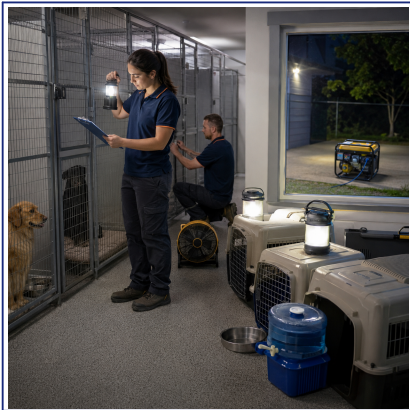


PROCEDURE 14

Power, water, sewerage or critical-system failure

Purpose: Maintain safe containment, ventilation, temperature, hydration, sanitation, medication and communications, or relocate before welfare is compromised.



SITE CUSTOMISATION REQUIRED. This national baseline must be adapted through a site risk assessment, worker consultation and advice from the relevant state or territory regulator, emergency services, council, insurer and veterinarian. Human life takes priority.

Business and site details

Business legal name		Trading name	
Site / branch		ABN	
Physical address		Emergency entry / cross street	
Site manager		Incident Controller	
Maximum dogs		Maximum people	
Operating hours		Main phone	

Document control

Issue date		Next review date	
Approved by		Position	

Activate this procedure when

- Power outage, pump or mains-water failure, sewer backup, gate/access-control fault, alarm/CCTV outage, refrigeration failure, IT/phone outage or medication-storage failure.

P Protect people	A Alert and activate	W Welfare and secure dogs	S Sign off accountability
---------------------	-------------------------	------------------------------	------------------------------



Step-by-step emergency response

- 1 Identify scope and safe duration.** Check affected systems, expected restoration and current weather/occupancy. Do not rely on an uncertain restoration time.
- 2 Activate manual controls.** Use physical keys, paper census, torches, radios and manual temperature/medication logs.
- 3 Protect essentials.** Prioritise potable water, ventilation/cooling, secure barriers, sanitation, medically required equipment and medication temperature.
- 4 Stop intake and reduce load.** Suspend new dogs and arrange controlled owner pickup or relocation while safe conditions remain.
- 5 Escalate or evacuate.** If safe containment, water, ventilation, temperature, sanitation, lighting or communication cannot be maintained, close and relocate using the manifest.
- 6 Control contamination.** For sewerage or water-quality concerns, isolate the area and affected supplies and obtain utility/public-health advice.

Do not

- | | |
|-------------|---|
| STOP | Use generators or fuel-burning equipment indoors or near air intakes. |
| STOP | Use unverified water for drinking, food preparation or wound care. |
| STOP | Operate electric gates, baths, dryers or damaged equipment until declared safe. |

After the immediate danger

- Verify systems under load before reopening.
- Review backup duration against maximum occupancy and local outage history.
- Replace compromised food, medicines, vaccines or cleaning products according to professional advice.

Assigned emergency roles

Incident Controller	Selects the safe action, liaises with emergency services and authorises recovery.	
People / Area Warden	Protects people, sweeps assigned areas if safe and reports status.	
Dog Movement / Canine FA	Secures, identifies, separates, triages and moves dogs within training.	
Communications / Recorder	Calls services and owners, maintains the time log and preserves records.	

Procedure readiness checklist

- ☐ Label electricity, gas, water, pumps, sewer controls, manual gates and emergency release tools.
- ☐ Maintain battery lighting, radios, manual census forms and access controls for power outages.
- ☐ Store emergency potable water and sanitation supplies based on maximum occupancy and outage time.
- ☐ Operate generators outdoors, secured from dogs and away from buildings, windows and air intakes.
- ☐ Nominate alternate care, transport and reduced-occupancy arrangements before welfare is compromised.
- ☐ Quarantine contaminated food, water, medicines and equipment until professional advice is received.

Site-specific arrangements

Utility shutoffs / manual controls	
Emergency water / sanitation	
Generator / backup power	
Relocation trigger / destination	

Emergency contacts and notifications

Utility emergency service		Owners and veterinarian	
Council / public health / insurer if required		Primary / emergency vet	

Recommended drill: Simulate loss of power and water, activate manual controls and decide whether to reduce occupancy or relocate.

Drill, review and authorisation record

Last drill date		Participants	
Corrective action owner		Action due date	
Procedure authorised by		Authorisation date	
Gaps identified / corrective actions			

Sources and further guidance

- [1] [Safe Work Australia - Emergency plans and procedures](#)
- [2] [Safe Work Australia - WHS duties for emergency plans](#)
- [9] [business.gov.au - Emergency management planning](#)
- [10] [Queensland Government - Prepare pets for disasters](#)

Review date: source links and national emergency numbers were checked for the master manual on 31 August 2026. Confirm local numbers, warnings, laws, codes, licences and veterinary arrangements before issue and at every review.