



Emergency Response Guidelines

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GAS LEAK

EMERGENCY RESPONSE PROCEDURE

In order

EMERGENCY/CRISIS COLOUR CODING

To assist in identifying an Emergency, they have been grouped into categories and colour coded as per Australian Standard AS 3745-2010. These colour codes are used to help people instantly recognise the category of Emergency.

EMERGENCY	COLOUR
FIRE	RED
MEDICAL EMERGENCY	BLUE
BOMB THREAT	PURPLE
INTERNAL EMERGENCY	YELLOW
PERSONAL THREAT	BLACK
EXTERNAL EMERGENCY	BROWN
EVACUATION	ORANGE

EMERGENCY CONTACTS

WSU aims to provide a safe and secure campus environment at all times. Call **1300 737 003** for immediate connection to Security.

Campus Safety & Security contacts 24 / 7

Campus

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EMERGENCY AND CRISIS CATEGORIES

The following table categorises Incidents as per Australian Standards AS 3745-2002 colour coding.

CATEGORY	INCIDENT OR EVENT
FIRE	Bush Fire
	Explosion - Minor
	Explosion - Major
	Fire - Minor
	Fire - Major
	Fire Alarm
MEDICAL EMERGENCY	Deceased Person
	Drug Overdose
	Electric Shock
	Health Issue - Serious/Disease Outbreak
	Injury - Minor
	Injury - Major
	Suicide
Needle Stick	
BOMB THREAT	Bomb - Threat
	Bomb - Found
	Bomb - Mail
	Mail/Package - Suspicious
INTERNAL EMERGENCY	Air Supply Contamination
	Biological/Radiological Hazard

FIRE

BUSH FIRE

THREAT

There is a bush fire in the immediate vicinity of our University Campus which poses a threat to the

PERSON DISCOVERING FIRE

Alert persons in the vicinity of the fire

Notify the Campus Emergency Number Ext 1300 737003

Extinguish the fire – only if safe to do so and competent in use of applica

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EXPLOSION - MINOR

THREAT

A minor explosion has occurred on our University Campus.

WARDEN RESPONSE

Establish the exact location of the explosion

Establish if there are any persons injured or trapped

Inform Emergency Services – 000 and provide your name and contact details

Inform Campus Safety & Security – Ext 1300 737003

Provide first aid or inform nearest first aider **only if safe to do so**

Evacuate all persons.

Deploy appropriately trained personnel to combat any small fires pending the arrival of the Firso5J0 Tc 017.1 (()4 0 T

THREAT

There is a major fire on our University Campus.

PERSON DISCOVERING FIRE

Alert persons in the vicinity of the fire

Activate nearest Break Glass Alarm

Inform Emergency Services – 000 and provide your name and contact details

Notify the Campus Safety & Security - 1300 737003

Extinguish the fire – **only if safe to do so** and competent in use of applicable fire fighting equipment

IF THE FIRE IS TOO DANGEROUS TO FIGHT –

Evacuate the immediate vicinity (use ALL available safe exits)

Attempt to contain fire and smoke by closing all windows and doors as area is evacuated

Leave the area by the nearest safe exit

INITIAL RESPONSE

Establish the exact location of the fire

Establish the extent and trend of the fire

Establish if there are any persons injured or trapped

Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)

Attempt to account for all persons in the affected area at the time of the fire - any persons unaccounted for should be brought to the attention of emergency services

All efforts must be made to preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the Senior Security Officer present

Make no comment to media, referring them to the Office of Public Affairs

Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services

Consider if a broader evacuation is required.

FIRE ALARM

THREAT

A fire alarm has been activated on our University Campus.

PERSONS ON SITE

Proceed to Evacuation Assembly Area and await furtherinstruJO Tc 0 TwB340.68 re(8es)40 Tc 0 Tw 7.56 -0 r2.5 ()

MEDICAL EMERGENCY

THREAT

A person has overdosed on our University Campus.

INITIAL RESPONSE

Establish the exact location of the person

Inform Emergency Services – 000 and provide your name and contact details

Inform Campus Safety & Security – 1300 737003

Isolate the site where the Incident has occurred

Provide first aid or inform nearest first aider. Ensure the person is breathing

Avoid contact with blood and other body fluids by using personal protective equipment

Disperse any spectators

Ensure that evidence material or any post Incident investigation is not interfered with

THREAT

A person on a University Campus has received an electric shock.

PERSON FINDING THE VICTIM

Avoid direct contact with the affected person while they are in contact with the current

Break the contact by switching off the current but USE EXTREME CAUTION in doing this

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 or by grabbing their clothing, avoiding zippers and other metal objects.

Delegate a person to contact Campus Safety & Security 1300 737 003

INITIAL RESPONSE

Avoid direct contact with the affected person while they are in contact with the current

Check that power has been disconnected, if not immediately disconnect power source

If necessary, provide first aid or inform nearest firstaider

Inform Emergency Services – 000 and provide your name and contact details

DISEASE OUTBREAK

THREAT

THREAT

THREAT

A person has sustained a major injury on our University Campus.

