



Emergency & Crisis Management Plan

For

Lismore & Gold Coast Campus

Version 3.0 – September 2023

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DOCUMENT ISSUE AND CONTROL

A document management system has been implemented to ensure both the continuity and clarity of the original release and to track any amendments and their source.

Version Number	Description	Date	Prepared By	Approved By
Version 1.4	SCU Emergency Management Plan (v1.4 Oct 2020) Final.docx	October 2020	The Riskworks Group Pty Ltd	Director, Property Services
Version 3.0	SCU Emergency and Crisis Management Plan_V3.0	September 2023	Contractor Compliance Officer, Property Services	Director, Property Services

Copies of the Emergency Management Plan have been issued as follows:

Copy #	Format	Located At	Responsibility of
1 of 6	Hard	Lismore Campus – W Block	Director, Property Services
2 of 6	Hard	Gold Coast Campus – Property Services Office	Manager, Property Services
3 of 6	Hard	Lismore Campus Security Gatehouse	Chief Warden
4 of 6	Hard	Gold Coast Campus – Building A Security and Facilities Office	Chief Warden
5 of 6	Hard	Lismore Campus – F Block	Advisor, Workplace Health & Safety
6 of 6	Hard	Gold Coast Campus – Building A Level 3 HR Services	Manager, Workplace Health & Safety

These Emergency Management Plans are controlled documents and are subject to audit.
They **MUST NOT BE REMOVED** from the above locations.

The reader's attention is drawn to the copyright provisions.

1.0 INTRODUCTION

1.1 Purpose

Southern Cross University (SCU) is committed to fostering an environment that is safe and welcoming for our students, staff, tenants and visitors. Striving to achieve a safe work and learning environment which prevents or mitigates known risks, prepares for, and responds to extreme and uncommon events, and then use developed resilience to recover.

The purpose of this Emergency Management Plan (EMP) is to provide comprehensive information for key elected and nominated emergency response personnel to enable quick and decisive responses to an actual or potential emergency which could threaten the safety of persons or property or significantly disrupt operations at the following locations:

- Lismore Campus
- Gold Coast Campus

This plan sets out how the University will:

- Protect and preserve life during an emergency incident
- Protect critical and important infrastructure and assets during an emergency incident
- Limit effects an (potential) emergency may have on business, brand or reputation
- Limit any effects an (potential) emergency may have on neighbouring properties and communities
- Facilitate an effective first-response to emergencies on-site
- Aid emergency services as required
- Ensure vital information is collected and communicated to key personnel in a timely manner
- Facilitate re-organisation and reconstruction activities so that normal operations can be resumed as quickly as possible
- Provide training of appointed personnel to ensure a high level of preparedness is maintained
- Provide a framework for updating and reviewing the EMP on a scheduled or as needed basis.
- Align with Safe Work Australia and Australian Standards.

1.2 What is an Emergency

An emergency is defined as: “A serious event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires an immediate and coordinated response”.

1.3 Campus Overview

LISMORE

Location: Military Road, East Lismore NSW 2480

Council: Lismore City Council



GOLD COAST

Location: Southern Cross Drive, Bilinga QLD 4225 (access via the Gold Coast airport entrance)

Council: Gold Coast City Council



1.4 University Emergency Numbers

EMERGENCY CONTACT NUMBERS:

Emergency Services	Police, Fire, Ambulance	'000' 112 via mobile
Campus Security	24/7 Hotline	(02) 6620 3333 Campus Help Phones
	Gold Coast campus Emergency Phones: adjacent to lifts on every floor Location: Building A, Ground Floor and is manned 24/7. Lismore campus Emergency Phones: in every block Location: Gatehouse, Military Road entrance and is manned 24/7.	Phone: (02) 6620 3628 Mobile: 0439 540 868 Phone: (02) 6620 3628 Mobile: 0407 456 420
First Aid Officers	https://www.scu.edu.au/staff/hr-services/workplace-health-and-safety/emergency-contacts/	
Wardens	https://www.scu.edu.au/staff/hr-services/workplace-health-and-safety/emergency-contacts/	

1.5 Glossary

This glossary of definitions is derived from the National Construction Code, State and national Work Health & Safety Legislation, Australian Standards (AS3745:2010 & 4083:2010) and considers local vernacular where necessary.

TERM	DESCRIPTION
ACTIVE ATTACKER	An armed person actively engaged in killing or attempting to cause serious harm to people.
ARMED PERSON	A person known (or claims) to be in possession of a weapon.
IED – IMPROVISED EXPLOSIVE DEVICE (BOMB)	A device made or placed in an improvised way that incorporates destructive, lethal, noxious, pyrotechnic or incendiary chemicals and is designed to destroy, incapacitate, harass or distract. Delivered as a threat, written or verbal, delivered via email, oral, or other medium.
CHIEF WARDEN	A person appointed to assume responsibility for overall command and control of an organisation's resources while the emergency management plan is activated.
CIT – CRITICAL INCIDENT TEAM	A group of key business personnel who come together to make critical decisions in the event of a crisis or emergency.
COMMAND & CONTROL	To direct, control or oversee personnel and resources of the organisation during an emergency.
DISASTER	An incident involving large number of casualties, which is beyond the capacity of available resources to manage.
DRILL	A practice method to prepare individuals for a potential emergency, for example an evacuation or lockdown.
EMERGENCY	An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response.
EMERGENCY ASSEMBLY AREA(S)	A pre-determined place or area where people can safely assemble during an evacuation because of an emergency.
ECO – EMERGENCY CONTROL ORGANISATION	A person or persons appointed by the Emergency Planning Committee to direct and control the implementation of the facility's emergency management plans and procedures.
EMERGENCY EVACUATION DIAGRAM	A schematic diagram of the sites floor plan indicating emergency exit routes, a 'you are here' marker, external assembly areas, fire hose or extinguisher locations and other important information displayed for building occupants in case of an emergency.
ECP – EMERGENCY CONTROL POINT	The location from which the ECO will coordinate internal resources during emergency response and possibly recovery.
EMP – EMERGENCY MANAGEMENT PLAN	Detailed written arrangements outlining agreed roles, responsibilities, strategies, resources, systems, equipment and arrangements needed for an emergency impacting the business.

