



# **Emergency Management Plan**

**For**

**National Marine Science Centre**

**(OFFICIAL DOCUMENT)**

**FINAL – 09 NOVEMBER 2022**

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## DOCUMENT ISSUE AND CONTROL

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

Type	Version Number	Description	Date	Prepared By	Approved By
DRAFT	Version 1.1	SCU Emergency Management Plan_NMSC_DRAFT_V1.1.docx	09.2022	Contractor Compliance Officer, Property Services	Director, Property Services
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OFFICAL	Version 2.0	SCU Emergency Management Plan_NMSC_FINAL_2.0	11.2022	Contractor Compliance Officer, Property Services	Director, Property Services

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

Copy #	Format	Located At	Responsibility of
01	Printed	Reception Desk, Level 3, National Marine Science Centre	NMSC Reception Staff
02	Printed	W Block	Property Services
03	Printed	Lismore Security Gatehouse, Military Road, Lismore Campus	Security Contractor – Lismore Team
04	Printed	Gold Coast Security Office, Ground Floor, Building A, Gold Coast Campus	Security Contractor – Gold Coast Team
05	Electronic	Southern Cross University W:Drive Filing System	Property Services

These Emergency Management Plans are controlled documents and are subject to audit.

They **MUST NOT BE REMOVED** from the above locations.

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

## 1.0 INTRODUCTION

### 1.1 Purpose

Southern Cross University (SCU) is committed to fostering an environment that is safe and welcoming for our students, staff and visitors.

It strives to achieve a safe work and learning environment which; prevents or mitigates known risks, prepares for, and responds to extreme and uncommon events, and then use developed resilience to recover.

The purpose of this Emergency Management Plan (EMP) is to provide comprehensive procedures and guidelines for key SCU personnel to enable quick and decisive responses to an actual or potential emergency which could threaten the safety of persons or property or significantly disrupt operations at the following location/s:

#### **Southern Cross University:**

- National Marine Science Centre
  - 2 Bay Drive, COFFS HARBOUR NSW 2450

The procedures aim to:

- Protect and preserve life during an emergency incident
- Protect critical and important infrastructure and assets during an emergency incident
- Limit effects an emergency or potential emergency may have on SCU business, brand or reputation
- Limit any effects an emergency or potential emergency may have on neighbouring properties and communities
- Facilitate an effective first-response to emergencies on-site
- Aid emergency services as required
- Ensure vital information is collected and communicated to key personnel in a timely manner
- Facilitate re-organisation and reconstruction activities so that normal operations can be resumed as quickly as possible
- Provide training of appointed SCU personnel to ensure a high level of preparedness is maintained
- Provide a framework for updating and reviewing the EMP on a scheduled or as needed basis.
- Align with Safe Work Australia and the Australian Standard types of incidents an Emergency Management Plan should cover include, but are not limited to:
  - Unsafe Human Behaviour
  - Buildings & Infrastructure
  - Fire & Evacuations
  - Hazardous Materials & Environment
  - Administration & Other Incidents.

- Provide an Emergency Plan which shall also include:
  - Emergency Procedures – how to manage all potential defined incidents
  - Notifying emergency service organisations
  - Medical treatment and assistance
  - Effective communication between the person authorised to coordinate the emergency response within the workplace
  - Testing of the emergency procedures, and
  - Information, training and instruction to relevant workers in relation to implementing emergency procedures.

### 1.2 What is an Emergency

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

### 1.3 Campus Overview

#### National Marine Science Centre

Location: 2 Bay Dr, Coffs Harbour NSW 2450

Council: Coffs Harbour City Council



## 1.4 University Emergency Numbers

**EMERGENCY CONTACT NUMBERS:**

Emergency Services	Police, Fire, Ambulance	'000' 112 via mobile
SCU Chief Warden (Security)	Emergency Phones (internal land line): Dial 0 for an external line then dial.  Location: Remote from Security Gatehouse Military Road, East Lismore.	<b>(07) 5589 3288</b> <b>0439 540 868</b>
Onsite Chief Warden		<b>First point of contact:</b> <b>(02) 6659 8149</b> <b>Ext. 88149</b> (internal) <b>Mobile: 0431 314 976</b>  If there is no response, contact the <a href="#">NMSC emergency wardens</a> .
Remote Security Officers	Coffs Harbour Remote Security Officers.	SCU Chief Wardens to contact.
Director, Property Services		(02) 6620 3789
Manager, Workplace Health and Safety		(02) 6626 9283
Radiation Officer	Technical Team Leader (Acid Sulfate, Physical, Soil Carbon, LECO)  Senior Manager, Commercial & Research Operations	(02) 6626 9360 Ext. 79360 Mobile: 0429 384 327  (02) 6620 3678 Ext. 73678 Mobile: 0419 984 088
First Aid Officers	<a href="https://www.scu.edu.au/staff/hr-services/workplace-health-and-safety/emergency-contacts/">https://www.scu.edu.au/staff/hr-services/workplace-health-and-safety/emergency-contacts/</a>	
Emergency Wardens	<a href="https://www.scu.edu.au/staff/hr-services/workplace-health-and-safety/emergency-contacts/">https://www.scu.edu.au/staff/hr-services/workplace-health-and-safety/emergency-contacts/</a>	



## 1.5 Glossary

This glossary of definitions is derived from the National Construction Code, State and national Work Health & Safety Legislation, Australian Standards (AS 3745-2010 ) and considers local vernacular where necessary.

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

EMP – EMERGENCY MANAGEMENT PLAN	Detailed written arrangements outlining agreed roles, responsibilities, strategies, resources, systems, equipment and arrangements needed for an emergency impacting the business.
EMERGENCY PREPAREDNESS	Arrangements made to ensure that, should an emergency occur, all resources, systems, equipment and services needed to cope with an incident are tested and can be efficiently mobilised and deployed.
EPC – EMERGENCY PLANNING COMMITTEE	A group of key stakeholders responsible for the documentation, implementation, and maintenance of Emergency Management Plans.
EMERGENCY RESPONDERS	All individuals and/or teams responding to the emergency situation, including, but not limited to, state emergency services, chief wardens, wardens and first aid officers.
EMERGENCY RESPONSE PROCEDURES	A documented scheme of assigned responsibilities, actions and procedures within a designated section of an emergency plan, to respond to and manage emergencies.
ERO/T – EMERGENCY RESPONSE OFFICER/TEAM	Specialist personnel (individual or team) appointed to attend specific incidents, to contain, control or eliminate the emergency.
EWIS – EMERGENCY WARNING INTERCOMMUNICATION SYSTEM	EWIS panels provide automated messages and audible notifications to fire alarms. They also assist Emergency Wardens control and co-ordinate a building evacuation using a dedicated emergency telephone network and public address system.
EVACUATION	The orderly process of relocating people from a place of actual or potential danger to one of relative safety during an emergency.
EVACUATION OPTIONS - FULL/PARTIAL/INTERNAL (Ref also: Lock Down)	Options include: - FULL – Evacuate all occupants from a building or site. PARTIAL – Evacuate only those occupants directly impacted by an incident from a building or site. INTERNAL (IN-VACUATION) – Relocate occupants impacted by an incident to a safe location within a building or site.
EVACUATION EXERCISE/DRILL	Training designed to test and evaluate Emergency Response Procedures and ECO personnel during a simulated emergency incident.
EXTERNAL EMERGENCY	An emergency incident not on-site but which may impact the site. This may require activation of the sites EMP to mitigate potential impacts.
FIP – FIRE INDICATOR PANEL	The controlling component of a fire alarm system that activates the EWIS and Alarm Signalling Equipment to alert the fire brigade if triggered by environmental sensors such as smoke detectors.

INCIDENT CONTROLLER	A senior or appointed officer of the agency responsible for combating the emergency. (i.e. fire = Senior Fire Officer).
PERSON WITH A DISABILITY	A person defined with a condition which may restrict their mental, sensory, or mobility functions to undertake or perform tasks in the same way as a person who does not have a disability.
PEEP – PERSONAL EMERGENCY EVACUATION PLAN	An individualised emergency plan designed for people with a disability who may require special assistance during an emergency.
LOCK DOWN (Ref: Evacuation Options)	An emergency response option which keeps occupants secure inside a building or area on the basis an external evacuation might unreasonably expose them to greater dangers i.e. during an ‘active shooter’ emergency.
MUST	Indicates an obligation that a statement is compulsory, requisite or mandatory.
SITE	A building, structure or place that is, or may be, occupied by people for work or pleasure.
SITE OPERATIONAL INCIDENT	Statement generally incidents a non-life-threatening incident which may not require the activation of the ECO. e.g. IT failure, water outage, blocked toilets.
TEST	An action or procedure, intended to establish the quality, performance or reliability of a product, plan, equipment, etc.
WORKPLACE	A location where people generally go to undertake work. Technology advancements now allow workplaces to be anywhere a person regularly undertakes business related tasks such as a home, vehicle or café.

## 2.0 POLICIES

### Situational Awareness and Dynamic Control

In many circumstances' hazards surrounding emergency situations are subject to rapid change. Emergency Responders are trained to monitor their surroundings, maintain situational awareness, and dynamically identify, assess and respond to hazards. Emergency Responders will make decisions about whether a hazard has an acceptable level of risk or additional controls need to be taken to reduce the risk level.

