, Fire, Fire over the radio, give a clear indication of the location of the fire.
- Identify the closest fire extinguisher and attempt to attack the fire if safe.
 - If possible instruct other attendees to grab other fire extinguishers.
- Once fire fighters arrive, cordon off the area and move the crowd clear of the smoke generated by the fire.

In the event that an arson attempt has been made and the suspect has not been identified and apprehended:

- There are a number of locations on site that large quantities of fuel and wood are stored. These need to be checked and secured or moved.
- Have Rangers interview people in the area of the arson attempt and see if the suspect can be identified.
- Report this matter to the Police

Triggers

Reported by Rangers or parent/guardian.

Resources

- Gate
- All other Departments
- Event Manager

Rangers

- Cordon off the area
- Identify the suspect
- Follow the suspect if identified and safe to do so

Resolution

Suspect identified and apprehended

Follow-Up

Incident report.



Critical Incident (1)

Response

A Critical Incident involves mass casualties and possible on-going safety concerns affecting an area of Blazing Swan.

- A Critical Incident is initiated by the radio call “PAN, PAN, PAN” over the General repeater channel. Upon hearing this, the Event Manager and crew leads for; Medics, Fire and Rangers will switch their radios to the Security/Gate repeater channel and make their way to Ranger HQ.
- The Ranger Lead will dispatch Black Swan to the incident to manage Rangers there.
- Rangers’ role is first and foremost to ensure participant safety by maintaining a perimeter at the scene. They may provide support to Medics or Fire Crew when requested for evacuation of casualties, dispersing crowds and perimeter maintenance.
- All casualties are to be taken to the Medic Station by Ranger HQ for triage and medical response. In the event of a casualty having to remain in place, Rangers will ensure a suitable perimeter is maintained.
- Where mass casualties are to be transported off-site, Rangers may be needed to manage traffic or exit points (ambulance via Crew Gate or helicopter via Greeters Paddock)
- Once all casualties requiring evacuation are off-site and the scene is deemed safe, Rangers may be recalled to HQ for a debrief.
- In the event of an on-site death, the scene may need a permanent perimeter. This will be created with star-pickets and haz-tape and must have a permanent Ranger team continually monitoring until the scene is under direction of the police.

Triggers

Called by service leads (Medical, Fire and Rangers) or Event Manager in response to a mass casualty situation.

Resources

- | | |
|------------------------|-----------------|
| • Risk Management Plan | • Fire Crew |
| • Police | • Medical |
| | • Event Manager |

Rangers

All on-duty and any available off-duty Rangers to participate.

Resolution

ALL-CLEAR given.

Follow-Up

Incident report.
Post-incident management.



Critical Incident (2)

Response

Post-Critical Incident is primarily about the management of information and ensuring that post-trauma support is available to any participants or crew that require it.

- Be aware of any Rangers who have undertaken longer shifts or been exposed to traumatic situations. They will need to be de-briefed and released from shift at the first possible opportunity.
- The Event Manager and Ranger Lead will prepare a post-critical incident briefing for dissemination to Rangers. Rangers are expected to stay on script.
- Where participants have been evacuated and left friends on-site, Rangers will support and facilitate practical methods of reunification.

Effective post-incident trauma support will include the following elements:

- A short factual statement about what is known about the incident, the possible effects on those involved, what is being done for them and what is going to happen in the future, eg. planned debriefing sessions.
- Information on acute stress response (what is happening to people now) and how people can care for themselves.
- An arrangement for a structured debriefing session within 48-72 hours.
- The provision of different levels of service for those differently affected.
- Referrals to various resources including counselors.

Triggers

Once emergency response teams and the Event Manager call the incident over, Rangers play a key role in post-incident management.

Resources

- | | | |
|------------------------|-----------------|-------------|
| • Green Dot
Rangers | • Police | • Fire Crew |
| • Medical | • Event Manager | |

Rangers

All Rangers are provided a briefing determined by the Emergency Response Lead.

Resolution

Event Manager calls the incident over.

Follow-Up

Incident report.
Post-incident management.