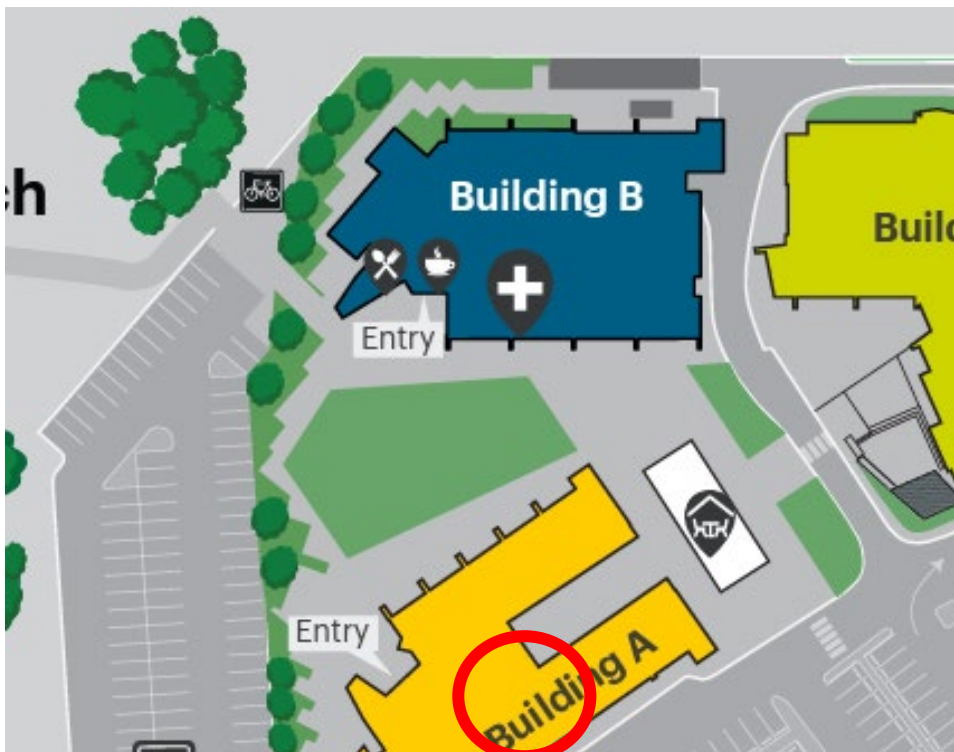
EMERGENCY PREPAREDNESS	Arrangements made to ensure that, should an emergency occur, all resources, systems, equipment and services needed to cope with an incident are tested and can be efficiently mobilised and deployed.
EWIS – EMERGENCY WARNINIG INTERCOMMUNICATION SYSTEM	EWIS panels provide automated messages and audible notifications to fire alarms. They also assist Wardens control and co-ordinate a building evacuation using a dedicated emergency telephone network and public address system.
EVACUATION - FULL/PARTIAL/INTERNAL (Ref also: Lock Down)	<p>The orderly process of relocating people from a place of actual or potential danger to one of relative safety during an emergency.</p> <p>Options include: -</p> <p>FULL – Evacuate all occupants from a building or site.</p> <p>PARTIAL – Evacuate only those occupants directly impacted by an incident from a building or site.</p> <p>INTERNAL (IN-VACUATION) – Relocate occupants impacted by an incident to a safe location within a building or site.</p>
EXTERNAL EMERGENCY	An emergency incident not on-site but which may impact the site. This may require activation of the sites EMP to mitigate potential impacts.
FIP – FIRE INDICATOR PANEL	The controlling component of a fire alarm system that activates the EWIS and Alarm Signalling Equipment to alert the fire brigade if triggered by environmental sensors such as smoke detectors.
FIRST RESPONDER(S)	Those with SCU emergency roles who are among the first to arrive on the scene of an emergency.
PERSONAL EMERGENCY EVACUATION PLAN	A personalised emergency plan designed for people with a disability who may require assistance during an emergency.
LOCK DOWN (Ref: Evacuation Options)	An emergency response option which keeps occupants secure inside a building or area on the basis an external evacuation might unreasonably expose them to greater dangers i.e. during an ‘active shooter’ emergency.
SITE	A building, structure or place that is, or may be, occupied by people for work or pleasure.
TEST	An action or procedure, intended to establish the quality, performance or reliability of a product, plan, equipment, etc.
WORKPLACE	A location where people generally go to undertake work. Technology advancements now allow workplaces to be anywhere a person regularly undertakes business related tasks such as a home, vehicle or café.

1.6 Emergency Control Point (ECP)

Lismore Campus: I Block (Gatehouse), Security Office



Gold Coast Campus: Building A, Ground Floor, Security Office



2.0 POLICY and STRUCTURE

Please refer to Southern Cross University's policies for more information about our SCU emergency response.:

- **Emergency and Crisis Management Policy**
- **Student Critical Incident Policy**

2.1 Colour Coded Emergency Responses

AS 4083:2010 Planning for Emergencies details a colour coding system used in the planning for, and responses to, internal and external emergencies (Table 1.0). Each colour easily denotes a general type of emergency which can be broadcast within a building to alert occupants and trigger responses in a timely manner without the need to broadcast specific details which could be unnecessary, sensitive or alarming.

All Southern Cross University Tenants are responsible for ensuring they develop and follow a colour coded emergency response system which aligns with AS 4083:2010 and complements SCU Emergency Policies and Procedures (2.8 External Communication).

[Table 1.0 Emergency Colour Codes](#)

CODE COLOUR	INCIDENT CATEGORY	NOMINATED SCU RESPONDER/S
Black	Personal Threat armed or unarmed persons threatening injury to others or to themselves	Chief Warden Security Personnel / Wardens Police
Blue	Medical Emergency	First Aid Officers Chief Warden Security Personnel / Wardens
Brown	External Emergency (not on-site but has potential to impact SCU business)	Chief Warden Security Personnel Wardens and First Aid Officers Critical Incident Team (CIT)
White	Chemical, biological or radiological contamination	Chief Warden Wardens Relevant Department Manager Nominated SCU Executive/s
Orange	Evacuation	Chief Warden Security Personnel Wardens Relevant Department Managers
Purple	IED (Bomb) Threat	Chief Warden Security Personnel Wardens
Red	Fire/Smoke	Chief Warden Security Personnel Wardens
Yellow	Internal Emergency Loss or disruption of services such as electrical, plumbing, etc	Security Personnel Director Property Services Relevant Trade Technician (i.e. Plumber)

2.2 Emergency Impact Levels

Crisis Management is the process by which an organisation deals with a disruptive and unexpected event that threatens to harm people, the organisation or its stakeholders. To determine the potential impact of an emergency, incidents are rated considering impact, potential duration and size of impacted area.

[Table 2.0](#) and [3.0](#) define the agreed levels and guidance on which key personnel shall respond based on the potential impact on business operations.

Table 2.0 Southern Cross University Emergency level impact guide:

LEVEL	IMPACT RATING	IMPACT DURATION	IMPACT AREA/S
Level 1	Low	Short duration (1-2 hrs)	Localised, single dept/area only
Level 2	Medium	Moderate duration (2-8 hrs)	Single building or whole department on-campus
Level 3	High	High duration (1-3 days)	Multiple buildings, departments or whole of campus
Level 4	Severe (Catastrophic)	Significant duration (many days or weeks)	Multiple campus or whole of university

Table 3.0 Incident and Crisis Management Resource Response Structure:

Levels	Incident Responders based on Impact Levels		
Incident Impact Levels	Warden	Chief Warden	Critical Incident Team (CIT)
Level 1 – Low	✓		
Level 2 – Medium	✓	✓	
Level 3 – High	✓	✓	✓
Level 4 – Severe	✓	✓	✓

2.3 Emergency and Crisis Control Organisation Structure

Roles & Responsibilities:

Emergency Services such as Police, Fire or Ambulance are defined as Combating or Coordinating Authorities for the incident. Chief Wardens have the responsibility to implement orders and authority to direct personnel not normally under their command in accordance with the Emergency Management Plan. Executive will coordinate support for the Chief Warden and ECO personnel.