INITIAL RESPONSE

Establish the exact location of the Incident or Event

Inform emergency Services if required - 000 and provide your name and contact details

Inform Campus Safety & Security – 1300 737003

Ensure the area is safe prior to providing first aid & provide first aid where able

Avoid contact with blood and other body fluids by using personal protective equipment

Identify extent of injuries and advise Campus Safety & Security / emergency services upon arrival

If required, move the person to a safe location, but only if absolutely necessary and only to prevent further injury

Ensure that evidence material or any post Incident investigation is not interfered with

THREAT

A person has committed suicide on our University Campus.

INITIAL RESPONSE

PERSON FINDING THE DECEASED

Confirm the person is deceased but only if safe to do so

Do not disturb the body or the surrounding area

Inform Emergency Services – 000 and provide your name and contact details

Notify Campus Safety & Security - 1300 737003

Prevent unauthorised access to the area

INITIAL RESPONSE

Establish the exact location of the person(s)

Remain calm

Isolate the site where the death has occurred

Segregate any witnesses in private area away from Incident scene

Segregate any friends/colleagues of the deceased in private area away from the scene

Avoid contact with blood and other body fluids by using personal protective equipment

If practicable, ensure that the body cannot be disturbed until emergency services arrive

Do not interfere with any evidence

Comfort witnesses/colleagues

THREAT

A person has been injured by a syringe on our University Campus.

PERSON RECEIVING INJURY

Wash effected area around the puncture for at least 30 seconds using soap and warm water

Immediately seek medical attention

Contact Campus Safety & Security 1300 737003

INITIAL RESPONSE

Confirm the exact location of the hazard (Building, Level and Room No.)

Have someone remain at the scene to ensure the safety of others until Campus Safety & Security arrive

Dispose of the syringe by placing in a sharpscontainer

The syringe should be

BOMB THREAT

THREAT

A suspected bomb has been located on our University Campus.

PERSON FINDING SUSPECTED BOMB

DO NOT touch, tilt or tamper the suspect object

Remain calm

Note the appearance, sound and exact location of the object

Keep other persons away from the object

Inform Emergency Services – 000 and provide your name and contact details

Notify Campus Safety & Security – 1300 737 003 on a land line - **DO NOT** use a mobile phone or two-way radio

For more information, contact the University Security Office on 1300 737 003 or 1300 737 003 on a land line - **DO NOT** use a mobile phone or two-way radio

THREAT

A suspected mail bomb has been located on our University Campus.

PERSON DISCOVERING

If a suspected mail bomb is discovered in the course of opening:

- Carefully place on nearest level surface
- Do not handle any further
- Evacuate the immediate vicinity

SAFETY PRECAUTIONS

- DO NOT touch, tilt or tamper
- Do not smoke in the immediate vicinity
- Do not subject to open flame, excessive heat or direct sunlight
- Do not immerse in water

PERSON DISCOVERING ITEM

- Carefully place on nearest level surface
- Isolate the area – move/keep people away from suspect article
- Inform applicable Supervisor/Manager
- Advise Campus Safety & Security:
 - o Exact location in building
 - o Description of the suspicious article
 - o Initial actions on discovery
 - o Number of persons in affected area

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THREAT

Our University Campus has received suspicious mail or a suspicious package.

RECOGNITION POINTS

Origin

Unusual postmark

Unknown source

Labeling

Poor Handwritn6gC2 re 9.486 5099 -0 12 (P20)

INTERNAL EMERGENCY

THREAT

The air supply at our University site has been contaminated by an unknown substance

INITIAL RESPONSE

Evacuate all persons from the affected area

Providing it is safe to do so:

- Ensure that the suspect air handling system is immediately shut down

- If necessary, evacuate the area/s serviced by the suspect system

- Inform Emergency Services – 000 and provide your name and contact details

THREAT

The University experiences serious conflict or civil/student unrest.

INITIAL RESPONSE

Establish the exact location of the unrest

If physical violence or damage to University property appears likely inform Emergency Services – 000 and provide your name and contact details

Inform Campus Safety & Security – 1300 737003

Assess the situation

unrestioun

THREAT

Major environmental pollution caused by University activities. **WARNING**

- **CONFIRM AREA SAFE PRIOR TO APPROACHING PERSON**

DISCOVERING

Treat the entire area as contaminated

Evacuate the

THREAT

A University Campus lift has failed.

INITIAL RESPONSE

THREAT

A motor vehicle accident involving a University vehicle or vehicle uti2(OAc O T65-O O 9.48 90.12 68.5 (b2 68.5 (y)-2.1 (s

THREAT

THREAT

A University Campus building has been subjected to structural damage and is in danger of a total or partial collapse.

WARNING - CONFIRM AREA SAFE PRIOR TO APPROACHING

WATER LEAK

THREAT

A University Campus has been affected by a water leak.