Structural Failure

Response

In the event of a structural failure:

- Evacuate all participants from the structure.
- Rangers are to cordon off the area.
- DPW to assess the structure to determine if it can be made safe.
 - If the structure cannot be made safe, DPW to determine how the structure can be safely disassembled.
- DPW to coordinate with owner to make the structure safe

Triggers

Structural failure of theme camp or structure on the event site

Resources

- DPW
- Rangers
- All event crew

Rangers

Cordon off the area and ensure participants are not attempting to enter structure to get valuables

Resolution

Structure made safe/disassembled

Follow-Up

Identify cause



Structural Collapse

Response

In the event of a Structural Collapse:

- Evacuate all participants possible from the structure.
- Rangers are to cordon off the area.
- Contact local emergency services
- Medical and Fire resources to attend.
- Try to identify location of trapped participants.
- Assess if it is safe to remove participants.
- Remove participants only if safe to do so
- DPW to assess the structure to determine if it can be made safe.
 - If the structure cannot be made safe, DPW to determine how the structure can be safely disassembled/demolished.

Triggers

Structural failure of theme camp or structure on the event site

Resources

- DPW
- Rangers
- All event crew

Rangers

Cordon off the area and ensure participants are not attempting to enter structure to get valuables

Resolution

Participants safely removed, Structure disassembled/demolished

Follow-Up

Medical Treatment as required, Identify cause



Bulk dumped waste

Response

Dumped rubbish normally acts as a magnet to others who want to dump their rubbish. As such large dumps need to be identified and removed as soon as possible.

Contact DPW/Moop Train about the dump and coordinate response to ensure it is removed as soon as possible.

If possible have a crew member guard the area to stop other dumping before removal can be affected.

Have Rangers talk to those in the area to see if the dumper can be identified.

Triggers

Dumped rubbish identified

Resources

- DPW
- Rangers
- Moop Train

Rangers

Rangers to secure the area while clean up can be initiated

Resolution

Rubbish removed from site

Follow-Up

Identify the dumper by interviewing neighbouring participants



Snake/Fauna Hazard

Response

Contact Black Swan.

Create a cordon around the area, leaving an escape route for the animal.

Black Swan to contact licensed herpetologist to deal with situation. Yeti is a licensed herpetologist.

Herpetologist to remove animal and relocate in a safe area away from the event.

Triggers

Fauna coming into contact with participants

Resources

- Licensed herpetologist
- Rangers

Rangers

Rangers to cordon off the area ensure participant safety

Resolution

Fauna caught or leaves event site

Follow-Up

Nil



Fuel/Hydrocarbon Spill

Response

Cordon off the area.

Contact DPW.

If safe and possible cut off source of leak.

DPW will:

- Contain the spill if possible.
- Absorb the spill if possible (sand or spill kit).
- Remove contaminated materials.

Triggers

Fuel/hydrocarbon Spill

Resources

- DPW
- Rangers

Rangers

Rangers to cordon off area while DPW works.

Resolution

Fuel contained and contaminated materials removed.

Follow-Up

Identify source of leak.



Loss of VHF Repeater

Response

The VHF repeater is located on the large rock behind the crew kitchens, see map ref XXXX.

The VHF repeater will be powered by extensions leads running from the generator compound behind the crew kitchens.

In the event that the repeater goes off line:

- Contact Black Swan and inform that the General Channel is off the Air, all event management traffic will now switch to the Admin Channel.
- Check the repeater end to see if power is received at that end, if not contact the Electrical Contractor or DPW to check supply in the generator compound. (DPW channel will still work)
- If the repeater is still not working, radio communication across the whole site is not possible. You will need to recruit relays to pass messages as required, particularly to geographical remote locations on the site such as gate.

Triggers

Loss of comms on the main radio channel, other channels will still work.

Resources

- | | |
|-------------------------|-----------|
| • Electrical Contractor | • Rangers |
| | • DPW |

Rangers

Rangers are a good resource to use as message runners.

Resolution

Repeater is power back up and check to be operational.

Follow-Up

None.



Loss of Water Supply

Response

Contact Black Swan and inform of the loss of water supply:

- Remember to include location and cause if known.
- Attempt to stop any active water leak, search for shut off valve and stop flow to leak.

Managing the loss of water supply:

- Ascertain the amount of water still currently stored on site.
- Contact the Shire of Kulin to arrange additional deliveries.
- Coordinate with DPW to rectify the cause of the issue. If the issues cannot be resolved develop way to tag system out.
- Inform participants of the situation. Limit water usage where possible to safe guard further supply. Drinking and Toilets take priority over showers.

Triggers

Loss of water supply on the event site.