Chief Warden:

The Chief Warden will be a trained and nominated representative for Southern Cross University on duty at the time of the emergency. Per AS 3745:2010 Chief Wardens have initial responsibility and authority to direct resources as planned and necessary to prevent/combat an emergency. They shall remain in control until:

- They relinquish responsibilities to a suitable replacement of the CIT
- They are incapacitated or unable to continue their duties as Chief Warden
- They transfer authority to a more qualified or suitable person (i.e. state emergency services)
- The incident is deemed over.

First Responders

Decisions on immediate response actions will be made by First Responder(s) based on their delegated authority, training and experience together with specific information relating to the incident.

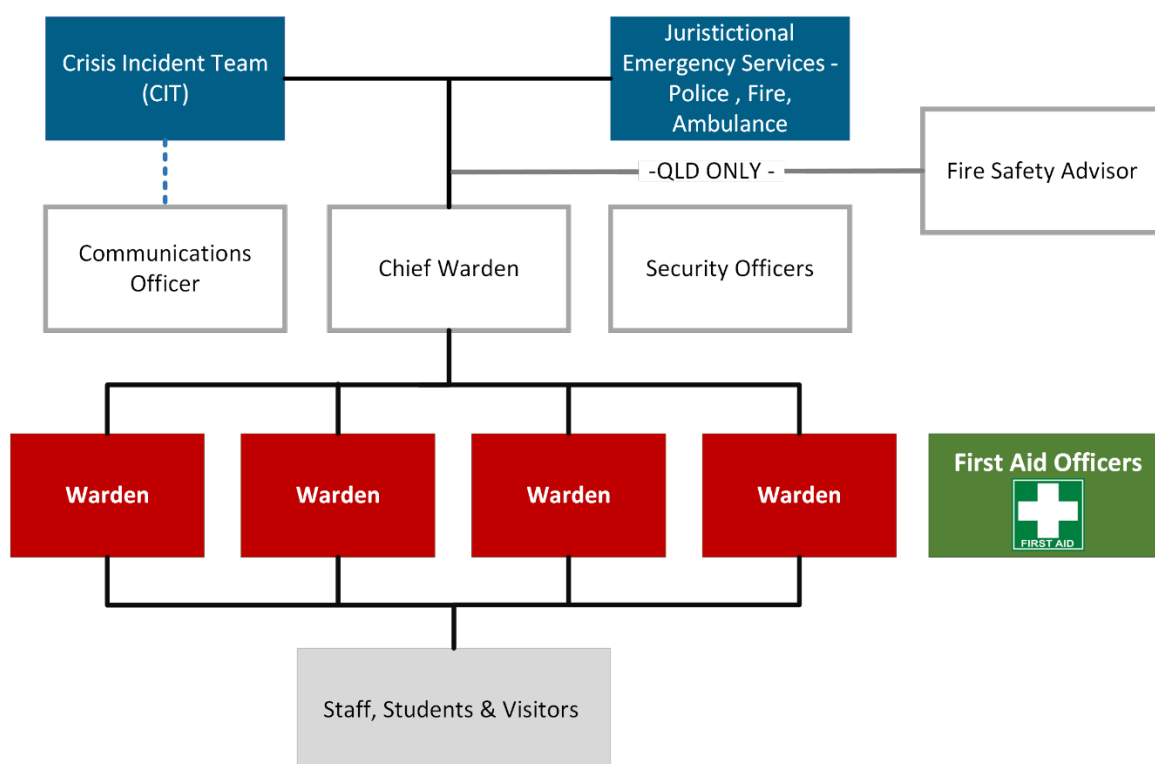
First Responders will communicate with the Chief Warden who will in-turn advise Emergency Services and other business stakeholders (as necessary) of the potential for an incident to escalate beyond the nominated personnel. The Chief Warden shall determine if the situation necessitates the activation of the EMP based on the type of event in accordance with the following structure.

ECO Structure

The Emergency & Crisis Control structure is developed according to best practice principles in AS 3745:2010. This structure defines operational command, control and communication between emergency services and key stakeholders ([Figure 5.0](#)).

Queensland government requires Fire Safety Advisors to be appointed to assist with fire and evacuation emergencies. These roles report directly to the Crisis Incident Team who assume the role of the Emergency Control Organisation.

Figure 5.0 Southern Cross University Emergency & Crisis Control Organisation flow chart.



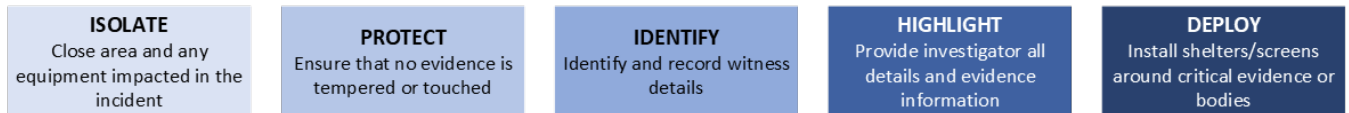
Emergency Services	Blue
Critical Incident Team (CIT)	Blue
Fire Safety Advisor (QLD ONLY REQUIREMENT)	White
Chief Warden	White
Security Officers	White
Communications Officer	White
Warden	Red
Staff, Students & Visitors	Grey
First Aid Officers - White cross on a green background	Green

2.4 Initial Incident Notifications

An incident must be investigated to determine how or why it occurred and measures required to prevent recurrences. Chief Wardens must submit a detailed incident report via SCU's RiskWare Incident Reporting System. Depending on the classification, the incident will be assigned for investigation by Workplace Health and Safety and/or Property Services. If death occurs, Police will prepare a report for the State Coroner. Investigators may be supported by specialist authorities. To assist the investigation, SCU may be requested to:

Preserve of the Scene

Chief Warden assisted by ECO personnel will ensure the scene is not tempered with; including cleaning, moving, repairs and so on; except where necessary to control the emergency or as approved by emergency services.