1. Persons discovering an emergency situation should immediately contact '000' for emergency service and the SCU Chief Warden on:  
**External Phone Line:** (07) 5589 3288 or 0439 540 868  
**Internal Phone Line:** 93288 or '0' 0439 540 868
2. The SCU Chief Warden receiving the report should seek the following information:
  - What is your emergency (fire, medical, etc.)?
  - Where is your emergency (specific location)?
  - Name of notifier
  - Contact details if notification is via phone (to call back should they be disconnected)
  - Actions being taken by persons at the scene
  - Are relevant emergency services required and have they been notified?
3. The Chief Warden will immediately ensure all appropriate actions are undertaken such as:
  - Call emergency services via '000' (or '112' from mobile).
  - Advise Onsite Chief Warden.
  - Trigger alarms which activate evacuation or lock-down procedures.
  - Inform Remote Security Officers.

## 2.1 Notifying Emergency Services

On discovering (or being advised of) an actual or potential emergency incident, relevant emergency service(s) must be immediately advised via '000' (or '112' on a mobile).

Even in circumstances where the SCU Chief Warden is advised that emergency services have been contacted, the SCU Chief Warden must still contact emergency services to ensure the call for assistance has been registered.

When notifying emergency services, the following information should be provided:

- Name of Organisation
- Address
- Type of emergency
- Location of emergency
- Best entry point to the site
- Casualties (if known)
- Assistance required
- Hazards and their location e.g. chemical storage area
- Contact details
- Name of person making the call.

## 2.2 Interaction with Emergency Services

In the event emergency services such as Police, Fire, Ambulance etc. are required on-site, the SCU Chief Warden will direct the Onsite Chief Warden to:

- Attend the designated Incident Control Point, Fire Indicator Panel or other (as required) and wait for their arrival.
  - If the Onsite Chief Warden cannot attend the designated Incident Control Point, Fire Indicator Panel or other as it would risk theirs and others safety they should remain in a safe position.
- Dispatch a suitable person (nominated Wardens or Remote Security Officers) to meet and direct emergency services to the Incident Control Point and/or location of the emergency as deemed necessary
- Once emergency services are on-site, the Onsite Chief Warden must ensure they are fully briefed about all known incident details including any relevant emergency management arrangements activated (i.e. first aid, building lock-down or evacuation procedures).
- Onsite Chief Warden should keep the SCU Chief Warden updated at all times.
- The Onsite Chief Warden will direct Wardens operations to best support and assist emergency services on scene
- Ensure all relevant SCU EMP procedures have been activated.

### 2.3 Colour Coded Emergency Responses

The Australian Standard AS 3745-2010 Planning for Emergencies details a colour coding system used in the planning for, and responses to, internal and external emergencies (Table 1.0). Each colour easily denotes a general type of emergency which can be broadcast within a building to alert occupants and trigger responses in a timely manner without the need to broadcast specific details which could be unnecessary, sensitive or alarming (i.e. “Code Blue / Level 1 foyer” = ‘Nominated First Aider, Area Warden and Chief Warden to attend immediately at the buildings *level 1 foyer*’).

[Table 1.0 Emergency Colour Codes](#)

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

## 2.4 Emergency Impact Levels

Crisis Management is the process by which an Organisation responds to a disruptive and unexpected event that threatens to harm people, the Organisation or its stakeholders.

To help determine the potential impact of an emergency at SCU, incidents are rated considering impact, potential duration and size of impacted area. Tables 2.0 and 3.0 define the agreed levels and clear guidance on which key SCU personnel shall respond to an emergency based on the potential impact on SCU business operations.

**Table 2.0 Southern Cross University Emergency level impact guide: -**

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

**Table 3.0 Incident and Crisis Management Resource Response Structure: -**

Levels	Incident Responders based on Impact Levels				
	Area Warden	Chief Warden	Emergency Response Officer/Team (ERO/T)	Emergency Control Organisation (ECO)	Crisis Management Team (CMT)
Level 1 – Low	✓		✓		
Level 2 – Medium	✓	✓	✓	✓	
Level 3 – High	✓	✓	✓	✓	✓
Level 4 – Severe	✓	✓	✓	✓	✓

As defined under AS 3745-2010 the SCU Chief Warden has the initial responsibility and authority to direct all available SCU resources as planned and necessary to prevent or combat an emergency incident.

The SCU Chief Warden may at any time transfer all or part of their authority to another suitable Onsite Chief Warden or member of the SCU Emergency Control Organisation or Crisis Management Team.

Persons appointed to the Emergency Control Organisation and Crisis Management Team shall have the appropriate crisis management skills, be adequately trained, be appropriately supported by the business and have clear and concise plans and procedures to manage an emergency on-site as and when it occurs.

Types of incidents may include impacts on:

1. Human life
2. Infrastructure
3. Critical services
4. Technology
5. Financial
6. Environment

## 2.5 Emergency and Crisis Control Organisation Structure

### **Command and Control:**

Command and Control is the process (not the system) used to plan, direct, coordinate and control an organisation's resources and assets and ensure documented emergency procedures are enacted.

### **SCU Chief Warden:**

The SCU Chief Warden shall be the nominated and trained Security Officers on duty at the time of the emergency.

The SCU Chief Warden shall remain in control of SCU emergency incidents until:

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

### **Roles & Responsibilities:**

The authority of the SCU Chief Warden and Onsite Chief Warden over activities of internal emergency personnel (e.g. first aid officers and wardens), not normally under their command, encompasses the responsibility for implementing orders or directives in accordance with the Emergency Management Plan.

The SCU Executive shall coordinate support to the SCU Chief Warden, Onsite Chief Warden and ECO members, as necessary.

Emergency Services such as Police, Fire or Ambulance services are defined as Combating or Coordinating Authorities for the incident i.e. a fire = Fire and Rescue Services, civil unrest = Police and medical = Ambulance.

The SCU Chief Warden shall remain in-charge and direct the Onsite Chief Warden; who is responsible of all SCU personnel, will assist resources during an emergency, and will provide all reasonable support to Combating or Coordinating Authorities by directing SCU resources as requested.



**First Responders:**

First Responders will communicate with the SCU Chief Warden who will in-turn advise the Onsite Chief Warden, Emergency Services and other business stakeholders as necessary of the potential for an incident to escalate beyond the nominated personnel.

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

The SCU Chief Warden shall determine if the situation necessitates the activation of the EMP based on the type of event in accordance with the following structure.

***Table 4.0 - Southern Cross University Emergency & Crisis Control Organisation Representatives***

Crisis Management Team (CMT) members	<ul style="list-style-type: none"> <li>• Vice President, Operations (Chair)</li> <li>• Manager, Work Health &amp; Safety (Deputy Chair)</li> <li>• Manager, Risk &amp; Insurance</li> <li>• Director, Property Services</li> <li>• Director, Student Care and Support.</li> <li>• Director, Governance Services</li> </ul>
Emergency Planning Committee (EPC) members	<ul style="list-style-type: none"> <li>• Vice President, Operations</li> <li>• Chief Wardens</li> <li>• Emergency Service Liaison</li> <li>• Director, Property Services</li> <li>• Manager, Work Health &amp; Safety</li> <li>• Manager, Insurance &amp; Risk</li> <li>• Emergency Management Risk Consultant</li> <li>• Others as identified</li> </ul>
Emergency Control Organisation (ECO) members	<ul style="list-style-type: none"> <li>• Chief Wardens</li> <li>• Wardens</li> <li>• Nominated First Aiders</li> <li>• Specialist representatives (TBA)</li> </ul>