INITIAL RESPONSE

Evacuate the affected area

Inform Campus Safety & Security – 1300 737 003 who will in turn contact Capital Works & Facilities

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ASSAULT

THREAT

An assault has occurred on University property

INITIAL RESPONSE

Assess the situation

Remain calm

Obtain assistance

Do not provoke the assailant or aggravate the situation

If safe to do so, assist the victim (e.g. determine if first aid or medical attention is required and action accordingly)

Disperse any casual spectators but ask witnesses to remain

Obtain and note details concerning the Incident:

- Full details of victim
- Circumstances surrounding the Incident
- Witnesses
- Description/details of assailant/s

Inform Campus Safety & Security – 1300 737003

Ensure that evidence material or any post Incident investigation is not interfered with

If Serious Assault:

Inform Emergency Services – 000 and provide your name and contact details

In advising the Police - include:

- Description of offender/s
- Any weapon/s
- Vehicle/s
- Last known whereabouts
- Direction of travel

If necessary provide first aid or inform nearest first aider

Cordon off the scene of the Incident

Identify any witnesses and request them to remain until police arrive

Where witness(es) cannot wait for Police attendance, their details are to be noted

If offender is still present on-site, ensure that victim and witness(es) are isolated from the person

If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.

HOSTAGE/SIEGE SITUATION

EXTERNAL EMERGENCY

THREAT

A University Campus internal phone system has failed.

PERSON DISCOVERING FAULT

During business hours

- Inform IT Services Desk – Ext 5111 or (02) 98525111

INITIAL RESPONSE

Check for obvious fault like disconnected cables, lines etc.

Check for general hardware failure

Outside business hours inform Campus Safety & Security – 1300 737 003

MOTOR VEHICLE ACCIDENT OFF CAMPUS

THREAT

Serious motor vehicle accident involving a University vehicle or vehicle utilised by staff/students on University business. Employees/students are killed and/or seriously injured on/off site.

INITIAL RESPONSE

Identify if staff have sustained any injuries – if so, ensure Emergency Services are contacted - 000

Inform Campus Safety & Security – Ext 1300 737003

Obtain details of those involved i.e. names, addresses, telephone numbers, vehicle details etc.

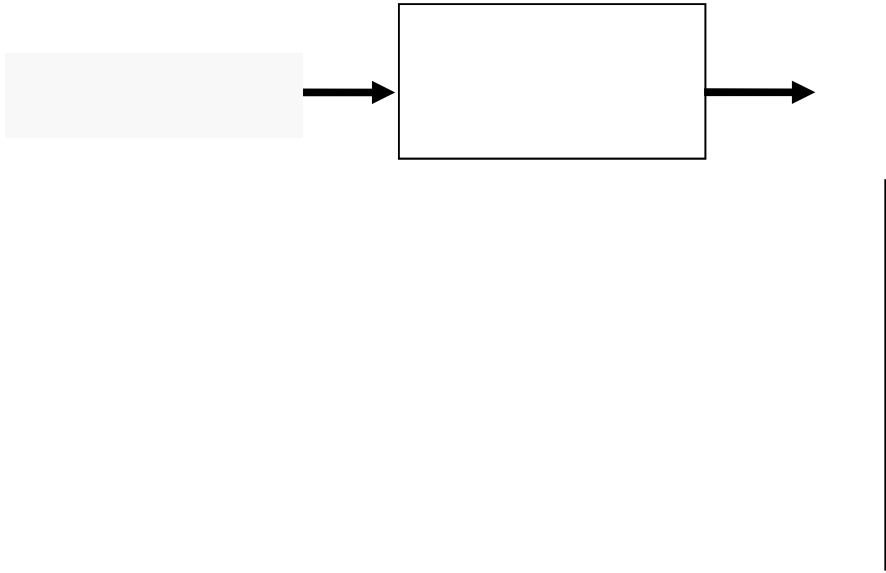
Obtain details of Events, including location of accident, contact numbers and severity of accidents
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EVACUATION

EVACUATION

THREAT

EMERGENCY – INITIAL REPORTING & RESPONSE



Evacuation Process - Day

Evacuation Process - Night

BOMB THREAT CHECKLIST

Remember to keep calm

IMPORTANT QUESTIONS TO ASK

1. Where did you put it?
2. When is the bomb going to explode?
3. What does it look like?
4. What is your name & address?
5. Where are you now?

NOTE EXACT WORDING OF THE THREAT

6. How will the bomb explode?
7. Did you put it there?
8. Why did you put it there?

SPECIFIC BOMB QUESTIONS

9. What type of bomb is it?
10. What is in the bomb?
11. What will make the bomb explode?
12. What kind of substance is it?
13. How much of the substance is there?
14. How will the substance be released?
15. Is the substance a liquid, powder or gas?

NOTES REGARDING THE CALLER

Callers voice: Accent, Speech impediments, manner, do you recognise the caller?

Language: Well spoken, coherent, irrational, taped, message read by caller, abusive

Background noises: Street noise, House noise, aircraft, music, machinery, etc

Other: Sex of the caller, age of the caller, duration of the call, call number displayed?