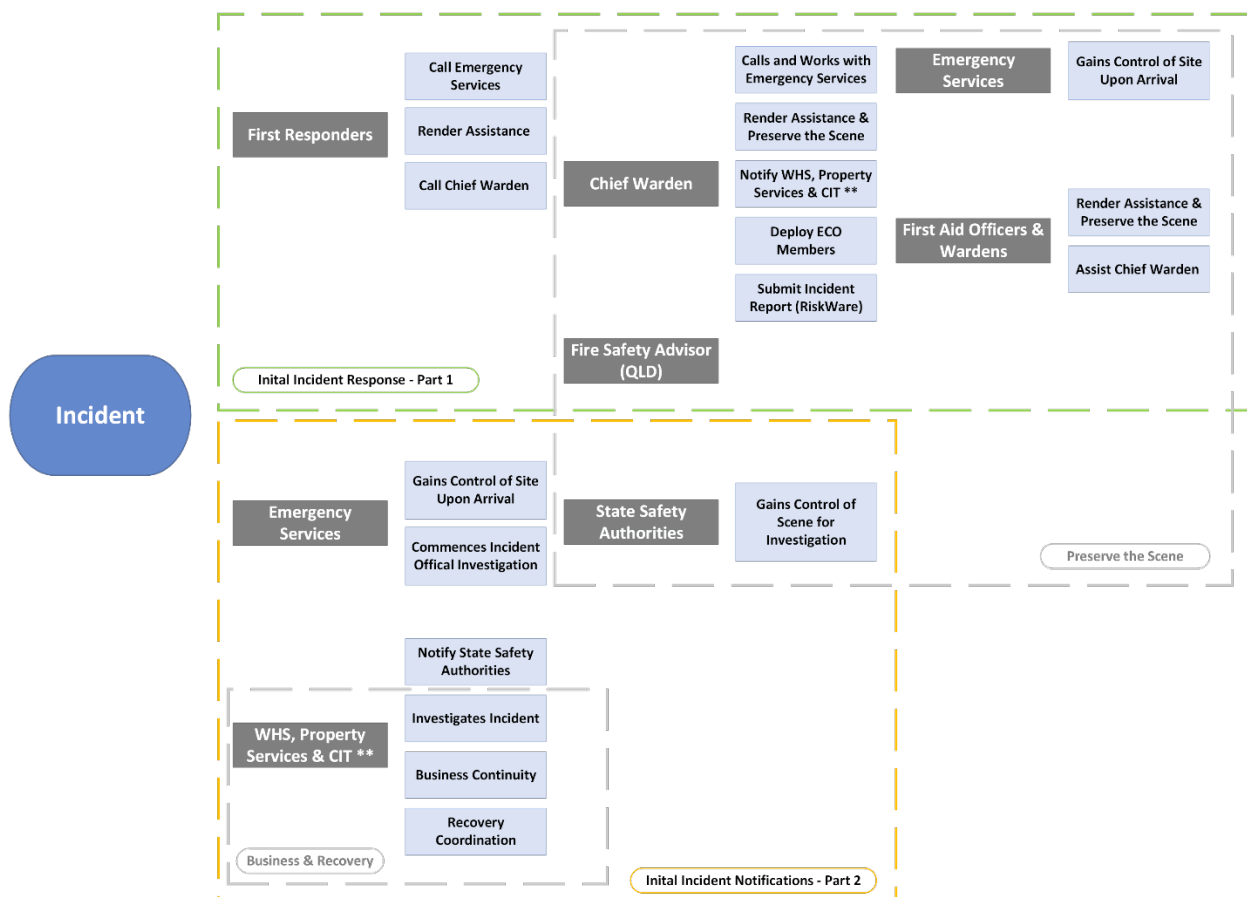
Business Continuity

Catastrophic incidents may hinder business operations, CIT will provide directions to limit the impact; including considering how to redirect traffic away from investigations or relocating business until the incident is cleared.

Recovery

When investigations conclude, authorities will return control to SCU. CIT will determine whether the area is safe to be reoccupied and consider residual hazards, structural or process weaknesses, occupant safety and industrial relations ramifications; including:

- Physical/mental health of any person impacted by the emergency and provide assistance
- That all hazards and areas are secured or made safe until rectified and/or repairs are complete
- Appointing suitably qualified personnel to remove hazards or conduct rectification works
- Alternative facilities created to accommodate those impacted by the incident.



2.5 Notifiable Incidents

All notifiable incidents are managed by Workplace Health and Safety, such as:

1. The death of a person—whether an employee, contractor or member of the public.
2. A serious injury or illness.
3. An incident which exposes persons to a serious risk, even if no one is injured (a 'near miss').
4. If a notifiable incident occurs the model WHS Act states that:
 - Either SafeWork NSW/WorkCover QLD must be immediately notified
 - Written notifications must be submitted within 48 hours, if requested
 - Incident site/s must be preserved until an inspector arrives, unless directed otherwise. However, this should not prevent any action to help an injured person or make the site safe.

2.6 Essential Services and Emergency Related Equipment

All buildings, including those leased or owned by SCU will conform to Building Code of Australia (BCA) or other relevant standard. Property Services ensure all emergency equipment; fire panels, EWIS, emergency lighting and firefighting equipment is repaired and maintained to meet Australian Standards.

Digital Voice Command (DVC)

A system installed to enable PA announcements. The system comprises a graphics computer terminal and microphone located within the ECP. This capability allows for appropriate responses for any type of emergency or event, as well as broadcast general information.

Automated External Defibrillator (AED)

A portable and easy-to-operate medical device that analyses a person's heart rhythm and delivers an electric shock if they are in Sudden Cardiac Arrest (SCA). SCU has a number of AEDs across its campuses.

First Aid Facilities

First aid rooms and kits are provided in accordance with the relevant State legislation requirements. The location and details of these facilities can be obtained from the Workplace Health and Safety team.

First aid kits are available in each building and maintained in SCU pool vehicles. These kits are monitored and maintained by First Aid Officers and/or the work unit.

2.7 Training Requirements

All personnel will receive training on emergency management as outlined in this plan. Senior management staff including Executive, Work Unit/Faculty Managers, Security and Supervisors will receive additional training to ensure any responses can be undertaken in accordance with the EMP.

2.8 External Communications

The Chief Warden in consultation with the CIT will determine when to notify tenants and neighbouring business of an emergency occurring onsite. If an incident or emergency occurs in a tenant building, SCU infrastructure will be utilised to support and notify of an incident (DVC, FIP etc.). The nominated emergency staff must inform the Chief Warden immediately who will assist with the emergency response and notify the appropriate SCU contacts. Tenants are responsible for developing their own emergency and crisis management plan which compliments and aligns with the SCU emergency and crisis management plan and policies.

Representatives from SCU and Tenants should regularly discuss emergency plan and preparedness, first aid and health and safety roles to ensure streamline communication and a consistent approach.

3.0 EMERGENCIES

3.1 EVACUATION and LOCKDOWN

- Evacuation
- Lockdown

3.1.1 Evacuation – Code Orange

When an evacuation is required, access control doors will automatically open for safe egress allowing the building occupants to quickly evacuate.

The access control system is connected each Fire Indicator Panel (FIP); allowing any fire alarms to activate the FIP which sends a signal to the access control system unlocking all access control doors. The Chief Warden can override and unlock the building at any time should an emergency occur and people need to evacuate or enter. On hearing the fire alarm or on being instructed to evacuate:

Building Occupants must:

- Quickly and calmly make their way to the nearest safe emergency exit and move to the designated Assembly Area; unless instructed otherwise by Wardens or DVC commands.
- Follow instructions of Wardens and the Chief Warden onsite.
- Remain at Assembly Area and report any missing persons to a Warden.

