



# UniLodge Australia Pty Ltd

## Emergency Response Management Plan

### For Lismore

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#### Version Control

Ver	Auth	Check	App	Date	Review	Key Changes
1.0	LE	SP	MH	01/07/2022	12mth	First Issue
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# Emergency Response Management Plan

## 1 Introduction

An emergency is a situation that requires a team to control and coordinate activities to protect people and property. An emergency can develop from several events, including fire, bomb threat, armed offenders, and weather. Supporting documentation should be stored with this Management Plan to ensure all responding personnel have access to necessary information. This will include access to evacuation diagrams; emergency contact details; and UniLodge emergency control organisation contacts.

This Plan has been developed in accordance with AS3745-2010 "planning for emergencies in facilities". This plan is not a substitute for training, experience, and sound judgement.

## 2 Purpose

The purpose of this Management Plan is to provide those attending our properties information they require to respond to an emergency. The objectives of this Plan are to:

- Equip Lismore workers with the knowledge and skills to control and coordinate an emergency until the arrival of emergency services.
- Protect the safety and wellbeing of workers, residents, and visitors during an emergency incident.
- Protect the property, assets, and records from theft or further damage during and after the incident.

This Emergency Response Management Plan sets out guidelines to enable UniLodge to plan for and respond to internal and external emergencies at Lismore.

## 3 General Authority and Indemnity

Once an emergency is declared, the powers of the Chief Wardens and Wardens shall overrule all normal management procedures. Wardens shall have the authority to marshal all workers, residents, and any visitors. The purpose of these powers is to ensure that during an emergency, life safety takes precedence over property protection and production matters. These guidelines require consideration to be given to ensure the protection of Emergency Control members, the person or persons refusing to comply, and other personnel in the area when a refusal situation arises.

## 4 Acronyms and Definitions

Acronym	Long Text	Definition
AS/NZS	Australian Standard/New Zealand Standard	Internationally accepted standard changed for implementation into the Australian and New Zealand area
	Assembly Area	The designated place or places where people assemble during an evacuation
BAU	Business as usual	Things are to continue as they always do, despite a difficult situation
	Chief Warden	The person who is in overall charge of emergency management, planning and operations
	Competent Person	A person who has acquired through training, education, qualification, experience, or a combination of these, the knowledge and skills enabling them to correctly perform the required task
ECm	Emergency Control member	A person or persons appointed to manage the workplace emergency response
ERMP	Emergency Response Management Plan	This document
EAP	Employee Assistance Program	Provides free, professional, and confidential counselling services to assist workers and their immediate family members through both personal and work-related problems
ECP	Emergency Control Point	Meeting location for Emergency Control members
	Evacuation Diagram	Emergency and evacuation information about the workplace, comprising a pictorial representation of a floor or area and other relevant emergency response information
EWIS	Emergency Warning and Intercommunication System	An enhanced system for fire alarm alerting and evacuation control in larger or more complex buildings enabling alert

# Emergency Response Management Plan

Acronym	Long Text	Definition
		and evacuation tones to be issued across sections or all of the building, as well as PA announcements and communications between the person operating the panel and the different areas of the building via Warden Intercom Points (WIP)
IMS	Integrated Management System	A system that integrates all UniLodge policies and procedures into one unified management framework
ISO	International Organization for Standardization	Governing body responsible for providing internationally accepted standards to undertake work efficiently
	Medical Emergency	Any event in which trained personnel are required to respond effectively to a medical emergency within or beyond the accepted routine of the workplace
	Mobility Impaired Person	A person with physical, mental, or sensory impairment, either temporary or permanent, who requires assistance during emergency evacuation
	Occupant	A person attending a workplace on a permanent or temporary basis, such as a worker, contractor, or resident, but not a visitor
PEEP	Personal Emergency Evacuation Plan	Individualised emergency plans designed for mobility impaired persons who may require assistance during an emergency
PPE	Personal Protective Equipment	Refers to anything used or worn to minimise risk to workers' health and safety.
	Refuge / Safe Haven	A place of safety within a building, structure, or workplace which is not under threat from an emergency; and from which people are able to disperse after escaping the effect of an emergency to a road or open space
	Shall	Mandatory requirement
	Should	Recommended requirement
	UniLodge	UniLodge Auckland Ltd, Student Living, Essence Communities, Essence Apartments & Suites, and Essence Hotels
	Visitor	A person who is within a facility who is temporarily visiting the facility and is not: <ul style="list-style-type: none"> <li>Employed at or for the workplace, either on a permanent, casual, temporary, or contracting basis.</li> <li>A resident; or</li> <li>Studying at the workplace</li> </ul> <b>Note:</b> Visitors include customers and clients.
WIP	Warden Intercommunication Point	The location on a floor or evacuation zone that includes a handset provided through which instructions can be received to/from the emergency warden intercommunication system
	Warden	An individual responsible to carry out emergency response procedures and ensuring the safety of others (if safe) in the event of an emergency
	Worker	An individual who performs paid or unpaid work for an employer or agrees a contract with an employer to perform work
	Workplace	Any place where work is, or is to be, performed by: <ul style="list-style-type: none"> <li>A person engaged for work for gain or reward, or on a voluntary basis</li> <li>A person conducting a business or undertaking; or</li> <li>As defined by the relevant Commonwealth, State and Territory Work Health and Safety statutes for the definition of 'workplace'</li> </ul>

# Emergency Response Management Plan

## 5 Site Specific Information

### 5.1 Site Details

SITE DETAILS	
<b>BUILDING ADDRESS:</b>	Orion College, 60 Ross Street, Lismore NSW 2480 Magellan College, 26 Cynthia Wilson Drive
<b>NEAREST CROSS STREET:</b>	Hilton Ave and Ross Street
<b>PHONE NUMBER:</b>	0402 458 192 or 0401 720 322
<b>NIGHT MANAGER NUMBER:</b>	0402 458 192 or 0401 720 322
<b>PROPERTY MANAGEMENT</b>	UniLodge SCU
<b>BUILDING TYPE:</b>	Class 3 A - Highly fire resistant
<b>NUMBER OF BUILDINGS AND FLOORS:</b>	Orion Buildings: 22 Floors: 12 single floors 10 double story Magellan Buildings: 3 Floors: 1 single floor. 2 double storey
<b>HOURS OF OCCUPANCY:</b>	24/7 Operating hours 9:00am - 5:00pm (with After Hours support)
<b>NUMBER OF OCCUPANTS:</b>	153
<b>CAPACITY LIMITS:</b>	248
<b>SPECIAL HAZARDS:</b> Please indicate any hazards on site. E.g., chemicals, machinery, blocked exits, etc.	Nil
<b>EMERGENCY CONTROL POINT:</b>	Front entrance to College
<b>PRIMARY EVACUATION ASSEMBLY AREA:</b>	Front entrance to College
<b>LONG TERM EVACUATION:</b>	To be determined by University based on Incident
<b>LOCKDOWN LOCATIONS:</b>	Individual apartments
<b>TRIAGE AREA:</b>	Based on incident – Ground Floor each Block
<b>MEDIA STAGING AREA:</b>	As instructed by University

### 5.2 Building Systems

SITE AND BUILDING PROFILE	
<b>CAR PARKING:</b>	Yes, adjacent to the buildings
<b>LIFTS:</b>	Not Installed
<b>FIRE ESCAPES:</b>	<input type="checkbox"/> Internal <input type="checkbox"/> Fire isolated <input checked="" type="checkbox"/> Other
<b>GENERATOR BACK UP:</b>	Not Installed

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## 5.3 Access, Security, and Communications Systems

ACCESS CONTROL SYSTEMS			
LOCATION:	N/A	EMERGENCY DOOR RELEASE:	Installed
LOCATION OF MASTER KEYS:	College Office, Property Services, Security	MANUAL OVERRIDES FITTED:	Installed
METHOD OF ACCESS CONTROL:	<input checked="" type="checkbox"/> Keys <input type="checkbox"/> Passcode <input type="checkbox"/> Swipe		

SECURITY SYSTEMS			
24-HOUR MONITORING:	Installed	CLOSED CIRCUIT TV:	Not Installed

GENERAL COMMUNICATIONS SYSTEMS			
SWITCHBOARD:	Not Installed		
COMMUNICATIONS:	<input type="checkbox"/> Landline	<input checked="" type="checkbox"/> Mobile	<input type="checkbox"/> WIP phone
	<input checked="" type="checkbox"/> Loudhailer	<input type="checkbox"/> PA	<input type="checkbox"/> Two-way radios
OTHER COMMUNICATIONS:	Not Installed		
COMMUNICATION BLACKSPOTS:			

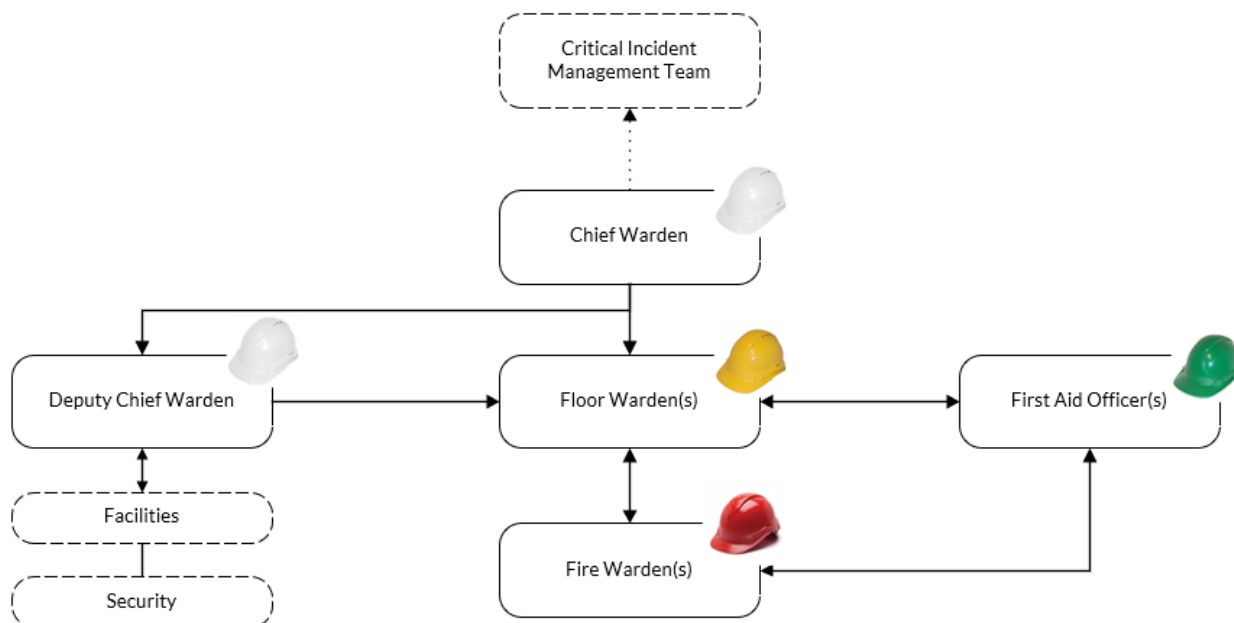
## 5.4 Emergency Equipment

FIRE DETECTION SYSTEMS		AIR HANDLING SYSTEMS	
SMOKE DOORS:	Not Installed	SMOKE DOORS:	Not Installed
THERMAL DETECTORS:	Not Installed	SMOKE EXHAUST FANS:	Not Installed
SPRINKLERS:	Not Installed	STAIR PRESSURISATION:	Not Installed
MANUAL CALL POINTS:	Not Installed	AUTO AIR SHUT DOWN:	Not Installed
FIRE INDICATOR PANEL (FIP):	Not Installed	FIRST AID	
EWIS SYSTEM:	Not Installed	FIRST-AID ROOM:	Not Installed
EXTERNAL BELLS:	Not Installed	FIRST-AID KITS:	Installed
INTERNAL ALARM:	Not Installed	OXYGEN:	Installed
		DEFIBRILLATOR:	Installed
FIRE SUPPRESSION SYSTEMS		OTHER	
FIRE HOSE REELS:	Installed	SPILL KIT:	Installed
FIRE HYDRANTS:	Installed	STAIR EVACUATION DEVICES:	Not Installed
FIRE EXTINGUISHERS:	Installed	EVACUATION MATS:	Not Installed
FIRE BLANKETS:	Installed	EVACUATION BEDS:	Not Installed

# Emergency Response Management Plan

## 6 Emergency Control Structure

The Emergency Control Structure has been developed to ensure that life safety takes precedence over asset protection and to initiate the initial response to emergencies. The following diagram provides an outline of the emergency control structure.