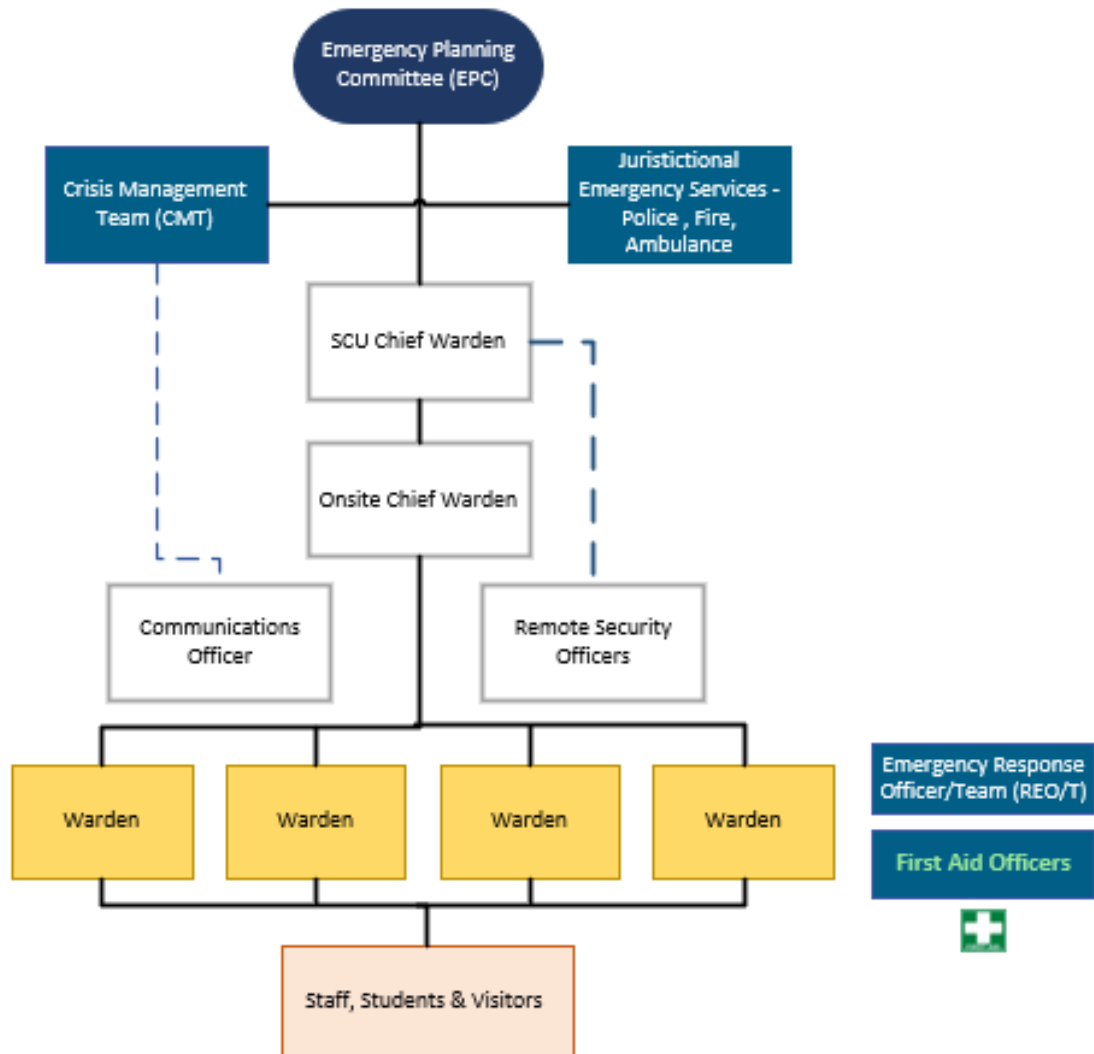
## ECO Structure

The SCU Emergency & Crisis Control structure is developed utilising best practice principles in accordance with AS 3745-2010 - Planning for Emergencies in Facilities.

The SCU Chief Warden does not have authority to command, control or manage personnel or resources from any other agency, Organisation or responding authority e.g. Police or Fire services.

SCU's Emergency Management structure defines operational command, control and intercommunication between government agencies and key stakeholders (Figure 5.0). It ensures decisions and responses are transferred quickly between appropriate levels.

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



- |   |               |
|---|---------------|
| <b>SCU Chief Warden</b>                                       | <b>White</b>  |
| <b>Onsite Chief Warden</b>                                    | <b>White</b>  |
| <b>Remote Security Officers</b>                               | <b>White</b>  |
| <b>Communications Officer</b>                                 | <b>White</b>  |
| <b>Warden</b>   | <b>Yellow</b> |
| <b>Staff, Students &amp; Visitors</b>                         | <b>Orange</b> |
| <b>First Aid Officers</b> - White cross on a green background | <b>Green</b>  |

## 2.6 Incident Investigations

Any incident which has caused, or has potential to cause, harm to people must be investigated to determine how or why the incident occurred and what measures are necessary to prevent any recurrences. Where a death has occurred, Police are required to prepare a report for the State Coroner. Depending on the type of incident, investigations may also be supported by other specialist authorities such as State-based Safety Regulators, Fire Services, Environmental Protection Agency or Australian Radiation Protection and Nuclear Safety Agency.

The SCU Chief Warden has the initial responsibility of undertaking an incident investigation to provide a timely and detailed report to the Director of Property Services or other as directed.

To assist with statutory investigations the SCU Chief Warden and other ECO personnel may be requested to assist with duties which include:

### **Preservation of the Scene**

The SCU Chief Warden shall instruct any Remote Security Officers and the Onsite Chief Warden who will then direct Wardens to ensure there is no interference with any evidence relating to the incident without approval of an investigating officer such as Police, Fire or State-based Safety Regulators. This includes any cleaning up, movement of items, repairs and so on except where necessary to bring the emergency under control.

- Isolate and cordon off any area/s or equipment impacted by the incident. Make this area as large as possible using the Onsite Chief Warden and Warden personnel, rope, bunting or crime scene tape where available until advised by the combat and/or investigating authority
- Ensure any item, material or equipment which could be deemed evidence relating to the incident is not touched or tampered with
- Highlight and advise Investigators the location of any item, materials or equipment which could be deemed evidence relating to the incident
- Prevent ALL non-essential people from entering the cordoned off area until advised otherwise by the investigating authority
- Record the name and time of any authorised person entering the cordon area (except investigators)
- Identify and record the details of any witnesses
- Deploy portable shelters and/or screens around critical evidence or deceased persons.

### **Business Continuity**

Catastrophic incidents such as a death or serious equipment failure may impact business operations for many hours or even days. The Crisis Management Team in support of the Emergency Control Organisation will provide directions to limit impact on normal business operations.

This may include considerations on how to move students and staff around the incident area/s without impacting emergency responses and investigations or relocating business activities to another area until the incident has been cleared.

## **Recovery**

After emergency services or State-based safety regulators (e.g. SafeWork NSW) have concluded their involvement in the incident, control of the site will be handed back to SCU.

In determining whether the area is safe and able to be reoccupied, the SCU Chief Warden and Onsite Chief Warden must consider any residual or lingering hazards, structural or process weaknesses, occupant safety and industrial relations ramifications.

The Crisis Management Team in support of the Emergency Control Organisation must consider:

- The physical and mental health of any SCU person impacted by the emergency and assistance provided
- That all hazards and areas are secured or made safe until rectified
- That suitably qualified personnel are appointed to remove hazards or conduct rectification works
- All impacted services have been repaired or made safe
- That pedestrian pathways and corridors are safe, or alternatives provided until rectifications and repairs are complete
- Alternative facilities are created for those impacted by the emergency incident.

## **Reporting of Incident**

In the event of an incident, the SCU Chief Warden must notify the Manager, Workplace Health and Safety as soon as practicable and ensure an Incident, Accident & Hazard Report is completed via <https://www.scu.edu.au/staff/hr-services/workplace-health-and-safety/reporting-an-incident-or-hazard/>

## **SafeWork NSW**

All serious workplace incidents must be reported to SafeWork NSW. Should a serious incident occur the SCU Chief Warden is responsible for coordinating the follow actions:

1. Direct Onsite Chief Warden on how to respond and ensure the incident site is preserved for investigation pending further directions from the relevant Safe Work Authority and statutory authorities.
2. Advise the Manager, Workplace Health and Safety as soon as practicable:
  - a. The Manager, Workplace Health and Safety is responsible for ensuring the appropriate Safe Work Authority and other SCU management personnel are notified.
3. Ensuring all relative incident details are gathered and detailed in an incident report.

SCU employees are required to cooperate with any investigation by an appropriate Safe Work Authority Investigator and should:

1. Inform the inspector of their willingness to cooperate.
2. Inform the inspector they wish to exercise the right to legal advice before making a statement or providing information.
3. Contact the Manager, Workplace Health and Safety.
4. If they think the statement or information may incriminate them in any way, make that claim to the inspector before making the statement.

## 2.7 Notifiable Incidents

### What is a Notifiable Incident:

1. The death of a person—whether an employee, contractor or member of the public.
2. A serious injury or illness.
3. A dangerous incident that exposes any person to a serious risk, even if no one is injured (also referred to as a ‘near miss’).
4. If a notifiable incident occurs the model WHS Act states that:
  - SafeWork NSW must be immediately notified.
  - Written notification must be submitted within 48 hours if requested by the SafeWork NSW.
  - The incident site must be preserved until an inspector arrives or directs otherwise. However, this does not prevent any action to help an injured person or make the site safe.

## 2.8 Essential Services and Emergency Related Equipment

The NMSC conform to the Building Code of Australia (BCA) or other relevant Standard. Inspections of emergency equipment will be undertaken as part of the Workplace Inspection Procedure.

### Digital Voice Command (DVC)

A Digital Voice Command (DVC) system is installed at the NMSC to enable PA announcements to be distributed. The system comprises a graphics computer terminal and PA microphone located within the building fire panel. This capability allows for an appropriate and targeted response for any type of emergency or non-emergency event, as well as broadcast general information from either the NMSC FIP, or remotely via the Lismore and Gold Coast Campus DVC.

### Automated External Defibrillator (AED)

An Automated External Defibrillator (AED) is a portable and easy-to-operate medical device that analyses an unconscious person’s heart rhythm and automatically delivers an electric shock if they are having a sudden Cardiac Arrest (SCA). SCU has one AED located at the National Marine Science Centre, Aquarium. For details, please refer to the Onsite Chief Warden or First Aid Officer.

### First Aid Facilities

First aid kits are provided in accordance with the requirements of the relevant State legislation. The location and details of the facilities at National Marine Science Centre can be obtained from any of the designated First Aid Officers and the Onsite Chief Warden.

First aid kits are also maintained in all pool vehicles. First aid kits, other than those allocated to First Aid Officers, are monitored and maintained by the Work Unit with re-stocking arranged through Procurement.

## 2.9 Training Requirements

All internal emergency personnel will receive annual training and exercises on emergency procedures as outlined in this manual.