Chief Warden

On notification of fire alarm or on being advised of an emergency which may threaten the safety of persons in or near a SCU property:

1. Confirm location of apparent emergency.
2. Confirm that the system has been activated.
 - If not, activate system to prompt immediate evacuation.
3. Contact and direct Wardens to attend and assist with evacuation.
4. Attend Assembly Area and obtain details from Wardens regarding emergency location and evacuees.
5. Meet and direct emergency service vehicles to the scene.
6. Follow direction from emergency services and utilities Wardens to assist as needed.
7. Inform and provide updates to Director, Property Services.
8. Submit an incident, accident, hazard report via RiskWare and an Archibus for any outstanding works.

Wardens

1. Upon hearing alarms, uniform up (wearing hi-visibility vest and cap).
2. Inform personnel in your immediate area and building level to immediately evacuate and proceed to the designated assembly area.
3. Check each room as you walk through the area (providing it is safe to do so) to ensure everyone has left (pay attention to places like toilets).
4. Ensure people do not congregate outside the building and assist anyone mobility-impaired.
5. Remain at designated exits until emergency services arrive and ensure no one re-enters the building.
6. Report to the Chief Warden after your checks are completed.
7. Proceed to the designated assembly area and conduct a muster of people gathered. Report missing persons to Chief Warden.

3.1.2 Lockdown – Code Orange

Buildings are fitted with an integrated access control system which allows doors to be programmed to automatically arm (lock) or disarm (unlock) when badged with an access card or during alarm conditions such as fire or active shooter incident. Incidents where an 'Active Attacker' or 'Hostile and Aggressive' person is identified on or near SCU grounds; the Chief Warden may order a lockdown to limit the ability of such persons accessing and harming occupants. During a lockdown, the following will occur:

- Chief Warden will utilise Digital Voice Command (DVC) system to provide appropriate and targeted response for any type of emergency or event, as well as general information.
- Access control doors will be armed (locked). A RED LED light will indicate which doors are locked.
- Green Push to Exit (PTE) buttons located near exit doors shall remain active to allow egress if required or as directed by the authorities or ECO personnel when safe to do so.

Building Occupants

On hearing a lockdown alarm and/or voice notification occupants must:

1. Lock all manual doors immediately, including sliding doors.
2. Not leave the building unless directed by emergency services or ECO personnel.
3. Unless otherwise instructed, move away from windows and get out of line of sight. If practical move to the opposite side of the building from where the incident is occurring.
4. Turn mobile phones to 'silent'.
5. Remain in lockdown until given the 'all clear' by emergency services or ECO personnel.

General Guidelines for Wardens

Wardens should act in accordance with the following guidelines:

Emergency Exits	Must be safe and unobstructed.
Positioning	Wardens should ensure their safety, position themselves where they are clearly visible and can exercise direct control over occupants.
Directives	Must be given in a calm, clear voice and supported by visual signals. Avoid emotive terms, actions and lengthy explanations.
Argumentative Persons	Do not engage in arguments. Restate your direction and continue on if persons refuse to comply. Report matter to Chief Warden.
Assembly Areas	Encourage people to move away from building to ensure they do not block exits, obstruct emergency services or expose themselves.
Roadways	Remind people to exercise caution if crossing roads or driveways.
Special Categories of occupants	Stay alert for mobility impaired persons. Staff who require support should develop a Personal Emergency Evacuation Plan (PEEP).
'Out of the way' Places	Providing it is safe to do so, attention must be paid to toilets, storerooms etc. where persons could be unaware of the situation.
Re-Entry	People should only be allowed to re-enter with permission from emergency services. If not present, the Chief Warden.
Media Enquiries	Refer Media – procedure 3.5.2.

3.2 MEDICAL

3.2.1 Medical Emergency – Code Blue

Medical emergencies can happen at any time and for many reasons. If you witness a person suffering a severe medical episode these few simple tips if followed will ensure they get a fighting chance of survival.

1. Remain calm and immediately notify the nearest First Aid Officer, if known.
2. If the patient's condition is uncertain or life threatening, immediately ring for an Ambulance **(000)** before notifying the Chief Warden on **(02) 6620 3333**.
3. If the patient has stopped breathing due to a suspected heart attack immediately commence life preserving first aid measures such as CPR or apply wound compression on an injury with excessive bleeding (if you are comfortable doing so).

Chief Warden

1. Determine whether medical assistance is required and call for Ambulance **(000)**, if required.
2. Ensure ECO members are notified to respond and have the specific details; including direction on how to coordinate additional first-aid or medical resources
3. If serious, contact the Manager, Workplace Health and Safety.
4. Ensure Incident Report is completed and submitted.

3.2.2 Pandemic – Code Blue

Some infections and communicable diseases can develop into a world-wide health crisis and/or pandemic. In this event, **University Executive** will:

- Follow and implement relevant Australian Public Health advice and instructions.
- Implement measures to mitigate the personal health impacts and business operations. Implement infection control measures.
- Review university travel and cancel in accordance with DFAT advice and/or risk assessment.
- Undertake business continuity planning i.e. work from home, online teaching, specialised cleaning.
- Engage the Critical Incident Team (CIT).

The CIT will:

- Review the potential social and business impacts in conjunction with Heads of Faculty, identify critical business functions that must continue.
- Monitor public health advice and take all actions to help contain the disease. Assist all sectors of the University to continue functioning where possible.
- Assess risk, identify vulnerable groups and determine the required actions.
- Facilitate accurate, timely and helpful communications to the University Community.
- Prepare for, and implement, partial or full university closures based on the current health advice and the best practice for protecting the health and safety of the University Community.
- Establish support services such as counselling and advocacy for staff and students.

3.2.3 Deceased Person - **Code Blue**

Person Discovering

1. Immediately contact Ambulance and Police (000) and Chief Warden **(02) 6620 3333** who will dispatch ECO members to the scene.
2. Move people from the area where possible.
3. Where appropriate, provide basic first aid and maintain CPR until assistance arrives onsite.

Chief Warden

1. Obtain as much detail as possible from the Informant and notify Ambulance and Police (000)
 - Location
 - Description and whether first aid is required
2. Arrange for available ECO members to attend scene, provide assistance and protect the scene.
3. Isolate the incident area and meet Emergency Services on site.
4. Disperse any spectators.
5. Avoid contact with blood and other body fluids by using protective gloves.
 - If practicable, make sure the deceased person is not disturbed.
 - Do not interfere with any evidence.
6. Ensure the Critical Incident Team (Property Services and Work Health & Safety) are advised.
7. Segregate any witnesses and any friend's or colleagues of the deceased in a private area away from incident scene. Comfort witnesses.
8. Collect accurate information about the incident.
9. Complete incident report.
10. If staff are involved, request Police to advise when next of kin is informed so senior management can offer support.