The members of the Emergency Control Organisation will be identifiable using caps.

EMERGENCY CONTROL POSITION	COLOUR
Chief Warden	White
Deputy Chief Warden	White
Floor Warden	Yellow
Fire Warden	Red
First Aid Officer	Green



## Emergency Response Management Plan

### 7 Emergency Control Team

#### 7.1 Business Hours

EMERGENCY CONTROL POSITION	POSITION	MOBILE
Chief Warden	Security	0407 456 420
Deputy Chief Warden	Customer Service Manager	0422 081 340
Floor Warden	Residential Advisor	0401720322/0402458192
Fire Warden	Residential Advisor	0401720322/0402458192
First Aid Officer	Assigned by Chief Warden	0401720322/0402458192

#### 7.2 After Hours

EMERGENCY CONTROL POSITION	POSITION	MOBILE
Chief Warden	Security	0407 456 420
Deputy Chief Warden	Residential Advisor	0401720322/0402458192
Floor Warden	Residential Advisor	0401720322/0402458192
Fire Warden	Residential Advisor	0401720322/0402458192
First Aid Officer	Residential Advisor	0401720322/0402458192

## Emergency Response Management Plan

### 8 Critical Incident Management Team

	POSITION	CONTACT
<b>Primary Contact:</b>	General Manager	0423 886 179
<b>Secondary Contact:</b>	Customer Service Manager	0447 488 852
<b>General Manager:</b>	Area General Manager	0457 770 227
<b>Health and Safety:</b>	Health and Safety Manager	0459 273 191
<b>Operations:</b>	Operations Coordinator	07 3233 3714
<b>Senior Manager:</b>	Chief Operating Officer	0419 780 656
<b>Trauma Counselling:</b>	Human Resources Team Lead	07 3233 3744
<b>Media Liaison:</b>	General Manager Marketing	07 3233 3704
<b>Safety Authority:</b>	For notifiable incidents only	13 10 50

### 9 Emergency Contacts

EMERGENCY SERVICE	CONTACT
<b>POLICE, FIRE BRIGADE AND AMBULANCE</b>	000
<b>LOCAL HOSPITAL:</b> Lismore Base Hospital	02 6624 0200
<b>LOCAL HOSPITAL:</b> St Vincent's private hospital Lismore	02 6627 9600
<b>NEAREST MEDICAL CENTRE:</b> GP super clinic	02 6624 1411
<b>POISONS INFORMATION LINE:</b>	13 11 26
<b>SECURITY COMPANY:</b> SCU Campus Security (Certis)	0407 456 420
<b>POLICE STATION:</b>	6626 0599
<b>FIRE STATION:</b> 13 Taylor Avenue	02 6690 6162
<b>OTHER:</b> Lifeline	13 11 14
UTILITIES	CONTACT
<b>GAS COMPANY:</b> Origin	Utilities managed by SCU
<b>GAS MAIN LOCATION:</b> Gas bottles at Block 16	2 x bottled gas
<b>ELECTRICITY PROVIDER:</b>  <b>ELECTRICAL MAIN'S LOCATION:</b>	Utilities managed by SCU
<b>WATER PROVIDER:</b>  <b>MAIN WATER SHUT OFF POINT:</b>	Utilities managed by SCU
<b>OTHER:</b>	

# Emergency Response Management Plan

REPAIRS / MAINTENANCE	CONTACT
<b>GLASS REPLACEMENT:</b> SCU Property Services	<a href="mailto:propertyservices@scu.edu.au">propertyservices@scu.edu.au</a> 02 6620 3222
<b>PHYSICAL KEY SUPPLIER:</b> A&S Locksmith Keys	0418656565
<b>ELECTRONIC KEY SUPPLIER:</b>	N/A
<b>PLUMBER:</b> SCU Property Services	<a href="mailto:propertyservices@scu.edu.au">propertyservices@scu.edu.au</a> 02 6620 3222
<b>ELECTRICIAN:</b> SCU Property Services	<a href="mailto:propertyservices@scu.edu.au">propertyservices@scu.edu.au</a> 02 6620 3222
<b>CLEANING:</b> GJK Facility Services	0490209178
<b>FIRE EQUIPMENT SUPPLIER:</b> SCU Property Services	<a href="mailto:propertyservices@scu.edu.au">propertyservices@scu.edu.au</a> 02 6620 3222
NEIGHBORING FACILITIES	CONTACT
<b>NEIGHBORING FACILITIES:</b> University Residential Housing, childcare centres, Local Businesses	University
OTHER CONTACTS	CONTACT
<b>FIRE MONITORING COMPANY:</b>	N/A
<b>AFTER HOURS PERSON IN CHARGE:</b> SCU Security (Certis)	0407 456 420

## 10 Evacuation Management

Evacuation involves the movement of workers, visitors, and other persons from an area of danger to an area of safety in as rapid and safe a manner as possible. The Chief Warden should assess the emergency before the decision to evacuate is made, having regard to the following:

- The seriousness and relevance of the threat to human safety
- The proximity of hazards which may be relevant to the situation
- The nature and type of hazards in the involved area, and
- The characteristics of, and hazards from, external sources

The authority to order an overall evacuation of the facility shall rest with the Chief Warden or Warden present at the time.

The presence of fire or smoke (or both) in an emergency may govern the choice of evacuation routes and prohibit the use of nearby exits, in which case the nearest accessible exit should be used. For this purpose, prior knowledge of the workplace is of paramount importance since Wardens play a vital role in education of worker and in controlling any necessary evacuations.

Lifts, if installed, shall not be used in a fire emergency unless authorised by the firefighting authority. Electric power may fail or be switched off, causing people to be trapped in a lift. The lift shaft could act as a chimney and thus contribute to the spread of fire, heat, and smoke to other parts of the workplace.

Fire-isolated stairs, fire escapes, and other safe routes shall be used. The special needs, in an emergency, of mobility impaired persons should be assessed and recorded as a Personal Emergency Evacuation Plan (PEEP) at commencement of employment or impairment. Saving records and equipment is important, but time should not be spent doing this at the expense of evacuating people. Good communication is essential during the evacuation process with rapidly changing worker locations, as well as dealing with the emergency that led to evacuation. Wardens should conduct a head count once the building is evacuated and all are safe at the assembly area. This head count should be reported to the Chief Warden. It should be noted that conducting an accurate headcount is difficult and should not be relied upon. Ensuring that the workplace has been searched and cleared (where safe to do so) is more important.

After all persons have been evacuated, the 'all clear' may be given to indicate that a zone or building is clear of people. After consultation with appropriate services, the Chief Warden shall indicate 'all clear' and advise of subsequent action.

# Emergency Response Management Plan

## 10.1 Evacuation Options

The extent of evacuation from a workplace is dependent on different types of emergencies. Consideration shall be given to the following evacuation options:

<b>Full Evacuation</b>	<ul style="list-style-type: none"> <li>Used to clear a building or facility of all occupants</li> <li>Would normally be carried out in response to a potentially catastrophic, life-threatening situation, or where the workplace cannot function due to a severe services malfunction.</li> </ul>
<b>Partial Evacuation</b>	<ul style="list-style-type: none"> <li>An alternative to a total evacuation in some areas of the workplace</li> <li>Partial evacuation may include: <ul style="list-style-type: none"> <li>Evacuation into or through smoke and fire compartments</li> <li>Be used to evacuate individuals closest to a situation and to prevent congestion in the stairways</li> <li>Be utilised when evacuation of several floors is sufficient to protect occupants while the hazard is being eliminated</li> </ul> </li> </ul>
<b>Shelter in place / Lockdown</b>	Allows occupants and visitors to remain inside a facility on the basis that an evacuation to an external-to-building location might reasonably expose evacuated people to a greater level of danger
<b>Other appropriate action</b>	Where safe evacuation of the workplace, secure shelter, or lockdown in the workplace is not possible, appropriate action is to be taken as seen fit. This may include full evacuation, partial evacuation, shelter in place, or other measures as determined by the type of intrusion or emergency

## 10.2 Evacuation Procedures

The emergency procedures outlined in this Emergency Response Management Plan are designed to assist all Wardens respond to an incident with potential to cause injury to persons or damage to property. These procedures take into consideration such factors as the use and characteristics of the building, structures and workplaces, appropriateness and adequacy of physical facilities, organisational structures, human resources, and communication systems for all envisaged emergencies.

Whilst these procedures can be used as a response to a range of incidents; fire, smoke, and heat will present the greatest hazard. Typical issues for occupants of a building during a fire include:

- Restricted visibility
- Inaccessible or dangerous passageways
- Smoke logged stairways
- Rapid spread of smoke through the building including floors remote from the fire

## 10.3 Evacuation Procedures for Mobility Impaired Persons

If there are mobility-impaired persons at the site, the procedure will be as follows:

- Brief mobility-impaired persons when they have their orientation on what they need to do in the event of an emergency
- During evacuation, reassure mobility-impaired persons
- If safe Mobility-impaired persons are to remain where they are until their area has been evacuated
- When the area is clear, affected mobility-impaired persons to be moved into the safest area possible – as far away from the incident as possible and so not causing hazard for others leaving – until emergency services arrive
- Warden to alert Chief Warden immediately and advise number of persons still on site and their location. If safe, a member of the Emergency Control Team is to remain with the person until arrival of Emergency Services
- Chief Warden is to notify Emergency Services on their arrival as to location and number of persons still on site
- Provide assistance to emergency services if required

## 10.4 After Hours Evacuation Procedure

In the event that an incident occurring after-hours when limited workers are on duty, it may not be physically possible to follow the procedures outlined in this Emergency Response Management Plan. Priority must be to assist persons in danger and alert attending emergency services as quickly as possible.