Resources

- DPW
- Shire of Kulin
- Septage Contractor

Rangers

Cordon off area if spill is ongoing, monitor spill and ensure that localized flooding does not occur or impact participants

Resolution

Water supply restored

Follow-Up

Identify cause, rectify as necessary.



Loss of Septic Systems/Septage Spill

Response

Contact the Septage Contractor.

Secure the toilets associated with that Septic system, cordon the area there is a risk of spillage.

Liaise with Septage Contractor and DPW.

Inform Rangers and Participants will mean long term closure of toilets.

Triggers

Resources

- Septage Contractor
- DPW

Rangers

Rangers are to cordon off the area

Resolution

Septage system returns to working state.

Follow-Up

Identify cause. Rectify as necessary



Loss of Electrical Supply

Response

Contact the Electrical Contractor.

Event Manager to await at location to coordinate response.

Triggers

Loss of electrical supply on the event site.

Resources

- Electrical Contractor
- DPW

Rangers

Nil

Resolution

Power restored

Follow-Up

Identify cause and rectify if necessary.



Altered / Intoxicated

Response

Referral to Medics and/or Sanctuary is ONLY when the participant clearly cannot care for themselves or is presenting dangerously to others. We do not seek to take away individuals agency.

Once a decision has been made to enact a 'duty of care' to the participant:

- Request Rangers gather information about the drug(s) taken, quantity and when (if participant is able to give this).
- Inform Sanctuary lead that there is a participant requiring support.
- Either Rangers will escort the participant to Sanctuary, or Black Swan will dispatch a Green Dot to assist with this.
- Sanctuary Lead inform Black Swan when participant is under care of Sanctuary.

Considerations in making a 'duty of care' call:

- Participants camp mates/friends are not able to be located or are clearly unable to provide for or manage the participant.
- The participant requests intervention.
- The participant is dangerous to themselves or others.

Under NO circumstances should Rangers be requested to physically intervene with an altered or intoxicated participant.

Drugs or references to drugs are not broadcast over the radio.

Triggers

Report from Ranger

Resources

- | | |
|--------------|--|
| • Green Dots | • Participants friends, family or camp mates |
| • Medics | |
| • Security | |

Rangers

- Reassure participant.
- Seek to gather additional information (about drug and participants camp).
- Assist in getting the participant to Sanctuary

Resolution

Participant regains agency.

Follow-Up

Incident report.

Looking for similar incidents to establish if a single source of drug is negatively effecting a number of participants.



Noise

Response

Where Radical Self-Expression clashes with Civic Responsibility.

Should a complaint come to Black Swan through a Ranger:

- Ensure that Rangers have exhausted all FLAME, conflict resolution and mediation strategies.
- Offer a face-to-face with the parties at their location (dependent on availability).
- If there continues to be no resolution and, in your opinion, the noise is excessive and unreasonable; involve Event Manager (or Committee member).

Forming an opinion:

- Is 'having a good time' at the expense of ruining someone else's experience?
- Has an attempt been made by either party to find an acceptable volume?
- Is it a noisy/non-silenced generator being used between 12AM and 6AM?
- Is someone trying to sleep during the day...have they tried earplugs?
- Is there an expectation of 'noise-free zones'?

Triggers

Report from Ranger or participant

Resources

- Event Manager
- Sound Compliance Team

Rangers

- Encourage direct mediation between participants.
- Have exhausted all other strategies
- Maintain Social Capital

Resolution

- Acceptable solution found by both parties.
- Resolution imposed by Event Manager / Committee member.

Follow-Up

Incident report.



Drones

Response

CASA rules will apply. In addition, the following JRC-specific requirements will apply:

All drone-operators must be registered photographers and be licenced.

They must notify HQ and record when they will commence and complete their flights.

There will be a prohibition* on drone flights over JRC during fireworks and effigy/temple burns.

*(*It is possible we may quietly retain the option for permission to potentially be granted to a if jointly agreed by the Event Manager, Black Swan and Drone-Photographer Coordinator - however permission would then only be to allow flights at a significant distance (e.g. >100m) away from the fire and crowd.)*

As the drone-operators are carrying a radio, Black Swan can direct them to land if the emergency chopper is summoned.

Triggers

Report from Ranger or participant

Resources

- Event Manager
- Risk Team

Rangers

- Encourage direct mediation between participants.
- Have exhausted all other strategies
- Maintain Social Capital

Resolution

- Drone is brought to ground.
- Resolution imposed by Event Manager / Committee member.