Senior personnel including SCU Executive, Faculty Managers, SCU Chief Warden and Supervisors will receive additional training to ensure any responses are undertaken in accordance with the Plan.

Training arrangements should reflect the following:

- Emergency Planning Committee
- Emergency Control Organisation
- Occupants and Visitors
- Skill Retention.

## 3.0 PROCEDURES

### 3.1 UNSAFE HUMAN BEHAVIOR

Unsafe human behaviour may result in the following circumstances:

- **Active Attacker / Armed Hold Up / Hostage or Siege**
- **Assault**
- **Civil Disorder/ Unrest**
- **Improvised Explosive Device (Bomb) Threat**
- **Medical Emergency**
- **Violent or Threatening Person**
- **Emergency Building Lockdown**

#### Person Discovering

If safe to do so remove the victim(s) to a secure area away from further harm:

1. Ascertain if the victim(s) require first aid.
2. Where necessary; ensure emergency services such as Police/Ambulance are notified '000' (or '112' from mobile).
3. Notify the SCU Chief Warden with details:

**External Phone Line:** (07) 5589 3288 or 0439 540 868

**Internal Phone Line:** 93288 or '0' 0439 540 868

4. If the offender(s) is still present, do not put yourself at risk of harm by engaging, subduing or arguing with them. Remember they may also be armed.
5. Make it easy for the offender(s) to leave the building/area.
6. Make notes (mental and written) of the offender(s) description.

#### SCU Chief Warden

On being advised of an incident involving unsafe human behaviour:

1. Ascertain the following information from the informant:
  - a. Exact location of the incident
  - b. Identify whether any first aid or medical treatment is required
  - c. Render first aid as appropriate or secure medical treatment
  - d. Check if the person is armed
  - e. Does the person appear to be affected by drugs or alcohol
  - f. Are there other persons in the vicinity
  - g. What are 'other persons' doing now (e.g. evacuating, hiding, confronting offender etc.)
  - h. Does the informant know the identity of the violent/threatening person
  - i. If not, can the informant provide a brief description of the violent/threatening person
  - j. Name and location/contact number of the informant.

2. Remind the informant to:
  - Keep everyone away from the incident area
  - Do not argue with the violent/threatening person
  - Do not attempt to physically subdue or contain the person
3. SCU Chief Warden to immediately notify the Police on '000' and the Onsite Chief Warden
4. Direct Onsite Chief Warden to:
  - Determine whether offender has left.
    - If not, offender to be maintained under watch.
  - Preserve the crime scene.
  - Log details to be provided to Police (full details of the victim's circumstances, action taken, description of the offender and any vehicles involved).
  - Isolate the victim and witnesses from offender.

**If a violent/threatening person is armed with a firearm or other weapon capable of causing death or injury to others:**

1. Proceed as above.
2. Immediately notify everyone in buildings that are adjacent to or in line of sight to the incident area. Instruct them to:
  - If evacuation would expose them to danger, emergency lockdown may take place
  - Keep everyone indoors on the opposite side of the building to the side exposed to the incident area
  - Secure all entry points to their building
  - Await further instructions.
3. Prevent vehicular and pedestrian access to the area (other than Police access).
4. Prevent pedestrian access to or movement within any open areas where people could be exposed to danger.



### 3.1.1 Active Attacker / Armed Hold-Up / Hostage or Siege – Code Black

[Table 1.0 Emergency Colour Codes](#)

If a person is actively engaged in killing or attempting to cause serious harm to multiple people; whether the person/s is armed, attempting to take anything of value by force or threatening others. The following actions should be taken:

**Your priority should be to take cover initially and only leave the area when advised it is safe to do so.**

**Victims / Hostages**

**DO:**

- Be as calm as possible
- Only do what you are told and no more

**IF SAFE:**

- Appoint a spokesperson (if multiple hostages)
- Advise offender if anyone has a medical condition
- Ask permission to attempt to pacify any hostages in shock or who are panicking
- Attempt to ease tension by conducting a quiet conversation and establishing a rapport
- Request that hostages be allowed to sit down.

**DO NOT:**

- Argue
- Ask for favours
- Stare at offenders
- Volunteer any information
- Allow talking amongst multiple hostages
- Encourage anyone to be a HERO.

**After the Offenders have left:**

1. Immediately contact Police on '000' then notify the SCU Chief Warden with details:  
**External Phone Line: (07) 5589 3288 or 0439 540 868**  
**Internal Phone Line: 93288 or '0' 0439 540 868**
2. Help any person who has been injured.
3. If safe, take note of the offender's vehicle registration, type, colour and any distinguishing features. Record your observations in writing as quickly as you can. The Police need individual impressions of what happened, uninfluenced by others.

**Person Discovering**

**Don't be a HERO – stay calm:**

1. If you are not directly involved, stay out of it.
2. Keep clear of areas that offenders may have access to and stay away from windows and doors
3. Leave your belongings
4. Do not congregate in open areas or wait at evacuation points
5. If safe to do so, remove the victim from harm and support while medical attention is sought.
6. If you hear nearby gunfire – leave immediately and move away from the area.

**Make a mental note of everything you can about the Offender/s and their location:**

7. In particular note speech, accent, mannerisms, clothing, scars or any other distinguishing features such as tattoos and height.

**Concealment/Hide**

8. Remain concealed by utilising; walls/pillars, objects such as vehicles, fences, large trees, built-up landscape; or if indoors stay behind blinds, cabinetry, or solid fixtures such as partition walls.
9. If evacuation is not safe, consider sheltering in place and lock/barricading the area.
10. Switch phones to silent, remain quiet and stay where you are until told otherwise by authorities, or you need to move for safety reasons.

## See/Tell

The more information Police have the better they can respond to the threat. If safe, immediately contact Police and provide as much detail as possible about the incident and offender including:

- exact location of the incident;
- description of the offender/s and what direction are they moving;
- details of any weapons being used;
- number of other people in the area;
- if there are people injured or killed;
- if known or apparent, the motive or intent of the offender;
- listen for any questions the operator may have; and
- if safe, also contact the SCU Chief Warden

NB: At first Police Officers may not be able to distinguish you from an Active Attacker therefore:

- avoid quick movements or shouting and keep your hands in view
- be prepared for armed Police Officers who may point guns in your direction or yell instructions at you; and
- understand Police may initially move past you in search of the Attacker.

**Be aware that Police may enter your location at some stage to secure the area and locate people who have hidden from the threat. Promptly follow any instructions given by these emergency responders**

## SCU Chief Warden

On being notified of an active attacker incident:

1. Determine whether anyone has been injured and whether they are still onsite. Make note the name and number of notifier/s.
2. Immediately contact Police on '000'
3. Follow any instructions provided from Police.
4. Notify all parties in immediate vicinity via the DVC (if safe) and emergency contact lists. Notify adjacent properties of situation and evacuation. Can they house evacuees and provide protection?
5. Attempt to contact the Onsite Chief Warden and provide details/instruction on how to meet Police upon arrival.

## Emergency Response Officer/Team

1. Await arrival and liaise of Police on arrival.
2. Confirm exact location of incident and whether any visitors, contractors or staff are injured.
3. Secure the areas and do not allow anyone into the area. Nobody should be allowed into this area until the Police have checked for fingerprints and other evidence.
4. If practicable, ascertain from witnesses any information concerning hostage/s (names, condition) and offender (name, description, type of weapon).
5. Depending on the situation and after the consultation with the Police, it may be necessary to evacuate all or part of the building or Lock Down.
6. Segregate witnesses.
7. Complete incident report.
8. Determine in consultation with the Crisis Management Team & Police, strategy for informing family/next of kin of hostage/s.

## 3.1.2 Assault – Code Black

### [Table 1.0 Emergency Colour Codes](#)

The crime of common assault is a Summary Offence defined under statute or common law as “an assault” established by proof of either physical contact (battery), or an act which intentionally or recklessly causes another person to apprehend immediate and unlawful violence”. To minimize unexpected or surprise attacks (assault) every person should routinely practice ‘dynamic risk assessments’ of their environs to reduce the likelihood of personal harm.

#### **Person Discovering**

1. If safe to do so remove the victim from harm and support while medical attention is sought.
2. If necessary, immediately contact emergency services for assistance on ‘000’.
3. Contact the SCU Chief Warden to notify them of the incident.
4. Make detailed notes relating to the incident:
  - Victim details, offender details (if known), time, date, place, environmental conditions, circumstances which lead to the incident (i.e. personal interactions) and other any relevant observations.

#### **SCU Chief Warden**

1. If a minor assault, the Onsite Chief Warden to follow up (ONLY if the victim wishes):
  - Details to be recorded (full details of the victim, circumstances, action taken, and description of the offender and/or any vehicle involved)
  - Refer to Head of Work Unit and Director, Property Services for follow up actions
  - Proceed if the matter can be handled by conciliation.
2. If a serious assault, the SCU Chief Warden to:
  - Immediately notify the Police on ‘000’ and Onsite Chief Warden.
  - Arrange any medical assistance for victim/s.
  - Determine whether the offender has left to area
    - If not, direct Onsite Chief Warden to monitor movements of the offender
  - Direct Onsite Chief Warden to preserve the crime scene as so far as practicable
  - Note all details for an Incident Report and inform Onsite Chief Warden who can provide details to Police upon arrival
  - Establish if there are any witnesses and obtain their details
  - Direct Onsite Chief Warden to isolate the victim and witnesses from the offender if still in the immediate vicinity.
3. All assaults should be reported via SCU’s RiskWare incident reporting software even if the victim does not seek any further actions be taken in relation to the assault.