After-hours procedure is as follows:

- The most senior person to assume the role of Chief Warden
- Investigate the area for signs of danger
- Immediately evacuate any persons in danger
- Contact emergency services and report the situation

# Emergency Response Management Plan

## 11 Roles and Responsibilities

### 11.1 Chief Warden

The Chief Warden is responsible for:

#### 11.1.1 Pre-Emergency

- Coordinate the completion of Personal Emergency Evacuation Plan (PEEP) documentation if required
- Ensure the night manager duty bag, evacuation kit, and warden kits are ready and accessible
- Attend Emergency Planning meetings
- Ensure Emergency Control members are maintaining adequate emergency management housekeeping in their areas

#### 11.1.2 Emergency

- Attend Emergency Control Point (ECP) and take control. Remain at ECP, if safe, until evacuation procedures are complete
- Determine nature of emergency and appropriate course of action
  - Evacuation (use evacuation checklist)
  - Lockdown (use lockdown checklist)
  - Or other action as needed
- Call emergency services on 000 – ask for fire, ambulance, or police
- Call Campus . on 0407 456 420
- Notify Emergency Control members as needed. Options for communications:
  - Mobile Phone
- Ensure appropriate emergency procedures are implemented
- Based on the Emergency Control members that arrive at the Emergency Control Point, assign Emergency Control members to specific roles:
  - Warden sweeps
  - Assembly Area Management
  - Meet emergency services
  - Ground lift
  - First Aid officers
- Ensure Emergency Control members are searching and evacuating their areas
- Advise neighbouring facilities if necessary
- Appoint Emergency Control members to prevent persons from re-entering premises until deemed safe
- Dispatch first aid officers to injured persons, where safe to do so
- Receive reports from Wardens on areas searched, record on evacuation log, and re-allocate that Warden team to the next level to search
- Note reports from Emergency Control members on refusals, injuries, or mobility impairments, taking note of location
- Brief emergency services on arrival – type, scope, and location of incident
- Notify emergency services immediately of injuries, even minor ones
- Advise Critical Incident Management Team of the situation within 30 minutes or when timing allows. This may include:
  - Incident summary – what has happened, location
  - Number of workers and residents impacted
  - Number of casualties, with names, if possible
  - Number of international residents impacted, with names (this information will be passed to the university to manage support for those residents, if applicable)
  - Likely time expected of disruption to business as usual
- When advised by emergency services that event complete, advise occupants to return to facility.

#### 11.1.3 Critical Incident Management Team escalation:

1. Call: General Manager on 0423 886 179
2. Call (if cannot get hold of earlier): Residential Life Coordinator on 0422 593 430
3. Call (if cannot get hold of earlier): Area General Manager on 0457 770 227
4. Call (if cannot get hold of earlier): Health and Safety Manager on +61459 273 191
5. Call (if cannot get hold of earlier): Chief Operating Officer on +61419 780 656

# Emergency Response Management Plan

## 11.1.4 Post Emergency

- If there is likely to be restricted access to the workplace, contact Property Services to arrange 24- hour security presence.
- Contact tradespersons to secure the premises to prevent theft or further damage
- Provide any additional update to Critical Incident Management Team. They may:
  - Provide support to the Emergency Control members if Emergency Control members will be continuing response actions
  - Contact next of kin of the injured
  - Contact the insurer to report the incident
  - Maintain contact with hospital where there have been worker injuries
  - Organise counselling for workers that are affected by the incident
  - Manage media enquiries
  - Activate business continuity measures
- Write a brief report on what happened, injuries sustained, and the actions taken
- Complete an incident form
- Conduct a debrief with Emergency Control members and maintain meeting minutes

## 11.2 Wardens

Wardens, including Fire Wardens and Floor Wardens, are responsible for:

### 11.2.1 Pre- Emergency

- Ensure that all residents are aware of the emergency response procedures
- Have an intimate knowledge of the area, including egress routes, the location of emergency equipment and the presence of hazardous substances
- Report on deficiencies of emergency equipment
- Carry out safety practices (e.g., clear egress paths, access to first-attack equipment and disposal of rubbish)
- Ensure personal Emergency Control members identification is available
- Attend training and emergency exercises, as required

### 11.2.2 Emergency

If danger is observed, implement emergency procedures in the immediate area to ensure people are safe.

When the alert or evacuation tones sound, or as advised by Chief Warden, proceed to Emergency Control Point to receive instructions.

- Receive warden kit, which will be allocated by the Chief Warden
- Receive area to be searched from Chief Warden
- Proceed to nominated area and evacuate the area
  - Check the area for abnormal situation
  - Ensure an orderly flow of persons into protected area, e.g., stairwells
  - Search and clear areas from one end of the area to the other end.
  - Knock on doors
  - Go into rooms to search and ensure the rooms are cleared
  - If time, when a resident room is clear, close door and mark room door with a cross on the door
  - Use evacuation diagram of relevant floor to mark areas searched / not searched.
- When search complete, report to Chief Warden via phone, if safe:
  - Advise area cleared. i.e., "Level 2 is clear"
  - Advise of any casualties, refusals, mobility impairments, areas unsearched
  - Request next area to be searched

**Note:** if there is not enough time to enter resident rooms, continue with searching common areas and advise the Chief Warden of areas that have not been visually cleared

- Repeat same process for alternate area, as directed by Chief Warden
- Check that any fire doors and smoke doors are properly closed, if safe to do so
- Close or open main common area doors while evacuating the area
- Co-opt persons as required to assist during an emergency. Example:
  - Assist with evacuating persons with mobility impairments
  - Assist First Aid Officers to assist with injuries and casualties
- Act as leader of groups moving to nominated assembly areas
- Complete other activities as requested by the Chief Warden. This may include:
  - Searching / sweeping another area, if safe to do so

## Emergency Response Management Plan

- Assisting mobility impaired persons
- Remaining with a casualty, if safe to do so
- Maintaining entry at exit doors to prevent re-entry, if safe to do so
- Assist with maintaining control at the assembly area
- Be available for briefing police and other authorised persons during an emergency

### 11.2.3 Post Emergency

- Compile a report on actions taken during the emergency for the debrief
- Participate in the debrief
- Advise the General Manager if extinguishers or other equipment was used and needs replacing

### 11.3 First Aid Officer

- SecurityCustomer Services Manager
- Residential Life Coordinator
- Residential Advisors

#### 11.3.1 Pre-Emergency

- Ensure first aid kits are adequately stocked and checked every six (6) months
- Ensure location of all first aid kits are known

#### 11.3.2 Emergency

- Treat first aid at injury location if evacuation is not required
- During evacuations, follow instructions of Emergency Control members
- Treat first aid for casualties during evacuation at location or assembly area, while waiting for emergency services to arrive,if safe to do so.
- Establish triage area at assembly area during evacuations
- Brief emergency service officers on status of casualties and actions taken

#### 11.3.3 Post Emergency

- Compile a report on actions taken during the emergency for the debrief
- Participate in the debrief
- Ensure first aid supplies are re-stocked after use

## 12 Response Procedure

### 12.1 Zone approach

This procedure provides guidance on the steps required to manage an evacuation, including who should be undertaking each task.

**Note:** if a full team is not available, focus on the priorities:

1. Attend Fire Indicator Panel to identify area in alarm
2. Call 000 and request Police, Fire, or Ambulance, as needed
3. Determine how many wardens are available, and despatch as needed
4. Call Campus Security to obtain support
5. Notify residents and advise the actions they should undertake
6. Notify Critical Incident Management Team

RESPONSIBLE	TASK
Chief Warden	<ul style="list-style-type: none"> <li>▪ Attend Emergency Control Point and take control</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>▪ If the alarms have sounded, identify area in alarm from Fire Indicator Panel</li> <li>▪ If notification came from another method, obtain details around the incident and location</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>▪ Notify Emergency Control members as appropriate</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>▪ Make PA announcement to advise residents to await further instructions if PA does not automatically activate: <i>"Attention all Residents, this is Lismore RA/Staff. A fire alarm has been activated in the building. It is currently being investigated. Please stay in your rooms and await further instructions".</i></li> </ul>
Wardens	<ul style="list-style-type: none"> <li>▪ Available wardens to attend Emergency Control Point</li> </ul>



# Emergency Response Management Plan

RESPONSIBLE	TASK
Chief Warden	<ul style="list-style-type: none"> <li>Determine available Emergency Control members</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Despatch a Warden to investigate incident area, if safe</li> </ul>
Despatched Warden	<ul style="list-style-type: none"> <li>Proceed to incident area and search for danger, if safe.</li> <li>Provide report to Chief Warden on observations.</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Determine nature of emergency and appropriate course of action.</li> </ul> <p>Stage 1 – Remove persons from immediate area  Stage 2 – Remove persons to alternate fire compartment. e.g., another floor  Stage 3 – A complete building evacuation</p>
Chief Warden*	<ul style="list-style-type: none"> <li>If evacuation required, evacuation tones will be activated via the EWIS panel:</li> <li>If the building PA does not activate, make the following announcement:</li> </ul> <p><i>“Attention all Residents. This is Lismore RA/Staff. A fire alarm has been activated in the building. We require all residents to evacuate the building immediately via the fire stairs only. Repeat, all residents must evacuate the building immediately, via the fire stairs only. The designated assembly area is next to the college mailboxes. Repeat, please assemble at next to the college mailboxes. Evacuate immediately, via fire stairs only and follow all staff instructions”.</i></p> <ul style="list-style-type: none"> <li>Activate the alert tones for the next floor that will be evacuated</li> </ul> <p>(Follow the rule of evacuating the affected floor, followed by two (2) floors above and one (1) floor below)</p>
Chief Warden	<ul style="list-style-type: none"> <li>Call emergency services on 000 – ask for fire, ambulance, or police.</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Allocate wardens to teams and allocate to affected areas to search and clear. Focus on affected level first, then two (2) levels above and one (1) level below <ul style="list-style-type: none"> <li>Allocate wardens in pairs if possible</li> <li>Despatch a pair of wardens to affected floor</li> <li>When the area is clear, despatch the same wardens to next zone to search / clear</li> <li>Repeat process</li> </ul> </li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Nominate someone to direct emergency services to ECP</li> </ul>
Warden	<ul style="list-style-type: none"> <li>Proceed to allocated area and conduct immediate search of their area looking for signs of danger and evacuate persons</li> <li>Search for danger. Render assistance, as necessary</li> <li>Knock on doors of residents to alert of need to evacuate</li> <li>Enter rooms after knocking to search rooms</li> <li>Ensure all common areas on floor / area are cleared</li> <li>Utilise evacuation diagram for area to mark areas searched / not searched</li> <li>Mark room cleared with a chalk cross on outside of door</li> </ul>
Warden	<ul style="list-style-type: none"> <li>If there is a small fire and if suitably trained, if safe, and all persons have been removed, attempt to put out the fire in a fire situation (if fire is no more than rubbish bin size)</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Determine if other persons may be required. Delegate as needed <ul style="list-style-type: none"> <li>Triage Area Manager</li> <li>Assembly Area Manager</li> </ul> </li> </ul>
Warden	<ul style="list-style-type: none"> <li>Once floor / area cleared, report to the Chief Warden via phone <ul style="list-style-type: none"> <li>Advise area clear, being clear on area cleared. i.e., “Level 2 clear”</li> <li>Advise of any casualties, refusals, restricted access, or mobility impairments</li> <li>Receive next area to clear</li> </ul> </li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>If relocation is required to an alternate assembly area elsewhere, ensure communication is issued to remind workers and residents to obey traffic rules and use traffic lights if necessary</li> </ul>
Assembly Area Warden	<ul style="list-style-type: none"> <li>Obtain evacuation kit</li> </ul>
Assembly Area Warden	<ul style="list-style-type: none"> <li>Proceed to assembly area and maintain control</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Receive reports from wardens on areas searched</li> </ul>