Follow-Up

Incident report.



Lost & Found Property

Response

Found property handed-in at the Ranger HQ is managed in one of two ways.

High Value

Items such as phones, devices, cameras, wallets, passports, medication, prescription spectacles etc. are recorded in the Lost Property Book. Circle 'FOUND'. They are to be bagged, tagged and placed in the secure box at back of HQ. Only Black Swan or Ranger Lead can access this.

Low Value

Placed in the large box inside entrance to HQ. Participants can self search.

Reports of lost property are recorded in the Lost Property Book. Circle 'LOST'. If the item is high value and held at Ranger HQ, request identity, return the property and both participant & Black Swan sign the release section. Write 'RESOLVED' across the entry.

Item No.	FOUND	Item Description	Found by	Phone	Camp
	LOST	Area	Owner	Phone	Camp
		Date	Sign for collection	Black Swan	

Example of a lost or found entry. The book is held under the counter at Ranger HQ. Complete as much detail as possible.

Note: Many larger Theme & Sound Camps hold their own lost property and may not pass it in to Ranger HQ until the end of the event. Encourage participants to retrace their steps and check with them first before recording an item as lost. Many phones are reunited this way!

Triggers

Report or handed-in by participant.

Resources

- Lost property record book
- Lost property box
- Secure valuable container
- Ziplock bags

Rangers

- Direct participants to Ranger HQ.
- Do not handle lost property on behalf of participants (unless of high value such as medication, passports, wallets)

Resolution

Owner & property reunited.

Follow-Up

Item returned to owner or on display at Nest for two weeks after event. A photo of all lost property to be posted on Blazing Swan 'Lost & Found' Facebook page. Any unclaimed lost property will be either donated to Burners without Borders or Op Shops.



Stolen Property

Response

Participants who have seen their property being taken or report that their vehicle or tent has been broken into should be encouraged to report the matter directly to the police. Without an incident number, they will not be able to make an insurance claim.

Reports can be made to the police over the phone on: 131 444

- Complete an incident form
- Alert Rangers to be discrete but vigilant...there is no desire to unduly alarm other participants, but in the event of a repeat occurrence, Rangers will inform other participants staying in the general area to ensure that valuable as locked or made safe.
- Reports or details of alleged thieves to be shared with Security and Event Manager.

Triggers

Report from participant

Resources

- Police
- Security

Rangers

- Direct participants to Ranger HQ.
- Be aware of location reported and when on patrol, discretely ask other participants if they saw or heard anything.

Resolution

Owner & property reunited.

Follow-Up

Item returned to owner



Ugly Ducklings

Response

In the event of a report of Ugly Ducklings:

- Gather as much information to identify non-ticketed participant as possible.
- Relay information to Security lead and Event Manager.
- No other intervention required.

Under NO circumstances are Rangers to physically intervene or directly challenge a participant over their lack of wristband. They relay any relevant information to Black Swan for follow-up and investigation by Security or Event Manager.

Triggers

Report from Ranger

Resources

- Event Manager
- Security

Rangers

- May ask participant where their wristband is.
- If they form a belief that the participant does not have one, gather any details possible (description, where they are camping, where last seen, number etc.).
- Call through to Black Swan.

Resolution

Security involvement

Follow-Up

Incident report.



Complaints

Response

In the event of a participant making a formal complaint:

- Listen attentively before making a response.
- Attempt to resolve or explain if minor and/or a misunderstanding (FLAME!).
- If the complaint is about the behavior of a Blazing Swan crew member or volunteer, or not immediately resolvable, request that they put the complaint in writing with contact details (provide pen and paper if necessary).
- Complete an Incident Form and attach complaint.
- Bring to the attention of Event Manager (should it be about the Event Manager, the complaint goes to the Chairperson of Blazing Swan).

Complaints about the behavior of others are treated as 'allegations'. The role of Black Swan is to take the complaint, ensure confidentiality and pass it on to the Events Manager to investigate further.

Triggers

Report from participant

Resources

- Event Manager

Rangers

- Rangers FLAME all complaints first.
- If of a more serious nature, they refer complainant to Black Swan.

Resolution

Complaint investigated

Follow-Up

Incident report.
Event Manager to respond to complainant.