### 3.1.3 Civil Disorder/Unrest - Code Yellow

#### [Table 1.0 Emergency Colour Codes](#)

Civil disorder, also known as civil disturbance, civil unrest or riot, is an activity arising from a mass act of civil disobedience in which the participants become hostile toward authority, and authorities incur difficulties in maintaining public safety and order, over the disorderly crowd.

#### **Person Discovering**

On becoming aware of civil unrest in the vicinity of or within the University grounds, or if there is a real likelihood of such an incident shortly occurring or a rowdy person or group has trespassed on the site, the following steps should be taken:

1. Immediately notify Police on '000'.
2. Notify the SCU Chief Warden with details:

**External Phone Line:** (07) 5589 3288 or 0439 540 868

**Internal Phone Line:** 93288 or '0' 0439 540 868

3. Occupants should:
  - Withdraw to safe areas within buildings
  - Secure critical records, equipment and valuable items if safe to do so
  - Remove any objects in accessible locations which could be used as weapons or missiles by aggressive trespassers if safe to do so
  - Be mindful of possible diversionary tactics by demonstrators to mask criminal activity.

#### **SCU Chief Warden**

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

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

### 3.1.4 Improvised Explosive Device (Bomb) Threat / Suspicious Package – Code Purple

[Table 1.0 Emergency Colour Codes](#)

An Improvised Explosive Device (or bomb) is fabricated in an ad hoc manner which contains explosive components designed to kill, assault, sabotage, extort, damage, harass, or disrupt lawful activities.

Threats made by telephone do not necessarily mean there is always a device, but it may be intended to cause inconvenience. A threat may not automatically require an evacuation however if a suspicious package is detected the decision to evacuate should be made after accessing the risk and in consultation with key stakeholders including Police, emergency services and the Chief Wardens.

Before ordering an evacuation, and where time permits, exits, pathways and building exteriors should be checked. If a possible explosive device is discovered, do NOT touch, immediately alert Police.

#### Response Plan

To combat such threats a ‘White Level’ inspection is recommended:

1. A visual check of the workplace at the commencement of each shift noting anything out of place
2. Divide search areas into a grid of thirds:
  - 1 = ground to waist.
  - 2 = waist to eyeline.
  - 3 = eyeline to roof.
3. **Take note** of any items not normally there such as an equipment box, package or delivery, especially if they have unusual markings, construction or shape
4. Engage people who normally work in that area to assess for unusual items
5. Engage **HOT UP** search principles to assess unattended, doubtful, or suspicious items
  - Hidden
  - Obviously Suspicious
  - Typical of its environment
  - Unauthorised access has occurred
  - Perimeter has been breached.

Refer to Bomb Threat Check List – **Appendix 1**

### Improvised Explosive Device (Bomb) or Suspicious Package

#### Person Receiving the Call

1. The person receiving the call should complete the Bomb Threat Checklist (Appendix 1).
2. Immediately inform Police on ‘000’ and the SCU Chief Warden:

**External Phone Line:** (07) 5589 3288 or 0439 540 868

**Internal Phone Line:** 93288 or ‘0’ 0439 540 868

## SCU Chief Warden

Ascertain the following information:

1. If call was received. If YES:
  - Who, where and when?
  - Any purported detonation times, locations or bomb descriptions mentioned?
2. Immediately notify the Police on '000'.
3. Inform the Onsite Chief Warden and arrange them to meet with recipient and to dispatch the Wardens on shift to the scene (or other location if applicable).
4. Direct Onsite Chief Warden to meet with Police on arrival and direct them to the scene (or other location if applicable).
5. Inform the Director, Property Services.

**Note:** If the initial information from the recipient appears credible and purported detonation deadline is imminent, the SCU Chief Warden is authorised to initiate an immediate evacuation. In such an event, they should confirm with the call recipient a location where they can meet the Onsite Chief Warden.

## Onsite Chief Warden at the scene (as directed by SCU Chief Warden)

On being advised of a bomb threat, the Onsite Chief Warden should:

1. If a location and description of the purported bomb is contained in the threat message, proceed to the scene, brief available Wardens and request that a search be conducted of the area mentioned in the threat, the building exterior, exit routes and Assembly Area.
2. If no location is mentioned, proceed to the location of the call recipient, interview call recipient and complete Bomb Threat Checklist form.
3. Meet the Police to provide an update and review the threat information.
4. Ascertain whether any unusual occurrences have happened in recent hours.
5. (where time permits) In consultation with Police and SCU Chief Warden, assess the apparent credibility of the threat and determine the appropriate response to the threat (e.g. evacuation, search and reassessment etc.).
6. Implement the response.
7. Re-evaluate on completion of negative search, passing of purported detonation time, receipt of additional information or discovery of suspicious object.

## Actions Upon Discovering a Suspicious Object

In the event an object is discovered which cannot be vouched for or for any other reason is suspected of being a possible bomb or improvised explosive device (IED), the following action should be taken:

1. Immediately notify Police on '000' and the SCU Chief Warden.
  - **DO NOT USE TWO-WAY RADIOS OR MOBILE TELEPHONES WITHIN 15 METERS OF AN IED**
2. Note and advise the appearance, sound and exact location of the object and the environment in which it is located.
3. Ensure all directions from Police or SCU Chief Warden are actioned immediately.

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

**1. In Building**

Evacuate the floor concerned as well as floor above and below. Common sense must prevail in areas such as open courtyards or paddocks or where extremely large or very small objects are located. The possibility of shrapnel (imbedded metal fragments) must be considered.

**2. Open Areas**

Evacuate all persons to a safe distance of at least 150 metres (200 metres if suspected car bomb). Consideration must be given to the size of the object and the possibility of shrapnel.

Secure perimeters must be maintained until the device is rendered safe. The person taking such observations should remain outside the secure area and approach Police upon their arrival to supply all details of information

1. When evacuating, doors and windows in the immediate vicinity should be left open as this will reduce fragmentation and blast damage should the device explode
2. Where possible secure external doors.
3. Get the SCU Chief Warden to commence evacuation
4. The area should be cordoned off to prevent persons unwittingly exposing themselves to danger
5. Any observations made by the person discovering the suspicious object should be written down. These observations should include:
  - Exact location and proximity to hazards such as chemicals (if known)
  - Size, shape and colour of object
  - Any writings or labels appended to the device
  - Any other peculiarities
6. Time spent near a bomb or IED must be kept to an absolute minimum
7. Police will, upon arrival, coordinate and control all necessary procedures.

## 3.1.5 Medical Emergency – Code Blue

### [Table 1.0 Emergency Colour Codes](#)

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

#### **In the Event of a Medical Emergency:**

1. Remain calm and immediately notify the nearest First Aid Officer, if known.
2. If the patient's condition is uncertain or possibly life threatening, immediately ring for an Ambulance (000) before notifying the SCU Chief Warden:  
**External Phone Line:** (07) 5589 3288 or 0439 540 868  
**Internal Phone Line:** 93288 or '0' 0439 540 868
3. Advise the Onsite Chief Warden as soon as possible to ensure additional assistance is provided such as directing the Ambulance/Emergency responder to the correct location.
4. If the patient has stopped breathing due to a suspected heart attack immediately commence life preserving first aid measures such as CPR or apply wound compression on an injury with excessive bleeding, *even if you are not formally trained*.

#### **SCU Chief Warden**

1. Determine whether medical assistance is required and if an ambulance must be called ('000').
  - Call for an ambulance if required.
2. Ensure ERO/T (First Aid Officer) and Onsite Chief Warden are notified to respond and they have the specific details.
3. If serious, contact the Manager, Workplace Health and Safety.
4. Provide Onsite Chief Warden with direction on how to coordinate additional first-aid or medical resources.
5. Ensure Incident Report is completed and submitted.



### 3.1.6 Violent or Threatening Person – Code Black

[Table 1.0 Emergency Colour Codes](#)

Violence or threatening behaviour covers a broad range of actions and behaviours that create a risk to the health and safety. Examples include:

- any form of assault, such as biting, spitting, scratching, hitting, kicking punching, pushing, shoving, tripping, grabbing or throwing objects
- any form of indecent physical contact
- yelling and screaming at others
- prowling
- intimidating behaviour that creates a fear of violence, such as stalking or threatening to do any of the above.

#### Person Encountering Violent / Threatening Person

1. Do not engage or argue with the person.
2. Avoid sudden moves and do not attempt to physically subdue the person.
3. Move away and alert others to move away also; do not surround the person.
4. Make it easy for the person to leave the building/area.
5. (when safe) Contact the SCU Chief Warden and provide details.
6. Make a mental note of the person’s description including distinguishing features.
7. Remember your physical safety is the primary goal.