Workplace Health and Safety Team (WHS Team)

1. Notify the State Safety Authority
2. Assist with scene preservation efforts
3. Investigate the cause for the incident and review ECO Structure response
4. Work with CIT Team to coordinate business continuity and recovery efforts
5. Organise support for those involved in the incident; victims, witnesses, first responders and ECO Structure members.

Critical Incident Team (CIT)

1. Provide directions to WHS Team, Chief Warden and ECO Personal on how to redirect traffic away from the incident area and any pending investigations.
2. Organise to relocate any business from this site until cleared, unless approved by the state safety authorities.
3. When site control is returned to SCU, CIT will determine whether the area is safe to be reoccupied and consider residual hazards, structural or process weaknesses, occupant safety and industrial relations ramifications; including:
 - Physical/mental health of any person impacted by the emergency and provide assistance
 - That all hazards and areas are secured or made safe until rectified and/or repairs are complete
 - Appointing suitably qualified personnel to remove hazards or conduct rectification works
 - Alternative facilities created to accommodate those impacted by the incident.

3.3 UNSAFE HUMAN BEHAVIOUR

Unsafe human behaviour may result in the following circumstances:

- **Assault / Violent or Threatening Person**
- **Active Attacker / Armed Hold-Up / Hostage or Siege**
- **Civil Disorder/ Unrest**
- **Self-harm (Student, Staff)**
- **Improvised Explosive Device (Bomb) / Suspicious Package / Threat**

3.3.1 Assault / Violent or Threatening Person- **Code Black**

To minimize unexpected or surprise attacks (assault) every person should routinely practice 'dynamic risk assessments' of their environs to reduce the likelihood of personal harm.

Person Discovering

1. If safe, remove the victim from harm and support while medical attention is sought. Immediately contact emergency services for assistance **(000)** if medical assistance is required.
2. Notify Chief Warden of incident on **(02) 6620 3333**.
3. Make detailed notes relating to the incident:
 - Victim and offender details, time, date, place, environmental conditions, circumstances which lead to the incident (i.e. personal interactions) and other any relevant observations.

Chief Warden

If a minor assault, the Chief Warden to follow up (if victim wishes):

- Details to be recorded (full details of the victim, circumstances, action, and description of offender and/or vehicle)
- Refer to Faculty Manager and Director, Property Services for follow up actions
- Proceed if the matter can be handled by conciliation.

If a serious assault, the Chief Warden to:

- Immediately notify the Police **(000)**.
- Arrange any medical assistance for victim/s.
- Determine whether offender has left. If not, direct Wardens to monitor their movements
- Direct Wardens to preserve crime scene
- Establish if there are witnesses and obtain their details
- Note all details and inform Police upon arrival
- Direct Wardens to isolate victim and witnesses from offender if still in the immediate vicinity.

All assaults should be reported via SCU's RiskWare incident reporting software even if the victim does not seek any further actions be taken in relation to the assault.

3.3.2 Active Attacker / Armed Hold-Up / Hostage / Siege – Code Black

If a person is actively killing or attempting to cause serious harm to multiple people; whether the person/s is armed, attempting to take anything of value or threatening others.

DO	DO NOT	IF SAFE
<ul style="list-style-type: none"> - Be as calm as possible - Only do what you are told and no more 	<ul style="list-style-type: none"> - Argue or ask for favours - Stare at offenders - Volunteer any information - Encourage anyone to be a HERO 	<ul style="list-style-type: none"> - Appoint a spokesperson - Advise offender of any medical conditions - Pacify hostages in shock or panic - Ask if can hostages be allowed to sit

Person Discovering After the Offenders have left:

1. Immediately contact Police (000) and notify Chief Warden (02) 6620 3333.
2. Assist any person who has been injured.

Person Discovering an Attacker or Hold Up / Hostage Situation

1. If you are not directly involved, stay out of it.
2. Keep clear of the offender/s and stay away from windows and doors. Do not congregate in open areas or evacuation points. If you hear gunfire – leave immediately and move away from the area.
3. If safe, remove the victim from harm and support while medical attention is sought.
4. Make a mental note of the attackers: speech, accent, mannerisms, clothing, scars or any other features such as tattoos/height.
5. If evacuation is not safe, consider sheltering in place and lock/barricading the area.
6. Switch phones to silent and remain quiet

The more information Police have the better they can respond. If safe, contact Police (000) and provide as much detail as possible about the incident and offender:

- location;
- details of any weapons;
- are people injured or killed;
- description of the offender/s;
- number of people in the area;
- the offender/s motive/intent.

Police may enter your location to secure the area; promptly follow any instructions.

- avoid quick movements or shouting and keep your hands in view
- understand Police may initially move past you in search of the Attacker

Chief Warden

On being notified of an active attacker incident:

1. Determine whether anyone has been injured and whether they are still onsite. Make note the name and number of notifier/s.
2. Immediately contact Police (000) and follow any instructions provided.
3. Notify all parties in immediate vicinity via the DVC (if safe) and emergency contact lists. Notify adjacent properties of situation and evacuation. Can they house evacuees and provide protection?
4. Arrange for Chief Warden and supporting Wardens to meet Police upon arrival.
5. Secure the areas and do not allow anyone to enter, until the Police have cleared the space.
6. If practicable, ascertain from witnesses any information concerning hostage/s (names, condition) and offender (name, description, type of weapon). Segregate witnesses.
7. Depending on the situation and after the consultation with the Police, it may be necessary to evacuate all or part of the building or Lock Down.
8. Complete incident report.
9. Determine in consultation with the CIT & Police, strategy for informing next of kin of hostage/s.

3.3.3 Civil Disorder/Unrest - Code Yellow

Civil disorder (unrest or riot) is an activity arising from a mass act of disobedience in which the participants become hostile toward authority. Authorities attempt to maintain public safety and order.

On becoming aware of civil unrest in the vicinity of or on University grounds, or if a rowdy person or group has trespassed on the site, the following steps should be taken:

1. Immediately notify Police (000) and the Chief Warden with details on (02) 6620 3333.
2. Occupants should:
 - Withdraw to safe areas within buildings
 - Secure critical records, equipment and valuable items if safe to do so
 - Remove any objects in accessible locations which could be used as weapons or missiles by aggressive trespassers if safe to do so
 - Be mindful of possible diversionary tactics by demonstrators to mask criminal activity.

Chief Warden

On being advised of civil unrest in the vicinity or University grounds:

1. Ascertain the following information from the informant:
 - a. Exact location of the incident
 - b. Name and location/contact number of the informant.
2. Immediately inform ECO Personnel and provide instruction:
 - a. While waiting for Police presence. If possible, restrict access to the building or access within buildings to prevent further infiltration of demonstrator(s).
 - b. Attempt to ascertain size of group, composition, leader's identity, motive and intentions.
 - c. Confer with Police and other relevant persons to determine appropriate level of response.