Ranger Station

Response

The Ranger Station can become very busy...remain tolerant and welcoming!

If operational reasons require you to reduce the number of people in HQ to 'essential personnel' only, make the call.

Situational Awareness

- Shared with Fire Department
- Participants to remain in designated area
- Crew will come & go and can access resources
- Ensure confidentiality of relevant documentation / information
- Parking safety & designated ambulance area
- Is there a security team member near-by
- Active situations

Routine Tasks/Maintenance

- Hourly radio contact with all Rangers on shift
- Do the water stations need re-filling (hot & cold)
- Is it messy
- Does the fire pit need topped-up
- Are all radio batteries on charge
- Are the 'comfort' supply levels OK (tea/coffee/milk etc.)
- Ensure shift handover is smooth
- Ensure all Incident reports are completed
- Monitor additional radios

Rangers

- Can access all areas
- Help keep the area clean & tidy
- Can store personal items while on shift

Resources

- Large map
- Fire pit
- Ranger supplies
- Ranger documentation
- Radio charging
- Tea/Coffee
- Device charging
- Crew toilets & showers
- Lost property (valuable) box
- Off-site passes
- Shift & Communication board
- Urgent & Emergency contact details



Shift Changeover

Response

Incoming

- Relevant sign in/out documentation completed and any resources needed.
- Ranger has their shirt and identification laminate.
- All radios are working.
- Determine Teams (allocate experience with new where possible).
- Communication Board is updated with radio handle of each Ranger in Team.
- Provide a shift briefing including any live operational matters, concerns, points to Ranger (communal fire pits etc.)

During

- Call Rangers on shift back to HQ 10-15 minutes before shift changeover.
- Offer Rangers on shift opportunity to call in to HQ for a drink every 2 hours (according to operational needs).
- Ensure radio contact with every Ranger on shift at least once per hour.

Outgoing

- Relevant sign in/out documentation completed and any resources returned.
- All Incident Forms have been completed.
- Debrief over any relevant incidents (it's good practice to inform Rangers over how an incident was resolved if they don't already know).
- Encourage additional shift sign-up or Burn Perimeter sign-up.
- Ensure each Ranger going off shift is personally thanked for their time. Try and provide one piece of positive feedback over something they did while on shift.

Shifts

Graveyard	00:00 – 06:00
Morning	06:00 – 10:00
Lunch	10:00 – 14:00
Afternoon	14:00 – 18:00
Swing	18:00 – 24:00

Resources

- Shift sign-in book
- Radios & charging station
- Laminates
- Ranger backpacks
- Comfort area
- Ranger shirts
- Comms board

Rangers coming on shift

- Sign in
- Sign radio out
- Check each others equipment
- Attend Black Swan briefing

Rangers going off shift

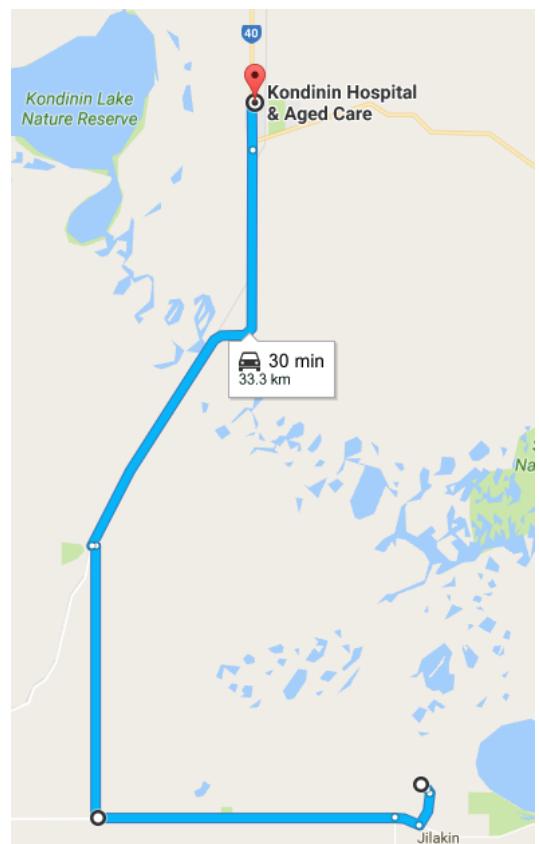
- Sign radio in
- Complete any Incident Reports
- Sign out
- Can request additional shift
- May debrief with Black Swan