# Emergency Response Management Plan

RESPONSIBLE	TASK
	<ul style="list-style-type: none"> <li>Record on evacuation log and allocate warden team to next area to clear</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Note reports from wardens on refusals, injuries, or mobility impairments, taking note of location</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Advise neighbouring facilities if necessary</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Assign wardens (who have finished search) to other roles</li> <li>Prevent persons from re-entering premises until deemed safe</li> <li>Guide residents and visitors to the assembly area</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Brief emergency services on arrival: <ul style="list-style-type: none"> <li>Nature of incident</li> <li>Casualties and injuries</li> <li>Mobility impairments</li> <li>Rooms that could not be accessed</li> </ul> </li> </ul>
Assembly Area Warden	<ul style="list-style-type: none"> <li>Ensure all persons are accounted for at assembly area (where possible)</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Advise Critical Incident Management Team of the situation. This may include: <ul style="list-style-type: none"> <li>Incident summary – what has happened, location</li> <li>Number of workers and residents impacted</li> <li>Number of casualties, with names, if possible</li> <li>Number of international residents impacted, with names (this information will be passed to the university to manage support for those residents, if applicable)</li> <li>Likely ETA of disruption to business as usual</li> </ul> </li> </ul>
First Aid Officer	<ul style="list-style-type: none"> <li>Provide first-aid to injured persons either at triage area or casualty location, if safe</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>When advised by emergency services that the event is complete, advise workers and residents to return to facility, and Emergency Control members to return to the Emergency Control Point</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Contact Property Services to arrange 24-hour protection of premises, if required</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Ensure all kits are returned.</li> <li>Ensure master keys are accounted for</li> </ul>
All	<ul style="list-style-type: none"> <li>Conduct debriefs and reports</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Complete incident form</li> </ul>

## 13 Emergency Kits

Emergency Kits are not mandatory, however if applicable, should be located at relevant locations that can be easily accessed during an emergency and taken by relevant Emergency Control members during an evacuation.

Emergency Kits should be checked at least monthly.

### 13.1 Night Manager Duty Bag

NIGHT MANAGER DUTY BAG CONTENTS	Kit location: Duty Manager
<ul style="list-style-type: none"> <li>Emergency folder: <ul style="list-style-type: none"> <li>Checklist</li> <li>Chief Warden Checklist</li> <li>Evacuation checklist</li> <li>Lockdown checklist</li> <li>Emergency contacts</li> </ul> </li> <li>Copy of emergency response plan</li> <li>Copy of PEEP's</li> <li>Blu-Tac</li> </ul>	<ul style="list-style-type: none"> <li>Worker listing and contacts</li> <li>Resident listing and contact</li> <li>Torch and batteries</li> <li>1 x bottle of water</li> <li>First aid kit (small)</li> <li>Pens and paper</li> <li>Night Manager Phone</li> <li>Charger</li> <li>Chalk</li> </ul>

Emergency Response Management Plan

13.2 Evacuation Kit

EVACUATION KIT	Kit location: Accommodation Services Office
<ul style="list-style-type: none"><li>▪ Copy of Assembly Area Warden checklist</li><li>▪ Copy of Emergency Response Management Plan</li><li>▪ Copy of evacuation diagrams</li><li>▪ Copy of PEEP's</li><li>▪ Warden caps and vests</li><li>▪ Worker listing and contacts</li><li>▪ Resident listing and contacts</li><li>▪ Pens and paper</li><li>▪ Language translation cards</li></ul>	<ul style="list-style-type: none"><li>▪ Loudhailer with microphone</li><li>▪ Tarp</li><li>▪ Barrier tape</li><li>▪ Signage, flag, or high vis triangles</li><li>▪ Torch and batteries</li><li>▪ Glow sticks</li><li>▪ Bottled water</li><li>▪ First aid kit (large)</li><li>▪ Space blankets</li></ul>

13.3 Warden Kit

WARDEN KIT	Kit location: Accommodation Services Office
<ul style="list-style-type: none"><li>▪ Warden checklist</li><li>▪ Warden caps</li><li>▪ Copy of evacuation diagrams</li><li>▪ Master key / swipe</li><li>▪ Pens and paper</li></ul>	<ul style="list-style-type: none"><li>▪ Torch and batteries</li><li>▪ Glow sticks</li><li>▪ Danger / boundary tape</li><li>▪ Chalk</li></ul>

▪	▪
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# Emergency Response Management Plan

## 14 Lockdown

In the event of civil disorder, armed intrusion, or personal threat, it may be necessary to activate a lockdown procedure:



RESPONSIBLE	TASK
Worker / Resident	<ul style="list-style-type: none"> <li>Call reception on 6621 2343 to advise incident details. If after hours, you will need to call the RA phone on 0402 458 192 or 0401 720 322</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Phone 000 and Campus Security 0407 456 420</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Activate announcement to workers and residents:               <ul style="list-style-type: none"> <li>PA if it is safe to do so</li> <li>Group SMS text message</li> </ul> </li> <li>Announcement: <i>"Lockdown. Lockdown. Lockdown. Please move to a safe area, stay inside, and lock your doors"</i></li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Advise University Campus Security, if applicable, on 6620 3333.</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Secure building:               <ul style="list-style-type: none"> <li>Lock main building doors and side doors, if safe to do so</li> <li></li> </ul> </li> </ul>
All Workers and Residents	<ul style="list-style-type: none"> <li>Move to closest safe area</li> <li>Move yourself, other residents, and visitors to a safe point below window line away from the entrance or exit</li> <li>Lock the room you are in, if possible</li> <li>Cover windows, if possible</li> <li>Turn off lights and electrical equipment</li> <li>Remain calm and quiet</li> <li>Remain in room / space until advised by Chief Warden that it is safe to exit</li> </ul>
First Aid Officer	<ul style="list-style-type: none"> <li>Administer first aid, if necessary, if safe to do so.</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>When advised the danger has passed, determine if workers and residents should revert to business as usual, or evacuate</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Make announcement that lockdown is over, using one of the options below depending on next action.               <ul style="list-style-type: none"> <li>If going back to business as usual:                   <ul style="list-style-type: none"> <li><i>"Attention, attention. Lockdown is now over. You are free to move around the building"</i></li> <li><i>"Attention, attention. Lockdown is now over. You are free to move around the building"</i></li> <li><i>"Attention, attention. Lockdown is now over. You are free to move around the building"</i></li> </ul> </li> <li>If everyone is to now evacuate:                   <ul style="list-style-type: none"> <li><i>"Attention, attention. Lockdown is now over. Please commence evacuation"</i></li> <li><i>"Attention, attention. Lockdown is now over. Please commence evacuation"</i></li> <li><i>"Attention, attention. Lockdown is now over. Please commence evacuation"</i></li> </ul> </li> </ul> </li> </ul>
Emergency Control Members	<ul style="list-style-type: none"> <li>Conduct sweep of area.</li> <li>Ensure all occupants are aware lockdown is over, and account for all persons involved</li> <li>Administer first aid if necessary.</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Conduct debrief and consider the need to activate critical incident procedure</li> </ul>
Chief Warden	<ul style="list-style-type: none"> <li>Complete Incident Form</li> </ul>

# Emergency Response Management Plan

## 15 Threat Assessment

Risks are assessed using the risk matrix below by identifying the likelihood (or probability) of a risk event occurring, and the consequence (or impact) to workers or the workplace. The resulting analysis provides a final risk rating of Low, Medium, High, or Extreme. The risk rating is then used in the threat assessment.

LIKELIHOOD	CONSEQUENCE				
	Insignificant (1)	Minor (2)	Moderate (3)	Major (4)	Catastrophic (5)
Rare (A)	LOW	LOW	LOW	MEDIUM	MEDIUM
Unlikely (B)	LOW	LOW	LOW	MEDIUM	HIGH
Possible (C)	LOW	LOW	MEDIUM	HIGH	EXTREME
Likely (D)	LOW	MEDIUM	MEDIUM	HIGH	EXTREME
Almost Certain (E)	LOW	MEDIUM	HIGH	EXTREME	EXTREME

Table 1 – Risk Matrix

The threat assessment process identifies the hazards considered probable for this site.

Due to the large number and variety of potential hazards, incidents are grouped by type, and then assigned a specific Colour Code as per AS3745 Planning for emergencies in facilities. This approach removes the need to develop numerous unique response plans for every hazard and in-turn reduces the confusion experienced by the Emergency Control Team.

INCIDENT TYPE	INCIDENT COLOUR CODE
Fire / Smoke	CODE RED
Medical Emergency	CODE BLUE
Bomb Threat	CODE PURPLE
Infrastructure and other internal emergencies	CODE YELLOW
Personal Threat	CODE BLACK
External Emergency	CODE BROWN
Evacuation	ORANGE

Table 2 - Incident Code Type

The following table details the specific site risks in relation to the building based and public domain area, and their relevant emergency priority rating.

Threat	Likelihood	Consequence	Rating	Colour Code
Abduction (family abuse)	Rare	Moderate	Low	Black
Air supply contamination	Rare	Major	Medium	Yellow
Alleged Possible Self-Harm	Possible	Moderate	Medium	Blue
Armed Active Offender	Rare	Catastrophic	Medium	Black
Asbestos	Rare	Major	Medium	Yellow
Bomb / IED threat	Rare	Major	Medium	Purple
Bush Fire	Unlikely	Major	Medium	Brown
Chemical hazard	Unlikely	Moderate	Low	Yellow
Civil disorder / protest	Rare	Minor	Low	Brown
Construction Accident	Rare	Moderate	Low	Yellow
Crowd Crush (medical)	Rare	Major	Medium	Yellow
Drowning / Person in Water	Unlikely	Major	Medium	Blue
Drugs	Possible	Minor	Low	Blue
Earthquake	Rare	Catastrophic	Medium	Brown

# Emergency Response Management Plan

Threat	Likelihood	Consequence	Rating	Colour Code
Electric Shock	Unlikely	Catastrophic	High	Blue
Explosion	Rare	Major	Medium	Red
Extortion	Rare	Major	Medium	Black
Extreme Heat	Possible	Major	High	Brown
Fallen tree	Rare	Moderate	Low	Yellow
Fire	Unlikely	Major	Medium	Red
Flood / Water Leak	Likely	Moderate	Medium	Yellow
Gas leak	Unlikely	Moderate	Low	Yellow
Industrial accident	Rare	Moderate	Low	Yellow
Lift breakdown	Possible	Minor	Low	Yellow
Lightning Storm / Strike	Possible	Moderate	Medium	Brown
Medical emergency	Possible	Moderate	Medium	Blue
No Signs of Life	Unlikely	Major	Medium	Blue
Pandemic / infection	Likely	Moderate	Medium	Blue
Personal Threat / (armed)	Rare	Major	Medium	Black
Personal Threat / fight (non-armed)	Possible	Minor	Low	Black
Plane Crash	Rare	Catastrophic	Medium	Brown
Power Outage	Possible	Minor	Low	Yellow
Rodent/Pest infestation	Unlikely	Minor	Low	Yellow
Severe Storm	Possible	Minor	Low	Brown
Sexual Assault	Possible	Moderate	Medium	Black
Snake Bite	Rare	Major	Medium	Blue
Structural Damage	Rare	Major	Medium	Yellow
Suspicious mail	Rare	Moderate	Low	Yellow
Terrorism	Rare	Major	Medium	Black
Terrorism (Vehicle related)	Rare	Major	Medium	Black
Theft	Likely	Insignificant	Low	Yellow
Threats – written / recorded	Rare	Moderate	Low	Purple
Transport / Vehicle accident	Unlikely	Moderate	Low	Yellow
Water supply interruption	Unlikely	Major	Medium	Yellow

# Emergency Response Management Plan

## 16 Response Procedure

The following provides an outline of responses to follow during an emergency.