#### SCU Chief Warden

On being advised of a violent or threatening person on campus:

1. Ascertain the following information from the informant:
  - Exact location of the incident.
  - Is the person armed?
  - Does the person appear to be affected by drugs or alcohol?
  - Are there other persons in the vicinity?
  - What are the other persons doing now (e.g. evacuating, hiding, confronting the person etc.)?
  - Does the informant know the identity of the violent/threatening person?
  - If not, can the informant provide a brief description of the violent/threatening person?
  - Name and location/contact number of the informant.
2. Remind the informant to:
  - Keep everyone away from the incident area;
  - Do not argue with the violent/threatening person;
  - Do not attempt to physically subdue or contain the person.
3. Notify Police ‘000’.
4. Attempt to contact Onsite Chief Warden. Provide details and direct them to meet and update Police upon arrival.

### 3.1.7 Emergency Building Lockdown – Code Orange

#### [Table 1.0 Emergency Colour Codes](#)

SCU buildings are fitted with an integrated Security and electronic access control system which allows doors to be programmed to automatically arm (lock) or disarm (unlock) when either badged with an authorised access card or when specific alarm conditions such as fire or active shooter incidents occur.

#### **Lockdown mode:**

Should an incident such as an **'Active Attacker'** or **'Hostile and Aggressive'** person be detected on or near university grounds the SCU Chief Warden or Onsite Chief Warden may order an emergency building lockdown to limit the ability of such persons accessing building and harming university staff, students and visitors.

During an emergency lockdown, the following will occur:

- Utilisation of the Digital Voice Command (DVC) system to allow for an appropriate and targeted response for any type of emergency or non-emergency event, as well as general information.
- All building electronic access control doors will be remotely activated to secure (LOCKED) mode by the SCU Chief Warden or Onsite Chief Warden.
  - Swipe card readers in these areas will deactivate to prevent any uncontrolled access. A RED LED light on the reader will indicate which doors are offline and unavailable.
- Green Push to Exit (PTE) buttons located near exit doors shall remain active to allow egress if absolutely required or directed by Police, the Chief Warden or Wardens when safe to do so
- All manual key lock doors should be immediately locked by staff, students, tenants or visitors in the room
- All people are advised to stay in the locked room until an 'all clear' is given by Police or the Onsite Chief Warden. Do not attempt to leave the room.

#### **Building Occupants**

On hearing a lockdown alarm and/or voice notification over the buildings public address (PA) system building occupants must:

1. Not leave the safety of the building unless directed by the DVC, Onsite Chief Warden or Police.
2. Follow instructions of Wardens, Onsite Chief Warden, DVC or emergency services.
3. Unless otherwise instructed, move away from the windows and if possible, sit on the floor out of line of sight from outside the building. If practical move to the opposite side of the building which is exposed to the incident.
4. Turn mobile phones to 'silent'.
5. Remain in lockdown until given the 'all clear' by the Onsite Chief Warden, DVC or emergency services.

## Wardens

On hearing the lockdown alarm or being notified of an emergency lockdown:

1. Inform personnel in your area to move away from windows and stay out of line of sight from outside of the building. If possible, ask people to sit on the floor.
2. Where practical ask people to move to away from the site of the incident i.e. Centre of the building.
3. Ensure nobody exits or enters the building.
4. Remain in lockdown until you receive the 'all clear' from the Chief Warden or emergency services.
5. Report any issues or concerns that have been raised or observed during the incident to Workplace Health and Safety.

## 3.2 BUILDINGS and INFRASTRUCTURE

- Critical Infrastructure and Services Failure
- Power Failure
- Water Leak – Buildings

### 3.2.1 Critical Infrastructure and Services Failure - Code Yellow

[Table 1.0 Emergency Colour Codes](#)

The failure of Critical Infrastructure and Services such as Power, Communications, Gas and Water may have serious impact on business function. An important key to determining a response is to first assess if the cause of the failure is internal within the University or external:

**Person Discovering** - Immediately contact Onsite Chief Warden and provide details.

#### **Onsite Chief Warden**

On being advised of a critical infrastructure failure:

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

**Wardens** - If directed by Onsite Chief Warden proceed with evacuation to the Assembly Area.

### 3.2.2 Power failure - Code Yellow

[Table 1.0 Emergency Colour Codes](#)

Power outages can be caused by severe weather, such as lightening, floods, heatwaves, bushfires or high winds, or by trees contacting powerlines. Animals, car accidents or digging near underground powerlines can also cause interruptions. Restoring power is usually the responsibility of a qualified electrician or the power supply company in charge of the poles and wires.

#### **Fallen Powerlines**

Storms can be the cause of power outages as strong winds cause trees to fall across powerlines, interrupting supply. Even if a powerline is broken, ALWAYS treat it as live and ensure people remain at least 8 metres away.

#### **Assess Areas Which Have Special Needs**

Ensure areas with special power needs such as fridges and freezers storing research samples or temperature controlled hazardous substances have adequate power redundancy to limit impact should a power outage occur. This may include installing Uninterrupted Power Supplies (UPS), large battery units or diesel powered gensets.

## In the Event of a Power Failure

- Turn off or unplug all electrical appliances at the power points and lights– to help prevent equipment damage in the event of a power surge
- Check neighbouring facilities or buildings to see if they have also lost power. This will help trouble shoot the location and potential cause of the outage.

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

**Person Discovering** – Immediately report the incident to the Onsite Chief Warden.

## Onsite Chief Warden

1. Establish whether power failure is local or across the whole of the University.
2. Attempt to assess the cause of the outage i.e. faulty appliance, electrocution of person, contractors work, water leak.
3. Contact Property Services to discuss rectification details.
4. If local, reset tripped circuit breaker(s).
5. If re-tripping occurs, place a call-out to the preferred electrical contractor  
*DO NOT reset circuit breaker repeatedly as this may cause damage to wire and/or person.*
6. Inform appropriate staff and students of an expected time period of the power outage.
7. Submit Incident Report.

## 3.2.3 Water leak – Buildings - **Code Yellow**

[Table 1.0 Emergency Colour Codes](#)

### Person Discovering

1. Evacuate the flooded area and prevent unauthorised access.
2. Immediately contact the Onsite Chief Warden

### Onsite Chief Warden

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

1. Immediately contact Property Services to discuss rectification details.
2. Move all non-essential people away from the affected area and prevent unauthorised access.
3. If practicable, isolate the source of flooding/water leakage and electricity.
4. Unless directed by Property Services otherwise, contact the preferred plumbing contractor for an urgency call out.
5. Assess impact to ongoing provision of services.

### Maintenance Officer or Contractor

Shut off electricity to the affected area:

#### **Emergency Power Shut Down Procedure:**

- If an emergency power shut down is required, Property Services must be consulted.
- Authorised and qualified persons only are to enter electrical sub stations
- If practicable, isolate the source of flooding/water leakage by turning the water off
- This shut down will affect fire hydrant water supply.

**Note:** Water soaked material should not be placed in an area as follow up action may involve the pumping out of the affected area and the removal of material.

### 3.3 FIRE and EVACUATIONS

- Fire – Building/Structure or Bush/Wild
- Evacuation

#### 3.3.1 Fire – Building/Structure or Bush/Wild - **Code Red**

[Table 1.0 Emergency Colour Codes](#)

##### Person Discovering

1. Turn off ignition sources if safe to do so (if you are trained and it is safe, attempt to contain the spread or extinguish the fire using available fire extinguishing equipment).
2. Alert nearby people.
3. If alarms haven't yet activated, commence evacuation using the closest break glass unit.
4. Commence evacuation and proceed to contact NSW Rural Fire and Rescue on '000' and SCU Chief Warden to provide details of incident and activation:

**External Phone Line:** (07) 5589 3288 or 0439 540 868

**Internal Phone Line:** 93288 or '0' 0439 540 868

5. When evacuating and if safe to do so, attempt to contain fire and smoke by closing all windows and doors after all persons evacuate the area.

##### SCU Chief Warden

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

1. Ascertain the following information from the informant:
  - Exact location of fire
  - Extent and trend of fire
  - Details of any injured people
  - Name and location of informant.
2. Activate alarms, if not already sounding. Notify occupants of the fire threat via DVC.
3. Contact Onsite Chief Warden to provide details and determine whether vehicular access must be restricted to facilitate arrival of emergency services and/or removal of vehicles to a safe location.

##### Onsite Chief Warden should (unless directed otherwise by SCU Chief Warden):

1. Ensure people are evacuated from the immediate vicinity.
2. Ensure utilities and any hazardous processes are shut down.
3. If too dangerous to fight fire, attempt to contain fire after area has been evacuated until emergency services arrive.
4. Liaise with Emergency Services upon arrival.
5. If safe to do so, coordinate ERO/T with local firefighting efforts.
6. Assess the impact on normal business operations and escalate ECO response to Level-4 as necessary.

##### Wardens

Proceed with the evacuation to the relevant Assembly Area, unless directed otherwise via the DVC or Onsite Chief Warden.

## 3.3.2 Evacuation – Code Orange

### [Table 1.0 Emergency Colour Codes](#)

When building evacuations are required, such as during a fire, access control doors should automatically open ensuring all people can quickly and safely evacuate the building without being delayed by swipe cards. The integrated access control system is connected to the buildings Fire Indicator Panel (FIP). When a fire alarm is activated the FIP sends a signal to the integrated access control system which in turn automatically unlocks all access control doors providing immediate and safe egress from effected buildings.

The SCU Chief Wardens can manually override this system allowing them to quickly unlock the building at any time should people need to evacuate or where emergency services need to enter.