3.3.4 Self-Harm (Student, Staff) - Code Black

Immediate risk of self-harm:

1. Contact Chief Warden (02) 6620 3333.
2. If first aid is needed call Emergency Services (000).
3. Stay and encourage them to engaged with you until assistance arrives:
 - Encourage them to talk about their feelings
 - Be willing to say nothing and just be present.
4. If they are a student, refer to Student Critical Incident Management Policy.

Chief Warden

1. Contact Emergency Services (000) and provide details:
 - Location
 - Whether they are injured, violent or armed
 - Secure the scene from other people
2. Contact Work Health & Safety to organise crisis services for witnesses and the person of risk.
3. Submit an incident report.

Considering self-harm, but no immediate risk:

Encourage them to consider booking an appointment with support services.

- Staff: Assure EAP: 1800 808 374, 0439 449 876 (text) or visit [their website](#) to book an appointment
- Students: Book an appointment with Student Counselling on (02) 6626 9300 and Student Welfare Team
- Lifeline: 13 11 14 (mobile crisis counselling)
Headspace: 1800 650 890
- Refer to GP.

3.3.5 Improvised Explosive Device (Bomb) Threat / Suspicious Device – **Code Purple**

Improvised Explosive Devices contain explosive components designed to kill, assault, harass, disrupt activities etc. Threats do not guarantee there is a device, but may be intended to cause inconvenience, as such an evacuation may not be required however if a suspicious package is detected the decision to evacuate should be considered. Before evacuating, and when time permits, exits, pathways and building exteriors should be checked.

White Level – Search Response Plan

Stage 1: A visual check of the workplace at the commencement of each shift noting anything out of place

Stage 2: Take note of any items not normally there especially if they have unusual markings or shape

Stage 3: Engage people who normally work in that area to assess for unusual items

Stage 4: Use **HOT UP** principles to assess unattended or suspicious items

Hidden **Obviously Suspicious** Not **T**ypical **U**nauthorised Access **P**erimeter Breached

Person Receiving the Call

1. The person receiving the call should complete the Bomb Threat Checklist ([Appendix 1](#)).
2. Immediately inform Police (**000**) and Chief Warden (**02**) **6620 3333**.

Chief Warden

If initial information appears credible and deadline is imminent, the Chief Warden is authorised to initiate an immediate evacuation. Ascertain the following information from the call recipient:

1. Details of the phone call - Who, where and when? Detonation times, locations or descriptions?
2. Immediately notify Police (**000**) and Director, Property Services.
3. Proceed to the scene, brief Wardens and commence a search.
4. Meet Police on arrival and direct them to the scene and provide details.
5. In consultation with Police, assess the threat credibility and determine the appropriate response
6. Re-evaluate on completion of a negative search, passing of purported detonation time, receipt of additional information or discovery of suspicious object.

Actions Upon Discovering a Suspicious Object

1. Notify Police (**000**) and Chief Warden (**02**) **6620 3333**. **DO NOT USE MOBILES WITHIN 15 METERS OF AN IED**
2. Make note of the appearance, sound and location of the object and the surroundings.

Use the following guidelines – unless directed otherwise by the Chief Warden or Police:

In Building

Evacuate the floor and those above and below. Common sense must prevail in areas like courtyards/paddocks or where extremely large or very small objects are located.

Open Areas

Evacuate all persons to at least 150 metres away (200 metres if car bomb). Secure perimeters must be maintained until the device is rendered safe. Chief Warden should remain and provide all details Police upon their arrival.

1. When evacuating, doors and windows in the immediate vicinity should be left open to reduce blast damage should the device explode.
2. Close area to prevent public from exposing themselves to danger. If possible secure external doors.
3. Write down any observations upon discovering the suspicious object; including:
 - Exact location and proximity to hazards such as chemicals (if known)
 - Size, shape and colour of object
 - Any writings or labels appended to the device
4. Upon arrival, Police will coordinate and control all necessary procedures.

3.4 INFRASTRUCTURE - Infrastructure and Services Failure - **Code Yellow**

Failure of Critical Infrastructure and Services (power, communications, gas or water) may have serious impact on business function. To determine the best response, first assess if the cause is internal or external.

Person Discovering - Submit a Work Order Request via Property Services Maintenance System, Archibus.

Chief Warden

1. Confirm location, extent, apparent source, notifiers name and telephone number.
2. If applicable, instruct informant to evacuate everyone from the affected area.
3. Immediately contact preferred services contractor (i.e. plumbers, electricians).
4. Notify Director, Property Services.
5. In the rare case emergency alarms are affected, notify Wardens and the fire brigade upon arrival.

Power outages can be caused by severe weather or other factors; restoring power is the responsibility of a qualified electrician engaged by Property Services. If a powerline is broken, ALWAYS treat it as live and ensure people remain at least 8 metres away. Fridges or freezers storing research samples or temperature-controlled substances should have adequate power backup to reduce the impact of an outage.

In the event of a power failure:

Never use a portable generator inside or try to modify extension leads to connect power.

Person Discovering – Submit Work Order Request via Archibus, turn off and unplug all non-essential devices to prevent damage if a power surge occurs.

Chief Warden

1. Establish whether power failure is local or across the whole campus.
2. Contact the Facilities Manager, Property Services to discuss rectification details.
3. If local, reset tripped circuit breaker(s). If re-tripping occurs, inform Property Services.
4. DO NOT reset circuit breaker repeatedly as this may cause damage to wire and/or person.

In the event of a water leak:

Person Discovering

1. Prevent unauthorised access to the area.
2. Contact Facilities Manager, Property Services.

Chief Warden

Subject to the extent and location of the water leak, it may be necessary to:

5. Move all non-essential people away and prevent unauthorised access to the affected area
6. Request Facilities to shut off electricity to the affected area.
7. Assess impact to ongoing provision of services

Maintenance

Shut Down Procedure:

- If it is necessary to shut down power/water to the facility, the appropriate Facilities Manager must approve this task and arrange completion with a qualified trade.
- If practicable, isolate the leaking source by turning the water off. Note: this shut down will affect fire hydrant water supply.

Note: Water-soaked material should not be placed in an area where they might cause collateral water damage to other material e.g. rugs, carpets etc.

3.5 FIRE - Building & Structure or Bush/Wild – Code Red

Person Discovering

1. Turn off ignition sources if safe to do so (if you are trained and it is safe, attempt to contain the spread or extinguish the fire using available fire extinguishing equipment).
2. Alert nearby people.
3. If alarms haven't activated, commence evacuation using the closest break glass unit.
4. Commence evacuation and proceed to contact Emergency Services (000) and Chief Warden (02 6620 3333) to provide details of incident and activation.
5. When evacuating and if safe to do so, attempt to contain fire and smoke by closing all windows and doors after all persons evacuate the area.