ABDUCTION / ABUSE / FAMILY CONCERNS	CODE BLACK
<ul style="list-style-type: none"> <li>Collect information about the abducted / affected resident and the abductor</li> <li>Advise General Manager and provide details of both the resident and abductor</li> <li>Call 000 (Police) and provide incident details</li> <li>Provide workers and Residential Assistants with details of the affected resident, requesting they advise if they see either the resident or abductor</li> <li>Review CCTV cameras to see if resident or abductor can be located</li> <li>Do not touch or disturb anything in the area where the resident was last seen</li> <li>Allocate a person to meet police and direct them to the control room</li> <li>Liaise with Critical Incident Management Team on planned approach for workers and residents</li> </ul>	

ACTIVE ARMED OFFENDER

CODE BLACK

The primary goal during an Active Armed Offender incident is to save and protect life; facilitate evacuation of those at risk; contain the incident; and support emergency services

**Specific response guidelines:**

- Notify Campus Security or Chief Warden and Emergency Control members where relevant.
- Notify Police on 000
- Locate the Active Armed Offender utilising the CCTV system
- Communicate this location to the police and maintain visual surveillance of the offender
- Escape, Hide, or Tell depending on the specific circumstances of the situation
- Notify the Critical Incident Management Team of the situation
- Continue to communicate with the police as the situation unfolds

**Process for workers and residents:**

Escape	Hide	Tell
<ul style="list-style-type: none"> <li>▪ Evacuate if safe to do so</li> <li>▪ Leave belongings behind</li> <li>▪ Visualise escape route before moving</li> <li>▪ Avoid using lifts</li> <li>▪ Maintain concealment while moving</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hide in secure area</li> <li>▪ Move people away from public areas if safe</li> <li>▪ Lock doors</li> <li>▪ Block doors with heavy furniture</li> <li>▪ Cover windows</li> <li>▪ Turn off lights</li> <li>▪ Remain silent</li> <li>▪ Turn mobile phones and other devices to silent</li> <li>▪ Await advice from Chief Warden</li> </ul>	<ul style="list-style-type: none"> <li>▪ Notify the Police.</li> <li>▪ As a last resort, consider options to disrupt or incapacitate the offender</li> </ul> <p>(This may include throwing available objects or using aggressive force when confronted. Such action should be taken as a last resort only to protect the life of the individual or others in the area)</p>

AIR SUPPLY CONTAMINATION	CODE YELLOW
<ul style="list-style-type: none"> <li>Confirm if area is safe to approach</li> <li>Evacuate the areas serviced by suspect system</li> <li>Notify Chief Warden and Emergency Control members where relevant</li> <li>Cordon off the suspect system to prevent unauthorised access</li> <li>Where practical and safe to do so, naturally ventilate the affected areas</li> <li>If applicable, notify Department of Health</li> <li>If necessary, request first aid assistance from first aid officers</li> </ul>	

# Emergency Response Management Plan

## ASBESTOS FIND OR DISTURBANCE

**CODE YELLOW**

**Note:** it is recommended work instructions and registers be maintained where there is known sources of asbestos. The below points are guidelines only should work, construction, or an incident disturb potential or known asbestos.

- Cease any construction or works immediately. Vacate the immediate area
- Contain the area to ensure no one has access. Warning signage should be placed to alert persons not to enter the area
- Engage a licenced asbestos assessor (LAA) to inspect the material to assess the immediate risk
- Notify **SafeWork NSW** and the Critical Incident Management Team if it is assessed by the LAA that there has been a potential asbestos exposure
- Complete an incident form
- If the material contains asbestos and the LAA recommends that the material does not pose an exposure risk, a barrier between the material and work area should be set up and works and access within the work area may recommence
- If the material contains asbestos and the LAA determines that the material has been disturbed to a level where it poses an asbestos exposure risk, access into the work area should remain restricted. Air monitoring maybe undertaken to assess airborne fibre levels within and adjacent the work area
- Provide data for workers in the area at the time of the material disturbance
- Contract a licenced asbestos removalist to remove or remediate the material
- A clearance inspection of the removal of asbestos (ACM) must be carried out prior to re-occupation of the building / space. Clearance inspections must be carried out by a LAA independent from the asbestos removalist and a Clearance Certificate supplied
- Where the asbestos material has not been removed, the materials should be labelled, and works should not be undertaken immediately adjacent the material which are likely to disturb the material.
- All relevant aspects of the event should be recorded in the appropriate asbestos register, management plan, and records.
- The location and details of all assumed, confirmed asbestos containing material, or confirmed non-asbestos containing material, along with reports, photographs, and plans showing the location will be included in an updated hazardous material register.

# Emergency Response Management Plan

## BOMB THREAT

CODE PURPLE

Remain calm and don't panic

Call the Police on 000

Evaluate the threat

Decide a course of action

If required, evacuation the premises

Use the information below to safely manage a bomb threat situation including suspicious objects, written threats, and phone threats:

- If a written bomb threat is received or suspicious object is found, notify Police on 000 and then SCU Campus Security on 0407 456 420
- Do not touch suspicious objects
- If a telephone bomb threat is received, you should:
  - Attract the attention of someone else to contact Police on 000 and SCU Campus Security on 0407 456 420
  - Keep the caller on the line as long as possible
  - Do not hang up the phone, if possible
  - Complete the Bomb Threat Checklist, paying particular attention to background noises, accents, and speech patterns
  - Give the Bomb Threat Checklist to the Chief Warden, Security Control Room or Police immediately after the call
- Proceed on the advice of Emergency Services
- If evacuating:
  - Check that the exit route is clear of suspicious objects
  - Leave doors open
  - Occupants can take their personal items with them
  - Avoid using mobile phones or portable radios
  - Ensure the assembly area is far enough away to be unaffected from a blast
- Treat the threat as genuine until proven otherwise. **If in any doubt, play it safe and evacuate the area.**

The following questions provide a means of assessing if an item should be considered suspect:

**H**idden – is the item hidden?

**O**bvious – is the bomb obviously a bomb?

**T**ypical – is the item typical for its environment?

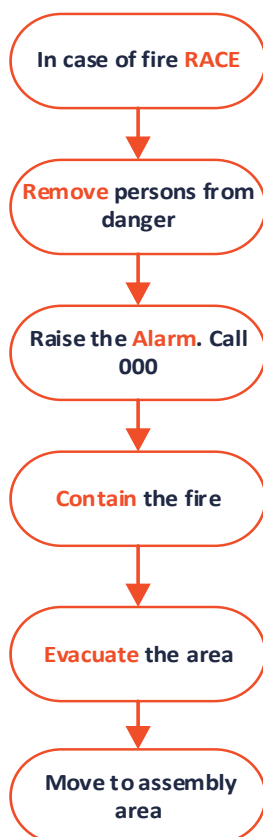
**U**nauthorised – has there been any unauthorised access to the area?

**P**erimeter – has there been a perimeter breach?



# Emergency Response Management Plan

## BUILDING FIRE

**CODE RED**


- Follow **evacuation checklist**
- If you see smoke, do not panic, and remain calm
- Remove persons from the area. Your priority is life safety
- Ensure alarms have been activated by hitting the nearest Break Glass Alarm to notify 000
- Alert those in your area to prepare to evacuate, and location of assembly area
- Check that the evacuation route is clear of fire, smoke, and other obstacles
- Notify other workers and residents of the emergency
- Evacuate persons from your area. Evacuate those in immediate danger first. Close doors as you go, if safe to do so.
- Only fight a fire if it is small (rubbish bin size) & you have been trained to use firefighting equipment.
- Conduct a secondary search in your nominated area to ensure all persons have been evacuated.
- Assist people with mobility impairments. If they cannot self-evacuate, relocate them to a safe place and notify the Chief Warden who will notify the Fire Brigade. Do not leave them alone, if safe.
- Prevent all persons from re-entering the premises unless it is deemed safe.
- Ensure all persons are accounted for at the assembly area – where possible.
- Do not allow people to leave the assembly area if possible.

### Important Notes:

- Be aware that some occupants may ignore the alarms and / or refuse to evacuate unless they see signs of danger
- Any person suffering a medical condition such as asthma, must be evacuated as a priority if there are signs of smoke

# Emergency Response Management Plan

## BUSHFIRE

CODE RED

The following information is a guide for when there is the threat of bush fire.

In all bush fire situations,

- If necessary, consider closing areas of the workplace
- Direct all persons to move to lockdown location or evacuate completely
- For buildings, turn air-conditioning off or put on re-circulated air cycle to stop smoke from being drawn inside
- Contact Chief Warden, Campus Security (if applicable), and contact emergency services on 000
- Render any first aid if necessary
- Monitor persons for symptoms of smoke exposure and duress
- Chief Warden to inform workers, residents, and visitors of situation and any specific instructions
- Wardens should patrol the site for ember ignitions extinguishing them where it is safe to do so
- Advise attending fire personnel of areas where attention is needed
- Chief Warden to contact Fire Emergency Services to ascertain the extent of the threat and determine an appropriate course of action. Ring 000, if appropriate.
- Chief Warden to brief Emergency Control members on the extent of the threat and place them on standby
- Chief Warden to consider increasing the bus shuttles to relocate persons off site if needed
- Maintain contact with emergency services and act on any instructions given

**If an evacuation is required:**

- Follow evacuation procedures, ensure all buildings and public areas are clear.

**If persons are caught in the open during a bushfire:**

This section is relevant for persons that may be in remote areas away from the buildings.

**Anticipate the fire behaviour** and plan your course of action:

- Move to a low fuel area
- Do not try to outrun the fire – move across the front of the fire to the flanks (sides)
- Move downhill - the most intense fire will be at the top of hills. Do not try to run through the flames unless you can clearly see behind them. This means flames less than 1m high and less than 3m deep (dependent on wind)
- Move towards the flanks or back of the fire and look for lulls in the fire to find flames of less intensity
- If there is no possibility of escape STOP, LIE DOWN and COVER UP as far as possible.
- If your clothes catch fire ROLL on the ground to extinguish the flames.
- If possible, COVER your mouth and nose with a wet cloth
- REMAIN CALM and avoid exhaustion – plan your actions

**Find an area that will not burn - the bigger the better.**

- Avoid direct flame contact by getting to an area devoid of bushfire fuel
- Look for large water bodies such as lakes, dams, or creeks.
- Avoid areas of swampy vegetation, which can burn intensely

**Avoid swimming pools and water tanks.** During a fire, water heats up very quickly and the oxygen is sapped out of the atmosphere, a state of collapse is reached in about three minutes.