On hearing fire alarm and verbal instruction or on being instructed to evacuate:

#### **Building Occupants**

- Follow instructions of Wardens & DVC instructions
- Unless otherwise instructed, leave via nearest emergency exit and proceed to designated Assembly Area.
- Remain at Assembly Area and report any missing persons to a Warden.

#### **SCU Chief Warden**

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

1. Confirm that the system has been activated currently.
2. Confirm location of apparent emergency.
3. Contact the Onsite Chief Warden and provide instruction.

#### **Onsite Chief Warden**

1. Evacuate the building and follow SCU Chief Warden instructions.
2. Obtain details from Wardens that all have evacuated.
3. Direct emergency service vehicles to the scene of the emergency and follow their instructions.

#### **Wardens**

1. Inform personnel in their respective areas to immediately evacuate and proceed to the designated assembly area.
2. Check areas (providing it is safe to do so) to ensure everyone has left (pay attention to 'out of the way places' like toilets).
3. Ensure people do not congregate outside the building and that any mobility-impaired persons are being assisted.
4. Report back to the Onsite Chief Warden after the check has been completed.
5. Remain at exits until emergency services arrive and ensure that no one re-enters the building.
6. Proceed to the designated assembly area and conduct a muster of people gathered there. Report any missing persons to the Onsite Chief Warden.

## General Evacuation Guidelines for Warden Personnel

In the event of an evacuation, Wardens should act in accordance with the following guidelines:

<b>Emergency exits</b>	Must be safe and unobstructed.
<b>Positioning</b>	Wardens should ensure their own safety and position themselves where they are clearly visible and from where they can exercise direct control over moving the people effected.
<b>Directives</b>	Must be given in a calm, clear voice and supported by visual signals. Avoid emotive terms and actions. Avoid lengthy explanations.
<b>Argumentative persons</b>	Do not engage in arguments. Restate the situation and your request. If persons refuse to comply, carry on with your own emergency duties and report the matter to the Onsite Chief Warden as soon as possible.
<b>Assembly areas</b>	In the event of a general evacuation, encourage people to move well away from the building to ensure that they do not block exits, obstruct emergency services personnel or expose themselves to secondary hazards.
<b>Roadways</b>	Remind people to exercise caution if crossing roads or driveways.
<b>Special categories of person to be alert for</b>	Wardens should be alert for persons who are mobility impaired, vision-impaired, disoriented or distressed. Staff who may require support in the event of an emergency evacuation should contact workplace health and safety to develop a Personal Emergency Evacuation Plan (PEEP).
<b>'Out of the way' places</b>	Providing it is safe to do so, attention must be paid to toilets, storerooms etc. where persons could be unaware of an evacuation in progress.
<b>Re-entry</b>	After a building has been evacuated, people should only be allowed to re-enter with the permission of the senior emergency services officer present (if emergency services not in attendance, then permission from the Onsite Chief Warden is required).
<b>Media enquiries</b>	Refer Media – procedure 3.5.2.



## 3.4 HAZARDOUS MATERIALS and ENVIRONMENT

- Air Contamination
- Hazardous Material spill / leak
- Pandemic
- Radioactive Substance Spill
- Severe Storm and Damaging Winds

### 3.4.1 Air Contamination - Code Brown

[Table 1.0 Emergency Colour Codes](#)

Air pollution is defined as the presence of toxic chemicals or compounds (including biological) in the air, at levels which pose a risk to health. Can be caused by factories, power plants, cars, airplanes, chemicals and methane gas from landfill. Incidents can cause large amounts of these dangerous toxins being released into the air.

Everyone is affected by air pollution but some can be particularly at risk including; people with asthma, heart disease, respiratory diseases, diabetes, children, elderly and pregnant women.

#### Precautions

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

1. Check daily air pollution forecasts. The color-coded forecasts can advise when air quality is unhealthy in your community. Sources include TV weather reports, newspapers and [online](#).
2. Avoid unnecessary exposure (i.e. exercising outdoors or standing near high traffic areas).

### 3.4.2 Hazardous Material Spill /Leak - Code White

#### [Table 1.0 Emergency Colour Codes](#)

##### **Person Discovering**

###### **Caution – Confirm Area Safe to Approach:**

1. Do not enter any area when there is the slightest risk of being exposed and warn others.
2. Contact the Onsite Chief Warden.

##### **Onsite Chief Warden**

1. Request ERO/T to attend the scene and assess situation.
2. Evacuate persons to Assembly Area or safe location away from spill/leak.
3. Cordon off area and prevent unauthorised access. Do not allow any equipment to be operated in the immediate vicinity.
4. Identify exact location, the nature and extent and whether first aid is required.
5. If assistance is unnecessary, manage the spill/leak as outlined in the Safety Data Sheet (SDS).
6. Contact emergency services on '000' if spill/leak is significant, if the substance is unknown or is highly flammable/explosive/poisonous.
7. Notify Manager, Workplace Health and Safety and submit an incident report. Uncontrolled escape of a hazardous substance is a notifiable incident and the regulator may be notified.

**NOTE:** Work Health and Safety and Property Services for SCU and/or NSW Rural Fire and Rescue services should be contacted if:

- The spill/hazard caused an evacuation or entered drainage systems.
- The spill/hazard is of a size or nature which is beyond the resources and/or competency of the on-site personnel to mitigate safely and effectively.
- The substance involved is unknown.
- The substance is highly flammable/explosive/poisonous/hazardous or any other reason.
- Onsite personnel have even the slightest doubt about possible risk posed by the incident.

##### **Emergency Response Officer/Team**

1. Do not enter any area if there is the slightest risk of being exposed to toxic atmosphere.
2. Notify Property Services and Workplace Health and Safety.
3. On arrival, ensure the affected area has been evacuated and that all persons have evacuated/ are in a safe location. Prevent unauthorised access.
4. Recovery of a minor spillage will be the responsibility of the person responsible for the material.  
**Note:** If there is the slightest doubt regarding safety of response personnel or others, do not attempt to recover any spillage.
5. Consideration should be given to site environmental conditions and a decision made as to whether further evacuation of the area is required.
6. The spill should be contained as soon as possible, using appropriate absorbents as per the SDS's if it is believed safe to do so, based on information at hand. Particular attention should be paid to drains and these may need to be dammed using sandbags.
7. All information regarding the spill should be reported to the Onsite Chief Warden and/or Commander in Charge of Fire and Rescue upon arrival.
8. All waste should be removed consistent with regulatory requirements.

SDS must be stored in each of the chemical storage locations and a central repository of all SDS is maintained on the Chemwatch database and is accessible via any computer.



### 3.4.3 Infectious and Communicable Disease/Pandemic – Code Blue

#### [Table 1.0 Emergency Colour Codes](#)

Infections and communicable diseases can transfer quickly between humans, especially those who are working or learning in close proximity. Some diseases can spread quickly and could become a world-wide health crisis and/or pandemic.

In the event of a health crisis or pandemic **The University Executive** will:

- Follow and implement the relevant Australian Public Health advice and instructions.
- Implement required measures to mitigate the potential personal health impacts on the University Community and business operations.
- Review university travel and cancel in accordance with DFAT advice and/or risk assessment.
- Undertake business continuity planning i.e. work from home, online teaching, specialised cleaning services.
- Implement infection control measures.
- Establish the Crisis Management Team (CMT).

#### **The CMT will:**

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

## 3.4.4 Radioactive Substance Spill – Code White

[Table 1.0 Emergency Colour Codes](#)

### **Person Discovering**

In the event of an actual or suspected radioactive substance spill, the person discovering should:

1. Stop further spillage and isolate the area to stop any spread of contamination (close all doors and windows) - where safe to do so.
2. Evacuate the immediate vicinity and prevent unauthorised access.
3. Notify the SCU Chief Warden:

**External Phone Line:** (07) 5589 3288 or 0439 540 868

**Internal Phone Line:** 93288 or '0' 0439 540 868

4. Monitor for all persons in the area for skin contamination.

### **SCU Chief Warden**

On being advised of an actual or suspected radioactive substance spill:

1. Confirm location of spill.
2. Instruct notifier to evacuate immediate vicinity and prevent unauthorised access.
3. Confirm name and telephone number of the informant.
4. Notify Onsite Chief Warden.
5. Notify Radiation Safety Officer.
6. Notify Manager, Workplace Health and Safety.

### **Onsite Chief Warden**

On being advised of an actual or suspected radioactive substance spill:

1. Proceed to scene and ensure hazardous area has been evacuated and cordoned off.
2. Confer with Manager, Workplace Health and the ERO/T Radiation Safety Officer to determine potential impact on personnel safety of the event and determine what additional safety requirements (if any) should be implemented.
3. Follow procedures as outlined in the [Radiation Safety Manual](#).

### 3.4.5 Severe Storm and Damaging Winds – Code Brown

#### [Table 1.0 Emergency Colour Codes](#)

Severe storms are atmospheric disturbances usually characterised by strong and hazardous winds, frequently combined with heavy rain, hail, vertical wind shear, lightning and thunder. They are typically defined in two broad categories: large-scale storms and thunderstorms.

To assist in determining the potential impacts of storms the Bureau of Meteorology uses the **Saffir–Simpson scale** (Category 1 - lowest) > (Category 5 - most severe). Categorized storm systems can bring hazardous winds and heavy rain that may extend over large areas, causing localised flash flooding, riverine flooding in mountainous areas and coastal erosion from the combined effects of large waves and increases in sea levels due to storm surge.