Chief Warden

On being advised of a fire in or near University property, the Chief Warden receiving the report should:

1. Ascertain the following information from the informant:
 - Exact location of fire
 - Extent and trend of fire
 - Details of any injured people
 - Name and location of informant.
2. If a bush/wild fire, determine which buildings are in imminent danger.
 - Report to Director, Property Services.
3. Activate alarms, if not already sounding. Notify occupants of the fire threat via DVC.
4. Organise Wardens to support evacuation and determine whether vehicular access must be restricted to facilitate arrival of emergency services and/or removal of vehicles to a safe location.
5. Attend site and ensure people are evacuated from the immediate vicinity.
6. Ensure utilities and any hazardous processes are shut down.
 - If too dangerous to fight, attempt to contain fire once area is evacuated until Emergency Services arrive.
7. Liaise with Emergency Services upon arrival.
 - If safe to do so and as instructed, coordinate selected and nominated emergency response personnel to assist with local firefighting efforts.
8. Assess the impact on normal business operations and escalate ECO response to Level-4 as necessary.

Wardens

Proceed to evacuate immediate surroundings and building to the relevant emergency assembly area. Unless, directed otherwise via the DVC, Chief Warden or Emergency Services personnel.

Emergency Management Plan

3.6 ENVIRONMENT

- Air Contamination
- Severe Storm and Damaging Winds

3.6.1 Air Contamination - Code Brown

Air pollution is the presence of toxic chemical/compound in the air at levels which pose a health risk. Everyone is affected by air pollution but some are particularly at risk including; people with asthma, heart disease, respiratory diseases, diabetes, children, elderly and pregnant women.

Precautions

On days of high air pollution, the following measures can limit health impacting exposure:

1. Check daily air pollution forecasts. Sources include TV weather reports, newspapers and online.
2. Avoid unnecessary exposure (i.e. exercising outdoors or standing near high traffic areas).

3.6.2 Severe Storm and Damaging Winds – Code Brown

Severe storms typically involve strong and hazardous winds, combined with heavy rain, hail, lightning and thunder; defined into two broad categories: large-scale storms and thunderstorms. To determine the potential impacts of storms Bureau of Meteorology uses the **Saffir– Simpson scale** (Category 1 - lowest) > (Category 5 - most severe). Categorized storms over large areas may cause localised flash flooding or coastal erosion.

If you hear thunder, the '30-30 rule' is an easy way to determine the threat of lightning in your area:

Count the seconds between seeing lightning and hearing thunder. If this time is less than 30 seconds, lightning is a threat, and you should immediately seek shelter.

On becoming aware of an approaching storm of severe intensity, the following precautionary measures should be immediately undertaken:

- Ensure all outdoor furniture, signage and other items are secured or stored securely
- Remain indoors to avoid the risk of lightning strike or injury from flying debris
- Secure doors and windows and close curtains and blinds, where fitted
- Do not shelter under large trees or drive cars through flood waters
- Turn off all electrical equipment and non-essential lighting during an intense electrical storm.

Emergency Management Plan

3.7 ADMINISTRATION

- Media Management
- Post Incident

3.7.1 Media Management

During or following an incident, media may seek information or official comments. It is critical that ANY communication is managed by an authorised SCU spokesperson. If media approach:

- Direct all enquiries for information or comment to the nominated SCU Media Officer.
- Remain polite and non-confrontational (we do not want SCU staff to become the story)
- Do not grant media any special access to the incident or crime scene area.

Chief Marketing Officer or their designated representative will determine (in consultation with CIT staff) the appropriate communication strategy.

3.7.2 Post Incident

Support

Following a major, critical or high priority incident the Manager, Counselling Services and Manager, Workplace Health and Safety will coordinate physical and mental health support as required. The CIT will determine if a face-to-face critical incident debrief or other support services are required.

Review

At an appropriate time, the CIT will complete a post incident review to evaluate the incident management response and recovery, including how to eliminate or reduce the risk of the incident re occurring, any improvements and what worked well.

APPENDIX 1. BOMB THREAT CHECKLIST

Call Receiver

Stay Calm: Do not hang up – treat the call as authentic – the objective is to gather as much information as possible.

Keep the Caller Talking: The longer the caller is on the line the more time you have to gather information.

“I’m sorry, I can’t hear you, you’ll have to speak up.”

“Look I’m sorry, I don’t know what you’re talking about.”

Time: Note the time the call was received.

Record Details: Record all the details of the call using this checklist.

Useful Questions to Ask:

- WHICH - *building on campus are you talking about?*
- WHEN - *is the bomb going to explode?*
- WHERE - *exactly is the bomb?*
- WHAT - *does it look like?*
- WHAT - *will make it explode?*
- WERE - *you the person who put it there?*
- WHY - *are you doing this?*
- WHO - *are you?*

Important Actions After the Call:

1. Write down the EXACT wording of the threat
2. Immediately (and discreetly) notify Chief Warden 02 6620 3333

Complete the following Bomb Threat Checklist Form and hand it to the Chief Warden

Caller’s Voice:

Accent (*specify*):

Voice (*loud, soft, etc.*):

Speech (*fast, slow, etc.*):

Diction (*clear, muffled*):

Manner (*calm, emotional, etc.*):

Did you recognize the voice?

If so, who do you think it was?

Was the caller familiar with the area?.....

Threat Language:

Caller's Voice: -

Clearly:	Coherently:	Irrationally:	Abusive:
Had an accent:	Message was read:	Message was recorded:	Did you recognize the voice:

Background Noises:

Street / Traffic:	House (children/kitchen):	Aircraft:	Music:
Machinery:	Gardening:	Crowds:	Bar or Restaurant:

Other:

Sex of caller:

Estimated age:

Call Details:

Date: Time:

Duration of call:

Number called:.....

Call Taker:

Telephone number:

Name (print):

Signature:

APPENDIX 2. LEGISLATION, STANDARDS, CODES OF PRACTICE AND POLICIES

SCU seeks compliance with all applicable legislation, standards and codes of practice which include:

- AS 3745-2010- Planning for emergencies in facilities
- AS/NZS ISO:31000-2009 Risk Management – Guidelines
- Southern Cross University Act 1993 [NSW]
- Work Health and Safety Act 2011 [NSW]
- Work Health and Safety Regulation 2017 [NSW]
- Work Health and Safety Act 2011 [QLD]
- Work Health and Safety Regulation 2011 [QLD]

These Acts, Regulations and Standards provide the necessary framework for emergency management arrangements applicable to SCU.

NSW legislation also specifies the establishment of local Emergency Management and Disaster Recovery Committees to provide overarching strategic guidance, as well as the production of Emergency Management Plans (EMP). SCU facilities are also subject to the following EMPs:

Lismore Campus	State Emergency & Rescue Management Act 1983 [NSW]
	Northern Region Emergency Management Plan
Gold Coast Campus	Disaster Management Act 2003 [QLD]
	Fire and Emergency Services Act 1990 [QLD]
	Gold Coast Airport Aerodrome Emergency Plan 2019