# Emergency Response Management Plan

## CHEMICAL SPILL / HAZARD

CODE YELLOW

### CAUTION - CONFIRM IF AREA SAFE TO APPROACH

- **Do not enter** any confined area where there is the slightest risk of being exposed to toxic atmospheres. If in doubt - stay well clear (upwind if possible)
- Inform Fire Services on 000 and keep persons away
- Inform applicable maintenance personnel, cleaner/s, and Chief Warden
- Phone Control Room on 0800 823 637 to advise of situation
- On arrival at the scene, ensure that the affected area has been evacuated and that persons assemble in a well ventilated, safe area, upwind from the spill
- Prevent unauthorised access to area - do not allow any ignition sources or electrical equipment to be operated in the immediate vicinity of the spill
- If the spill is a minor spillage of a chemical and if it can be recovered safely, it will be the responsibility of the person responsible for the chemical  
**Note:** If there is the slightest doubt regarding safety of response personnel or others, do not attempt to recover any spillage
- Consideration should be given to building environmental conditions and a decision made as to whether further evacuation of the area is required
- The person responsible for the chemical/s should continue to manage the spill as specified on the Safety Data Sheet (SDS) or by the Manufacturer / Supplier of the substance
- The spill should be contained as soon as possible, using appropriate absorbents if it is safe to do so, based on information at hand. Particular attention should be paid to drains as these may need to be dammed using sandbags or other appropriate bunding
- A chemical spill kit should be utilised if one is available
- Fire Services should be contacted if the spill has caused an evacuation, entered drainage systems, is of a size or nature which is beyond the resources and / or competency of on-site personnel to safely and effectively mitigate, the substance involved is unknown, the substance is highly flammable / explosive / poisonous / hazardous, or for any other reason where on-site personnel have even the slightest doubt about possible risks posed by the incident.
- All information regarding the spill should be reported to the Officer-in-Charge of the Fire Services on arrival at the scene
- All waste should be removed consistent with regulatory requirements and the incident should be reported under applicable statutory requirements
- Notify the applicable WorkSafe Regulator incident notification unit
- Notify Environment Protection Authority if applicable

# Emergency Response Management Plan

## CIVIL DISORDER

### CODE BLACK

If there is a risk to occupant safety or of unlawful building entry, then direct workers as follows:

- Immediately inform Police, Campus Security and Critical Incident Management Team
- Monitor crowd behaviours for early detection of possible troublemakers
- If Campus Security is available, they should be prominently placed as a way of deterring individuals from unruly behaviour
- Take steps to restrict access to building or infiltration within building by the demonstrator/s
- Remove persons not directly involved in the scene if it is safe to do so
- Secure critical records, equipment, and valuable items
- Remove any objects in accessible locations which could be used as weapons or missiles by aggressive trespassers
- Be mindful of possible diversionary tactics by demonstrators to mask criminal activity
- The Chief Warden should ensure that any group of demonstrators is kept under continuous discreet surveillance and attempt to ascertain size of group, composition, leader's identity, motives, intentions, mood, and location
- Removal of trespassers will usually be performed by Police (and Campus Security where applicable)
- From the moment that the possibility of civil disorder is first suspected, the safety of the site's occupants must be of paramount consideration to the Chief Warden and all necessary action undertaken (particularly providing advanced warning to the site's occupants) to assure this.

## CONSTRUCTION

### CODE YELLOW

- Liaise with the construction foreman to ensure all persons are safe, area contained, and no further hazards present
- Ensure security of construction zone and surrounding buildings
- Shut down gas and power if needed
- Consider temporary stop to construction
- Develop message strategy and implement across key stakeholders
- Assess the effect (loss and duration) on the business operations and on the environment
- Liaise with engineers to ensure structures are structurally sound

## DROWNING

### CODE BLUE

- Identify a drowning victim:
  - Victim waving their hand or flailing in the water
  - Victim not moving in the water
  - Victim sinking
  - Calling for assistance
  - Using short, weak strokes and appear to be looking for something to cling to
- Call 000
- Prepare to reach the victim – take floatation devices, life vest
- Alert someone else on shore if you are swimming out to rescue the victim
- Do not attempt a rescue unless you are a strong swimmer and know what you are doing. If you are a weak swimmer, you can put both yourself and the drowning victim in danger
- Perform a rear approach rescue. If possible, you should always approach a drowning victim from behind. You may need to swim underwater and come up behind the victim to make this happen. As you perform the rescue, you want the victim to keep the shore in sight. For this reason, it is better to approach from the rear and propel them with you towards the shore.
- Approach the victim from behind and put your arms under their armpits, grab their shoulders and flip them on to you, keeping your head to the side and out of harm's way. Your rescue tube should be under your arms and between you and the victim. Try to calm them by telling them who you are, and that you are here to help
- Tow the victim to shore
- Administer first aid if you are trained to do so

# Emergency Response Management Plan

## EARTHQUAKE

CODE BROWN

If inside:

- Stay inside
- Do not use lifts or stairs
- Take shelter in doorways, under desks, or beside an internal wall
- Stay clear of large areas with glass windows and/or roofs
- Keep away from windows or objects that could fall on you

If outside:

- Stay outside
- Take shelter clear of buildings, trees, power lines or other potential hazards

If in a vehicle:

- Stop in an open area until shaking stops
- Beware of downed power lines and road damage, including overpasses and bridges
- Listen to the radio for warnings before moving

When the earthquake stops:

- Do not move until you are sure it is safe to do so
- Chief Warden to contact emergency services if required
- Check for signs of fire, hazardous material spill, or major structural damage
- Turn off electricity, gas, and water
- Do not light matches / lighters or other ignition sources until checks have been completed for gas and fuel leaks
- Check for broken water, sewerage, or electrical mains
- Account for all workers and visitors if possible
- Treat injuries. Do not move seriously injured persons unless they are in immediate danger
- Do not use telephone immediately (to avoid congestion) unless there is a life-threatening situation
- Do not evacuate unless area is immediately threatened or instructed to do so by Chief Warden
- Do not waste food and water as supplies may be interrupted
- Listen to the local radio station and heed warnings and advice on damage and service disruptions
- Try to avoid driving unless for an emergency (to keep streets free for emergency services)
- Do not enter damaged buildings
- Remain calm and assist others if possible

## ELECTRIC SHOCK

CODE BLUE

Electric shock may stun a person, stop their breathing, and cause severe burns to skin and internal organs. Injuries can be fatal.

- Avoid direct contact with the affected person while they are in contact with the current
- Break the contact by switching off the current if possible, or by contacting the service provider
- **For low voltage only (<1000volts):** If the above action is not possible, stand on something dry (blanket, rubber mat, newspapers) and break the contact by pushing the affected person free with a wooden pole or board, or pulling with a loop of rope around an arm or a leg.

**Note: Do not use any materials that conduct electricity (e.g., metal) or anything moist**

- Only permit first aid when the situation is safe (i.e., when the current has been switched off)
- Ensure that Ambulance, nearest First Aid Officer, and Chief Warden are informed
- If the affected person is unconscious, resuscitation is the priority
- Always seek medical advice after an electric shock

# Emergency Response Management Plan

EXPLOSION	CODE RED
<ul style="list-style-type: none"> <li>▪ Call emergency services on 000</li> <li>▪ Phone Control Room on 0800 823 637 to advise of situation</li> <li>▪ Alert surrounding areas by hitting the nearest Break Glass Alarm to notify 000 and Campus Security</li> <li>▪ Initiate evacuation procedures</li> <li>▪ Despatch first aid officers to treat casualties, either on location or at assembly area, depending on safety</li> <li>▪ Those casualties that are non-responsive and no signs of life must not be moved</li> <li>▪ Deploy trained personnel to combat any fires, if they are small, and if it is safe to do so</li> <li>▪ Despatch appropriate workers to isolate / shut down hazardous processes or equipment which could be hazardous to rescue operations</li> <li>▪ Refer media inquiries to the Critical Incident Management Team</li> <li>▪ Survey the building, when safe, for signs of structural damage</li> <li>▪ Organise for security of the building if it is not accessible</li> </ul>	
EXTREME HEAT	CODE BROWN
<ul style="list-style-type: none"> <li>▪ Open/close doors and windows to assist in temperature control</li> <li>▪ Close blinds and curtains to reduce entry of heat</li> <li>▪ Restrict access to external areas</li> <li>▪ Monitor air temperatures within location</li> <li>▪ Encourage workers and other persons on site to drink plenty of clean water</li> <li>▪ Ensure air conditioners are well maintained</li> <li>▪ If persons are suffering from heat related illness, organise first aid support</li> </ul>	
FALLEN TREE	CODE YELLOW
<ul style="list-style-type: none"> <li>▪ Evacuate the immediate area</li> <li>▪ Assist persons in immediate danger, if safe to do so</li> <li>▪ If injury has occurred, contact First Aid officer</li> <li>▪ Call 000 as necessary in the event of injury</li> <li>▪ Contact Security.</li> </ul> <p>Once the incident has passed:</p> <ul style="list-style-type: none"> <li>▪ Cordon off the area</li> <li>▪ Contact local Council, or arborist to notify them of fallen tree or tree limb</li> <li>▪ Ensure area stays free from unauthorised access</li> </ul>	

# Emergency Response Management Plan

FLOOD	CODE BROWN
<p><b>Before the flood (Alert Phase):</b></p> <ul style="list-style-type: none"> <li>On notification of impending severe storm, Chief Warden to advise all workers, residents, and visitors of the situation and give instructions on actions to take</li> <li>Monitor information sources: <ul style="list-style-type: none"> <li>Regional and local radio stations</li> <li>Relevant websites</li> <li>Bureau of Meteorology</li> <li>SES / emergency services reports</li> </ul> </li> <li>Liaise with local emergency services (e.g., Civil Defence)</li> <li>Remove or relocate documents, chemicals, and equipment expected to be impacted by the flood.</li> <li>Determine need for sandbagging as required by expected flood heights</li> </ul> <p><b>During the flood (Response Phase):</b></p> <ul style="list-style-type: none"> <li>Move all persons indoors. If outdoors, persons must take extra precaution to avoid hazards such as flooded roads, downed electrical power lines, utility poles, and trees</li> <li>Do not drive over flooded roads, causeways, or bridges</li> <li>Do not walk into flood water that is deeper than gumboot height without: <ul style="list-style-type: none"> <li>A depth gauge stick</li> <li>Life vest</li> <li>Safety line</li> </ul> </li> </ul> <p><b>If there is any doubt, do not enter the water</b></p> <ul style="list-style-type: none"> <li>DO NOT attempt to wade across or swim through flood waters of any kind</li> <li>Liaise with Police and other emergency services (e.g., Civil Defence) regarding road conditions and safe routes</li> <li>Be aware of possible contaminated water</li> <li>Be aware of animals, insects, and parasites in or around flood waters</li> </ul> <p><b>After the flood (Recovery Phase):</b></p> <ul style="list-style-type: none"> <li>Assess site for any potential contamination issues</li> <li>Inspect equipment for damage.</li> </ul>	

GAS LEAK	CODE YELLOW
<p><b>WARNING - CONFIRM AREA IS SAFE TO APPROACH.</b></p> <ul style="list-style-type: none"> <li>Do not enter any confined area where there is the slightest risk of being overcome by gas fumes</li> <li>Close doors and windows only if safe to do so</li> <li>Where applicable, evacuate persons from the affected area and assemble them in a well-ventilated area where they are not exposed to further risk</li> <li>If anyone has been exposed to a substance, set up an isolation and decontamination area</li> <li>If available and safe to do so, put on Personnel Protective Equipment (PPE)</li> <li>Alert surrounding areas by hitting the nearest Break Glass Alarm to notify 000 and Campus Security</li> <li>If safe to do so, isolate gas supply</li> <li>Shutdown air conditioning</li> <li>Notify applicable facilities personnel</li> <li>Ensure that there are no ignition sources in the affected area</li> <li>Ventilate the affected area</li> <li>Notify Fire Services and gas supplier</li> <li>If major leak, decide if a partial or full evacuation is required, and implement appropriate response</li> </ul>	

# Emergency Response Management Plan

**CODE YELLOW**

▪

## LIGHTNING STORM / STRIKE

**CODE BROWN**

The following information will help you remain safe during a lightning storm or respond if strike occurs. This procedure is relevant for those persons working outdoors.