If you hear thunder, then the '30-30 rule' is an easy way to determine the threat of lightning in your area: **30 Seconds**: Count the seconds between seeing lightning and hearing thunder. If this time is less than 30 seconds, lightning is a threat, and you should immediately seek shelter.

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

- Ensure all outdoor furniture, signage and other items are secured or stored to prevent them from becoming an airborne hazard to people or from causing damage to property
- Remain indoors to avoid the risk of lightning strike or injury from flying debris
- Secure doors and windows and close curtains and blinds where fitted
- Do not shelter under large trees which may break or fall
- Do not drive your car into flood waters
- Turn off all electrical equipment including desktop computers and non-essential lighting during an intense electrical storm.

Note: If caught outside during a severe electrical storm, avoid high ground, wire fences and tall objects such as towers, light poles and tall trees due to increased risks of lightning strike.

## 3.5 ADMINISTRATION & OTHER INCIDENTS

- Self-harm (Student, Staff)
- Deceased Person
- Motor Vehicle Accident
- Media Management
- Post Incident

### 3.5.1 Self-Harm (Student, Staff) -Code Black

[Table 1.0 Emergency Colour Codes](#)

**Immediate Risk of Harm** - If you believe someone is at immediate risk of self-harm:

1. Contact the SCU Chief Warden as soon as possible:  
**External Phone Line:** (07) 5589 3288 or 0439 540 868  
**Internal Phone Line:** 93288 or '0' 0439 540 868
2. Determine if first aid treatment is required. If it is an emergency contact '000'.
3. If they are acting violently or are armed, follow [2.2 Unsafe Human Behaviour](#) procedures.
4. If the person is not violent, stay with them and encourage them to stay engaged with you until assistance arrives:
  - Encourage them to talk about their feelings
  - Be willing to say nothing and just be there
  - Do not offer advice or your opinion, listen carefully to them.
5. If the person is at risk, refer to Student Critical Incident Management Policy to determine who needs to be notified before submitting an incident report.

#### SCU Chief Warden

1. Contact Police and/or Ambulance via '000' (if someone is injured, violent or armed).
2. Inform Onsite Chief Warden and provide direction:
  - Location
  - Secure the scene from other people.
  - Assist emergency services onsite.
3. Contact WHS to organise crisis services for any witnesses and the person of risk.
4. Submit an incident report.

**No Immediate Risk of Harm** - If you are concerned someone may be considering self-harming, but there is no immediate risk of harm, encourage them to consider booking an appointment with support services.

- Staff: Assure EAP: 1800808374, 0439 449 876 (text) or visit [their website](#) to book an appointment
- Students: Book an appointment with Student Counselling on (02) 6626 9300 and Student Welfare Team
- Lifeline: 13 11 14 (telephone crisis counselling) or Headspace: 1800 650 890
- Refer to GP.

## 3.5.2 Deceased Person - Code Blue

### [Table 1.0 Emergency Colour Codes](#)

#### **Person Discovering**

1. Immediately provide details to the SCU Chief Warden who will contact the Onsite Chief Warden and arrange emergency services.

**External Phone Line:** (07) 5589 3288 or 0439 540 868

**Internal Phone Line:** 93288 or '0' 0439 540 868

2. Ensure there are no risks to anyone else and move people from the area where possible.
3. Ensure first aid is provided and where appropriate maintain CPR until First Aid Officers or Ambulance arrives onsite.

#### **SCU Chief Warden**

1. Ensure that Ambulance and Police are notified via '000'.
2. Inform Onsite Chief Warden and get them to assemble first aid officers to assist.
3. Direct Onsite Chief Warden to remove all persons and keep site contained until emergency services arrive.
4. Ensure the Crisis Management Team are advised.

#### **Onsite Chief Warden**

Refer: Incident Investigations (Section 1.11)

1. Ensure the area of the incident is isolated.
2. Segregate any witnesses in a private area away from the scene.
3. Segregate any friend's or colleagues of the deceased in a private area away from incident scene.
4. Disperse any spectators.
5. Avoid contact with blood and other body fluids by using protective gloves.
6. If practicable, make sure the deceased person is not disturbed.
7. Do not interfere with any evidence.
8. Comfort witnesses.
9. Collect accurate information about the incident.
10. Complete incident report.
11. If staff member involved, request Police to advise when next of kin have been informed so the senior management can offer support to family.



## 3.5.3 Motor Vehicle Accident

### Person Discovering

If involved in a motor vehicle accident you must:

**!! NEVER admit fault or liability for the accident.**

1. Immediately stop the vehicle and ensure it is safely parked (turned off and hand brake engaged).
2. Render assistance to any injured person/s. If serious, immediately call Ambulance (000) and the SCU Chief Warden:  
**External Phone Line:** (07) 5589 3288 or 0439 540 868  
**Internal Phone Line:** 93288 or '0' 0439 540 868
3. If there anyone is injured or if SCU property is damaged, Property Services and Police must be notified.
4. Provide your name, address, registration number, and vehicle owner's name to others in the crash, or their representative, and to the Police (if they attend).
5. Advise others in accident to contact SCU's Insurance officer for issuer details.
6. All SCU pool vehicle incidents and accidents should be reported to Fleetcare on 134 333. Fleetcare will advise what, if any, further action and/or documentation is required.
7. Submit an incident report.

### SCU Chief Warden

In the event of an accident occurs in or near University grounds, the SCU Chief Warden should proceed as follows:

1. Ascertain if any person(s) injured – if yes, request Ambulance '000'.
1. Confirm if driver(s) require Police to be called (if anyone is injured, Police must attend).
2. Inform the Onsite Chief Warden and direct them to:
  - Determine if vehicle(s) pose(s) a hazard to people nearby (e.g. leaking fuel) – if yes, contact emergency services (e.g. Fire Service) and evacuate everyone from immediate danger area.
  - If there is no injuries or danger, determine if vehicle(s) pose(s) an obstruction to normal traffic flow. If yes, request driver(s) to move vehicles off road (e.g. car park). If they cannot be moved, ask the driver to immediately obtain tow truck assistance.
  - Obtain particulars from driver(s) & witness(es) involved:
    - Name
    - Addresses
    - Telephone numbers (home and work)
    - Details of registered owner(s) of vehicles, if different from driver(s)
    - Vehicle details (Reg. No, type, make, colour)
    - Brief description of events.
  - Take photos of the scene including vehicle details and the environs.
3. Complete an incident report.

## 3.5.4 Media Management

During or following a major incident at SCU, media may seek specific information or official comments relating to details of the incident.

It is critical that ANY communications relating to an incident at SCU are managed by a qualified and authorised spokesperson for SCU.

If SCU personnel are approached by members of the media seeking information or comments about an incident at SCU they must:

- NOT give ANY comment whether it is fact or opinion
- Direct all enquiries for information or comment to the nominated SCU Media Officer (Chief Marketing Officer or other as advised)
- Remain polite and non-confrontational (we do not want SCU staff to become the story)
- Ensure SCU staff do not grant media any special access to the incident or crime scene area.

Chief Marketing Officer or their designated representative will determine (where practicable in consultation with other relevant senior staff) the appropriate communication strategy in the circumstances.

## 3.5.5 Post Incident

### Support

Following a major, critical or high priority incident the Executive, Property Services and Work Health and Safety will coordinate any required physical and mental health support for impacted SCU students and staff, respectively.

The Crisis Management Team (CMT) will determine if a face to face critical incident debrief or other support services are required.

### Review

At an appropriate time, the CMT will complete a post incident review to evaluate the incident management response and recovery. As part of the review the CMT will consider:

- How to eliminate or reduce the risk of the incident re occurring
- Any improvements that can be made.
- What worked well.

# APPENDIX 1. BOMB THREAT CHECKLIST

**Actions by the Call Receiver:**

- 1. Stay calm                                      Do not hang up – treat the call as authentic – the objective is to gather as much information as possible.
- 2. Keep the caller talking                  The longer the caller is on the line, the greater the opportunity to extract information.  
  
*“I’m sorry, I can’t hear you, you’ll have to speak up”.*  
*“Look I’m sorry, I don’t know what you’re talking about”.*
- 3. Time    Note the time that the call is received
- 4. Record details                                Record the details of the call – use the Bomb Threat Checklist Form.

**Useful Questions to Ask:**

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

**Important Actions After the Call:**

- 1. Write down the EXACT wording of the threat
- 2. Immediately (and discreetly) notify the SCU Chief Warden

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

**Caller’s Voice:**

Accent (*specify*): .....

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

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

Diction (*clear, muffled*): .....

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

Did you recognize the voice? .....

If so, who do you think it was? .....

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

**Threat Language:**

***Caller's Voice: -***

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

***Background Noises:***

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

Other: .....

Sex of caller: .....

Estimated age: .....

**Call Details:**

Date:.....Time: .....

Duration of call: .....

Number called:.....

**Call Taker:**

Telephone number: .....

Name (print): .....

Signature: .....

## APPENDIX 2. APPLICABLE LEGISLATION, STANDARDS, CODES OF PRACTICE AND BUSINESS POLICIES

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

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

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

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

Lismore Campus	State Emergency & Rescue Management Act 1983 [NSW]
	Northern Region Emergency Management Plan