Local Hospitals

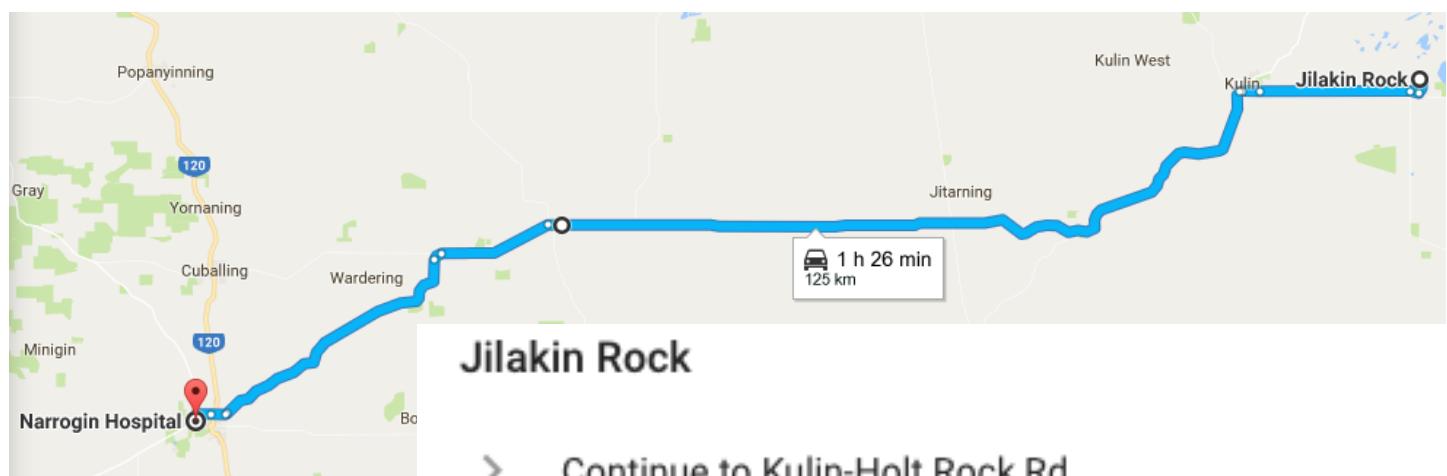
Jilakin Rock

- > Continue to Kulin-Holt Rock Rd
3 min (1.2 km)
- > Follow Kulin-Lake Grace Rd to Tarin Rock Rd N in Kulin
7 min (9.4 km)
- > Follow Tarin Rock Rd N to Williams-Kondinin Rd
8 min (8.0 km)
- > Follow Williams-Kondinin Rd to Graham St in Kondinin
12 min (14.7 km)



Kondinin Hospital & Aged Care

130 Graham St, Kondinin WA 6367



Jilakin Rock

- > Continue to Kulin-Holt Rock Rd
3 min (1.2 km)
- > Follow Kulin-Lake Grace Rd and Williams-Kondinin Rd to Narrakine Rd in Narrogin
1 h 23 min (124 km)

Narrogin Hospital

Williams Rd, Narrogin WA 6312



Name:
(Print clearly)

Volunteer Requirements, Expectations and Commitment

Jilakin Rock Rangers are participants who volunteer a portion of their time at Blazing Swan in service of the safety and well-being of the Blaze community. Rangers act as non-confrontational community mediators, providers of reliable information and facilitators of public safety. The Ranger role comes with some responsibility as we are trusted by our fellow participants to maintain and uphold our community standards. Rangers always behave in an ethical and just way while undertaking their shift.

Requirements and Expectations

	I have read the Jilakin Rock Ranger Training Manual.
	I will arrive for my shift(s) in good time, sober and equipped.
	I understand that all 'Must Report' situations are to be called through during my shift.
	I understand and will uphold the good standing of the Ranger Organisation.
	I will take good care of any Blazing Swan equipment I use during my shift.
	I will maintain confidentiality of information of a personal and private nature relating to participants and other Rangers encountered during my shift(s).
Signature:	Date:

Volunteer Personal Information

Full Name:	Camp Location:
Radio Handle:	
Date of Birth:	Home Address:
Phone:	

Any medical conditions or allergies we should be aware of:

Emergency Contact Details

Name:	Number:	Relationship:
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