### The 30/30 rule

- When thunder is heard within 30 seconds of a lightning flash, take shelter inside and wait for 30 minutes after the last thunder is heard to resume any activities on-site
- If you are unable to take shelter inside, find the safest accessible location and stay there until the storm has passed

### General precautions:

- Do not use or remain in mobile plant when outside
- Always stay inside buildings, avoid small structures or fabric tents, and keep clear of windows
- Stay away from metal poles, fences, and clothes lines
- If driving, slow down or park away from trees, power lines, or other objects that may be damaged by storm activity
- Stay inside vehicles but do not touch any metal sections
- Discard all metal objects

### If shelter is not available:

- Crouch/squat (feet together), preferably in a hollow. Make yourself a small target
- Keep hands off the ground
- Spread groups of workers out (do not touch)
- Remove metal objects from head/body
- Do not lie down (the more of you that is in contact with the ground, the more 'attractive' you are to lightning)
- If your hair stands on end or you hear buzzing on nearby rocks or fences, move immediately. (At night, a blue glow may show if an object is about to be struck)
- Stay away from high and low points (hilltops, ridges, and gullies), rock overhangs, and shallow caves
- Keep out of, and well away from, water bodies or watercourses
- Never shelter under tree/s

### First aid:

- Apply immediate CPR to lightning victims until medical help arrives. (You will not receive a shock from the victim)
- Call emergency services and ask for an ambulance – the operator will ask you to describe the condition of the casualty and may give you some first-aid advice over the telephone
- Liaise with Critical Incident Management Team on planned approach for workers and residents



# Emergency Response Management Plan

## MEDICAL EMERGENCY

**CODE BLUE**

### WARNING - CONFIRM AREA IS SAFE TO APPROACH.

- Commence first-aid treatment on the casualty as quickly as possible. This should be given by someone trained in first aid
- If the casualty is conscious, provide reassurance whilst they receive first-aid treatment
- Avoid moving the casualty unless necessary. If you must move them due to risk of further injury, do so under the careful instruction from the first aid officer
- Contact first aid officers and advise casualty location and casualty information, if available
- Call emergency services and ask for an ambulance – the operator will ask you to describe the condition of the casualty and may give you some first-aid advice over the telephone
- Nominate someone to direct emergency services to the location of the emergency
- Make sure there is a clear path for ambulance officers to access the casualty
- Provide ambulance officers with a brief update on the casualty's condition. First-aid officers should remain with the casualty to assist ambulance officers
- Liaise with Health Services infectious control nurse, if needed
- Keep a record of what happened, how it happened and when it happened
- Contact the Chief Warden and report the incident
- Advise Critical Incident Management Team so next of kin can be contacted

## NO SIGNS OF LIFE

**CODE BLUE**

- Remain calm
- Ensure that First Aid Officer, Chief Warden, Critical Incident Management Team, Police, and Ambulance are immediately informed
- First Aid Officer to undertake applicable first aid treatment
- Avoid contact with blood and other body fluids by using protective gloves
- Isolate the site where the incident has occurred
- Segregate any witnesses in a private area away from incident scene. Comfort witnesses / colleagues
- Segregate any friends / colleagues of the victim in a private area away from incident scene
- Disperse any spectators
- If practicable, cover the body and make sure that it cannot be disturbed
- Do not interfere with any evidence
- Collect accurate information (written and photographic - if feasible) about the incident
- If workers or residents are involved, request police to advise when next of kin have been informed
- Inform applicable senior management

## PERSONAL THREAT (NON-ARMED)

**CODE BLACK**

If a person's behaviour is threatening and out of control:

- Do not place yourself at risk
- Obey the offender's instructions
- Do not argue or provoke the person
- Do not attempt to physically suppress the person
- Back away and alert bystanders to move away from the area
- Talk slowly, quietly, firmly, and simply
- Do not make any quick or sudden movements
- Keep a safe distance between yourself and the offender
- Take note of exits or other possible escape routes. Try to get as close as possible to those exits
- Make it easy for the person to leave the building / area
- Report violent / threatening persons to the Chief Warden, if safe to do so
- If you cannot get hold of Chief Warden, activate the manual call point
- Record description of offender, what was said, touched, etc. as soon as possible
- Contact the Police if a weapon is involved, or where intervention is required
- Isolate the area until Police arrive
- Complete Incident Form

# Emergency Response Management Plan

PLANE CRASH	CODE BROWN
<ul style="list-style-type: none"> <li>Organise for everyone to immediately take cover under furniture and outside structures that will provide protection against falling debris or glass</li> <li>Call 000 and ask for Fire Services</li> <li>After the effects of the explosion have subsided, evacuate the surrounding area, following the evacuation procedures</li> <li>Cordon off the area surrounding the plane</li> <li>Ensure there is a clear path of access for emergency services through the site</li> <li>Establish staging areas (emergency services, triage, media, family welfare support centre, etc).</li> <li>Liaise with engineers to ensure structures are structurally sound.</li> </ul>	
POWER OUTAGE	CODE YELLOW
<ul style="list-style-type: none"> <li>Report outage to the Chief Warden</li> <li>If evacuation is necessary, move cautiously. Lighted signs will indicate emergency exits</li> <li>Utilise torches, if available, to direct persons from the building</li> <li>Persons stranded in lifts should be able to communicate via the emergency telephone in the lift</li> <li>If safe to do so, isolate sensitive electrical equipment, as power surges could be experienced before sustainable power is restored.</li> </ul> <p><b>Note:</b> treat all electrical equipment as live, as power may be restored at any time without notice</p>	
RODENT / PEST INFESTATION	CODE YELLOW
<ul style="list-style-type: none"> <li>Alert General Manager</li> <li>Organise a pest exterminator to conduct an inspection</li> <li>Provide residents a list of instructions for the actions they need to take. e.g., for bed bugs they will need to remove and launder their personal items</li> <li>Pest exterminator to fumigate or treat areas affected</li> <li>If resident(s) will be displaced from their rooms, notify the Critical Incident Management Team who will activate resident displacement process</li> </ul>	
SEVERE STORM	CODE BROWN
<p><b>Use the information below in the event of heavy rain (causing flash flooding), hail, severe thunderstorms, and strong wind gusts:</b></p> <ul style="list-style-type: none"> <li>On notification of impending severe storm, Chief Warden to give instructions on actions to take</li> <li>Move workers and residents indoors. If outdoors, workers must take extra precaution to avoid hazards such as flooded roads, downed electrical power lines, utility poles, and trees.</li> <li>Avoid driving during severe storms wherever possible</li> <li>Close all windows, curtains, blinds, and external doors</li> <li>Remain inside the building during the storm, keeping away from exposed windows</li> <li>Move computers and valuables away from windows or items that may fall</li> <li>Turn off electrical appliances and unplug them from wall sockets where possible</li> <li>Be aware that lightning strikes may cause power failure which will affect services such as lighting, lifts, heating, air conditioning, ventilation, and building fire systems</li> <li>In the event of damage to the building, seek shelter under tables or desks and away from items such as machinery and other objects that may fall or slide. In multi-story buildings, the central core is usually the safest place to seek refuge</li> <li>Refrain from using the telephone during thunderstorms</li> <li>Chief Warden to advise when the storm has passed</li> <li>Liaise with Critical Incident Management Team on planned approach for workers and residents</li> </ul>	

# Emergency Response Management Plan

SELF-HARM	CODE BLUE
<ul style="list-style-type: none"> <li>▪ Remain calm and <b>do not</b> pressure the person into any treatment they are not comfortable with</li> <li>▪ Administer appropriate First Aid (<b>do not</b> induce vomiting)</li> <li>▪ Phone 000 for an Ambulance and SCU Campus Security 0407 456 420</li> <li>▪ Isolate any evidence, such as medication labels, and provide to emergency services</li> <li>▪ Supervise bystanders and move them away from the area</li> <li>▪ Quarantine the site/area until paramedics arrive</li> <li>▪ Ensure that affected workers, residents, and visitors are not left alone until they have been provided with some immediate assistance and support to cope with the initial emotional distress</li> <li>▪ The Chief Warden should notify the Critical Incident Management Team</li> <li>▪ Document all information received, and actions taken</li> <li>▪ For residents and victim, referral to authorised professional services such as a GP or counsellor</li> <li>▪ For workers, referral to Employee Assistance for wellbeing support</li> <li>▪ Maintain communication with victim regarding their ongoing wellbeing</li> </ul>	

SEXUAL ASSAULT	CODE BLACK
<ul style="list-style-type: none"> <li>▪ Threats may be received by phone, email, in writing, or in person</li> <li>▪ The person receiving the threat should determine if there is a fear of immediate harm. If so, contact 000 and ask for police</li> <li>▪ When an allegation is made, or a worker becomes aware of a sexual assault, workers should immediately assess the situation to ensure a safe environment</li> <li>▪ Once safety is established, the priority is to care for the victim, and they must be given maximum support and assistance. Allegations of assault should always be treated seriously. The victim's feelings about themselves may be influenced by initial reactions to their allegation. If the victim senses a horrified or disbelieving response, this may reinforce and perpetuate feelings of guilt and shame</li> <li>▪ If the victim requires immediate medical attention, a medical practitioner or ambulance should be called, or the victim conveyed to the nearest hospital</li> <li>▪ Where a worker is the alleged perpetrator of physical or sexual assault, any medical practitioner called should be independent of the service where the alleged assault took place</li> <li>▪ The worker who first becomes aware of the allegation must be available to assist the police with any investigation</li> <li>▪ In relation to preserving evidence of sexual assault, it is helpful to: <ul style="list-style-type: none"> <li>○ Encourage the victim not to shower or change, or, if the victim feels they must shower or change, ask them to put the clothing they were wearing at the time of the assault in bags, which should be sealed, labelled, and secured</li> <li>○ Where possible, lock the door to the room or restrict access to the area where the assault occurred so any physical evidence inside that area remains undisturbed</li> </ul> </li> <li>▪ It is not necessary for a victim to decide immediately about whether to make a police report.</li> <li>▪ Notify the Critical Incident Management Team.</li> </ul>	

SNAKE BITE	CODE BLUE
<ul style="list-style-type: none"> <li>▪ Ensure there is no danger in immediate area – i.e., snake not still present</li> <li>▪ Move the casualty away from the snake, if possible</li> <li>▪ Phone 000 and ask for an ambulance</li> <li>▪ Get a first aid officer to treat first aid</li> <li>▪ Do not try to catch the snake</li> <li>▪ If possible, obtain details of the snake – i.e., colour, length,</li> <li>▪ Contact a snake handler to remove the snake</li> </ul>	

# Emergency Response Management Plan

## STRUCTURAL DAMAGE TO BUILDING

**CODE YELLOW**

### Where there is the possibility of a total or partial structural failure or collapse of the building:

- Persons should be immediately evacuated and / or kept away from the area until it has been professionally inspected to determine structural integrity
- Phone 000 and ask for Fire Services
- A barrier around the affected area should be established at a sufficient distance so that persons cannot be exposed to falling debris
- Where applicable, isolate gas supply to affected area from external point
- Once the area has been evacuated, determine if it is practicable and safe to isolate power to the area from an external point
- Inform applicable management and other appropriate facilities personnel

### Where there is no risk of structural collapse, but there is the possibility of objects falling from the structure (e.g., window failure):

- Immediately cordon off the area below, to prevent persons from being injured by falling debris
- Inform the Chief Warden
- Notify appropriate facilities personnel

## SUSPICIOUS MAIL

**CODE PURPLE**

### Mailroom Workers:

- Do not open the package
- Advise your emergency warden and / or supervisor immediately
- Move the item to an isolation area or clear flat surface.

### Wardens:

- Investigate the situation. Try to obtain information on the sender and the recipient
- Only attempt to verify contents if you have appropriate screening equipment
- Contact emergency services
- Notify your Chief Warden of the emergency

### Chief Warden:

- Ensure that emergency services have been notified
- Contact management and advise of the situation
- Notify neighbours if appropriate
- Meet and brief emergency services
- Keep records of what you were told, what you saw, and the actions you took
- After the incident, conduct a debrief with affected workers and wardens

### DO NOT:

- Wet the item
- Place the item in a container
- Invite others to look at the item
- Use mobile phones or two-way radios in the vicinity of the item

## TRANSPORT ACCIDENT

**CODE YELLOW**

### WARNING - CONFIRM AREA IS SAFE TO APPROACH

- Attend to injured person
- Call for assistance and call 000
- Apply first aid, if trained to do so, and do not move seriously injured person/s (avoid contact with blood and other body fluids by using protective gloves)
- Ensure the injured person/s is/are as comfortable as possible
- Ensure the safety of other persons you may have been travelling with
- Isolate the site at which the accident occurred (do not disturb any evidence the police might find useful)
- Remove from the site all people who are not directly involved
- If required, notify the Critical Incident Management Team

# Emergency Response Management Plan

## TRAUMA MANAGEMENT

**CODE BLUE**

- During an emergency incident, people may be traumatised by the things that they see or experience, i.e., stress, injury, or death
- Exposure to a traumatic incident will affect people in different ways
- Reactions can vary from moodiness, anger, poor concentration, and difficulty sleeping to serious long-term physical and emotional disorders
- These reactions may be relatively minor lasting only a few days or may be far more serious lasting months or years
- Persons who experience traumatic events should be encouraged to seek professional counselling before symptoms develop
- Simply talking about their experiences with a trained professional can prevent future problems
- Support is crucial in helping an individual accept the need for professional help.
- If possible, conduct an informal debrief session with workers to discuss the incident
- Referral to Employee Assistance for wellbeing support.

## WATER LEAK / BURST WATER PIPE

**CODE YELLOW**






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

- Move persons away from the affected area
- Notify the appropriate facilities personnel
- Shut off electricity to the affected area
- If practicable, isolate source of flooding / water leakage
- Prevent unauthorised access to the affected area
- Water-soaked materials should not be placed in an area where they might cause collateral water damage to other materials, e.g., rugs, carpets, etc.
- Follow-up action may involve the pumping out of the affected area and the removal of undamaged materials




























# Emergency Response Management Plan

## 17 Emergency Equipment

The following equipment may be available at Lismore. Workers are familiar with the equipment in their respective areas.






Equipment	Details
<b>Chemical Spill Kit</b> 	<p>Allows for containment of chemical spills</p>
<b>Emergency Light</b> 	<p>When power goes out, the emergency light turns on and illuminates the area to direct you to the nearest exits</p>
<b>Evacuation Kit</b> 	<p>Contains essential documents and equipment that will be needed to manage people welfare while at the assembly area for an extended time</p>
<b>Exit Signs</b> 	<p>Shows the egress out of the building</p>
<b>Fire Blanket</b> 	<ul style="list-style-type: none"> <li>A fire blanket consists of a piece of a fire-resistant fabric (usually woven glass fibre) that can be used to smother a small fire or wrap around a person whose clothing is alight.</li> </ul> <p><b>To use the fire blanket:</b></p> <ol style="list-style-type: none"> <li>1. Pull on the tabs to release the fire blanket</li> <li>2. Open the fire blanket and hold it in front of you to shield your body, hands, and face from the fire</li> <li>3. Cover the burning material completely, ensuring there are no gaps for oxygen to reach the fire</li> <li>4. Shut off any gas or other fuel supply involved in the fire and contact Fire Services if it has not been done already</li> <li>5. Leave the blanket in place for at least 30 minutes to allow the oil or fat to cool. Wait for Fire Services to advise when it is OK to remove.</li> <li>6. Always read the instructions for your fire blanket before use.</li> </ol> <p><b>NOTE:</b> Fire blankets are not designed for re-use! It is essential that you dispose of your fire blanket once it has been used.</p>

# Emergency Response Management Plan

Equipment	Details																																																																						
<div>Fire Extinguishers</div> <div></div>	<div><ul style="list-style-type: none"><li>A cylinder containing a firefighting agent (under pressure) which can be discharged onto a fire.</li><li>Do not attempt to fight a fire unless you are adequately trained</li></ul></div> <div><table><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td>Water</td><td>Foam</td><td>Dry Chemical Powder (A,B,E)</td><td>Dry Chemical Powder (B,E)</td><td>Carbon Dioxide (CO<sub>2</sub>)</td><td>Vaporising Liquid</td><td>Wet Chemical</td><td>Fire Blanket</td></tr><tr><td>A</td><td>Combustible Solids</td><td>✓</td><td>✓</td><td>✓</td><td>✗</td><td>Limited</td><td>✓</td><td>✓</td><td>Limited</td></tr><tr><td>B</td><td>Flammable Liquids</td><td>✗</td><td>✓</td><td>✓</td><td>✓</td><td>Limited</td><td>Limited</td><td>✗</td><td>Limited</td></tr><tr><td>C</td><td>Flammable Gases</td><td>✗</td><td>✗</td><td>✓</td><td>✓</td><td>✗</td><td>Limited</td><td>✗</td><td>✗</td></tr><tr><td>(E)</td><td>Energised Electrical Equipment</td><td>✗</td><td>✗</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✗</td><td>✗</td></tr><tr><td>F</td><td>Cooking Oils and Fats</td><td>✗</td><td>✗</td><td>✗</td><td>✓</td><td>✗</td><td>✗</td><td>✓</td><td>✓</td></tr></table></div> <div><p>Pull the pin Aim the nozzle at base of fire Squeeze the trigger Sweep across base of fire</p></div> <div><ul style="list-style-type: none"><li>Safety measures when first attack firefighting:<ul style="list-style-type: none"><li>Only attempt to fight a small fire, i.e., wastepaper bin size</li><li>Make sure you have a clear escape path. Stay upwind of the smoke</li><li>Never work alone – make sure someone is there to assist you</li><li>Check that you have the correct extinguisher for the type of fire</li><li>Pull the PIN in the handle and test the extinguisher before you approach the fire</li><li>Aim the extinguisher at the base of the fire</li><li>Squeeze the handle of the extinguisher</li><li>Sweep the extinguisher from side to side across the base of the fire</li><li>Make sure that the fire is out. If it reignites, repeat the above process</li></ul></li></ul></div>													Water	Foam	Dry Chemical Powder (A,B,E)	Dry Chemical Powder (B,E)	Carbon Dioxide (CO <sub>2</sub> )	Vaporising Liquid	Wet Chemical	Fire Blanket	A	Combustible Solids	✓	✓	✓	✗	Limited	✓	✓	Limited	B	Flammable Liquids	✗	✓	✓	✓	Limited	Limited	✗	Limited	C	Flammable Gases	✗	✗	✓	✓	✗	Limited	✗	✗	(E)	Energised Electrical Equipment	✗	✗	✓	✓	✓	✓	✗	✗	F	Cooking Oils and Fats	✗	✗	✗	✓	✗	✗	✓	✓
																																																																							
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<div>Fire Hydrant</div> <div></div>	<div>Fire Services attach their canvas hoses to this hydrant. This provides more pressure than the standard water system</div> <div><b>Note:</b> To be used by Fire Services only</div>																																																																						
<div>Fire Indicator Panel and Emergency Warning Intercoms System</div> <div></div>	<div><ul style="list-style-type: none"><li>The Fire Indicator Panel will show the zone affected by the alarm and can be used to identify the location of danger.</li><li>The Emergency Warning Intercommunication System also allows messages to be broadcast to parts or all the facility, including communication via the Warden Intercommunication Phones (Red Phones).</li></ul></div>																																																																						



# Emergency Response Management Plan

Equipment	Details
<p>Hose Reel</p> 	<ul style="list-style-type: none"> <li>Consist of a length of 20mm diameter plastic hose, up to 36 metres long and fitted with a nozzle. Works like a garden hose. <b>Use only for combustible solid fires</b></li> <li>Operating instructions: <ol style="list-style-type: none"> <li>1. Turn on the stop valve</li> <li>2. Run out the length of the hose as required</li> <li>3. Turn on the water at the nozzle, direct the stream at base of fire</li> <li>4. Ensure you leave a direct egress path between you and the nearest exit door/egress route</li> </ol> </li> </ul> 
<p>Manual Call Point / Break Glass Alarm</p> 	<ul style="list-style-type: none"> <li>The manual call point / break glass alarm will activate the fire alarm in the building when the glass is pressed in / broken.</li> <li>If the Fire Indicator Panel is linked to Fire Services, the call to Fire Services will be automatic when the alarm is activated</li> <li>It is recommended that 000 is also called to inform the Fire Service of the type and severity of the fire to allow additional resources to be dispatched if required</li> <li>If not connected to the Fire Service, the break glass alarm should have signage above it indicating <i>"Local alarm only in case of fire break glass and ring 000"</i>.</li> </ul>
<p>Megaphone / PA System</p> 	<p>Allows for announcements to be made in the event of an emergency</p>
<p>Smoke Detector</p> 	<p>Used to detect smoke presence within an area. Once triggered the fire alarms will be activated automatically if they are linked to a Fire Indicator Panel</p>



# Emergency Response Management Plan

## 18 Reference Documents

DOCUMENT NUMBER	DOCUMENT NAME	LOCATION
TBA	Evacuation Log	IMS
TBA	Bomb Threat Checklist	IMS
TBA	Personal Emergency Evacuation Plan (PEEP)	IMS
TBA	Personal Threat Checklist	IMS
TBA	Action Log	IMS