



## EMERGENCY RESPONSE PROCESS

### **DAY (8.45am to 5.15pm Mon to Fri - Excluding Public Holidays)**

The first member of staff to be advised of an emergency occurring within their area will ensure that the Campus Emergency Number is notified (by phone or runner) and persons are moved away from any immediate danger.

When notifying the Campus Emergency Number, the following information should be provided:

- \* Type of emergency & exact location (including Building, Level & Room No.)
- \* Actions being taken by persons at the scene
- \* Any persons injured (and nature of injury if known)
- \* Have emergency service/s been notified
- \* Name of informant

The person receiving the call via the Campus Emergency Number will assume the role of Communications Officer (CO) and notify:

- \* Emergency Service/s (if applicable)
- \* Deputy Chief Warden (Emergency Response Officer)
- \* Applicable Area Wardens and Wardens
- \* Chief Warden (Campus Emergency Coordinator)
- \* School/Section Responsible Officer

The Communications Officer will also note the times of the initial report and subsequent notifications.

The Deputy Chief Warden (Emergency Response Officer), will immediately proceed to the scene and assume responsibility for managing the on-scene response to the emergency. The Deputy Chief Warden (Emergency Response Officer) must not enter buildings that may contain hazards e.g. Chemistry Building, Life Sciences. Apart from the fact that they may contain hazards, communications may be lost with the Control Room if the Deputy Chief Warden (Emergency Response Officer) enters the building or they may become a casualty.

The applicable Area Wardens and Wardens will respond as required.

The Chief Warden (Campus Emergency Coordinator) will proceed to the Campus Emergency Control Centre and monitor the organisational response.

If an evacuation is necessary :

- \* Staff in charge of students will escort the students to the nearest safe Assembly Area. If you hold fears for the safety of any person, report the details to the Campus Emergency Number (who will in turn notify the Deputy Chief Warden (Emergency Response Officer) or emergency services, whichever is applicable).
- \* Wardens will oversee an evacuation of their respective areas and then check (providing it is safe to do so) to ensure that all persons have vacated.
- \* Wardens will then proceed to the Warden Meeting Point, report the results of their check to their respective Area Wardens and unless otherwise required, proceed to the Assembly Area.
- \* Area Wardens will then report their respective building evacuated to either the Deputy Chief Warden (Emergency Response Officer) (if on scene) or alternatively to the Communications Officer.

Where their assistance is required or where staff from the building have been deployed on access control duties, the Area Warden will remain at the Warden Meeting Point (providing it is safe to do so). Otherwise, the Area Warden will proceed to the Assembly Area.

On termination of the emergency, the Chief Warden (Campus Emergency Coordinator) will ensure that a debriefing session is conducted for all staff involved in the incident.

Note, the Chief Warden (Campus Emergency Coordinator) should confer with the appropriate counselling personnel to determine if a psychological de-briefing would be appropriate for persons involved in or affected by the incident.

### **NIGHT (Other Times)**

The first member of staff to be advised of an emergency will ensure that :

- \* persons are moved away from any immediate danger
- \* the Campus Emergency Number is immediately contacted

The first Security Officer on the scene will assume the role of Deputy Chief Warden (Emergency Response Officer) and assist in controlling or containing the emergency and initiating an evacuation if appropriate. The Deputy Chief Warden (Emergency Response Officer) must not enter buildings that may contain hazards e.g. Chemistry Building, Life Sciences. Apart from the fact that they may contain hazards, communications may be lost with the Control Room if the Deputy Chief Warden (Emergency Response Officer) enters the building or they may become a casualty.

In the event of an evacuation, occupants should leave via the nearest safe exit and initially assemble in a well lit area at a safe distance away from the vicinity of a main entrance to the building. Remain there (providing it is safe to do so) and await instructions from the security officer or emergency services personnel.

Where practicable, the Security Officer should check the building exterior to ensure that persons are not gathering in unsafe areas and to check for any missing persons. The Security Officer will then meet and brief emergency services on their arrival.

Staff in charge of students will ensure that all students stay together until it is determined if lectures will resume.

The Security Officer will ensure that the Chief Warden (Campus Emergency Coordinator) is informed of the situation at the first reasonable opportunity.

### **NOTIFICATION OF EMERGENCY SERVICES**

When notifying emergency services, the following reporting format should be adopted:

Name of Organisation	Address
Type of Emergency	Location of Emergency
Best Entry Point	Casualties
Assistance Required	Hazards
Telephone Contact No.	Name of Person Making Call

**A Chief Warden (Campus Emergency Coordinator) must be notified when the Emergency Services have been called to the Campus.**

This can be done after they have been called. If there is doubt if the Emergency Services should be called, the Chief Warden (Campus Emergency Coordinator) should be contacted. In the event of an activated fire alarm that is considered to be a false alarm the Control Room may delay the notification until the situation is clarified.

## **FIRST AID**

Ambulance should be notified and any injured people treated in a safe location. Those people who are trapped or are unable to be moved immediately should be protected and given first aid on the spot (providing it is safe to do so). Fire Brigade should be advised of exact location of injured persons.

## **TRAUMA COUNSELLING/TRAUMA RECOVERY UNIT (TRU)**

The Trauma Recovery Unit is a group of specialists providing counselling.

The Chief Warden (Campus Emergency Coordinator) is responsible for ensuring that specialist Trauma Counsellors are made available for any persons requiring this support following an incident. For individual or a small number of persons it is activated through Student Services. Trauma counselling for students is also activated through Student Services. The Crisis Management Team may also activate the TRU for large groups. In certain cases, a person may request a counsellor who has dealt with them previously, e.g. through the staff counselling services. This is initiated through the Manager, OH&S Unit. The initial defuse is very important and a Chief Warden (Campus Emergency Coordinator) must be proactive in initiating counselling.

## **INTERACTION WITH EMERGENCY SERVICES**

In the event of an emergency necessitating the involvement of an external specialist agency or agencies (e.g. Fire Brigade, Police, State Emergency Services, EPA, Ambulance etc.), the Chief Warden (Campus Emergency Coordinator) will:

- \* Remain on-site and afford every assistance to emergency service personnel in order to expeditiously contain and control the event.
- \* Provide advice on technical or operational matters associated with the activities of the campus which will assist emergency service personnel in safely and expeditiously bringing the emergency under control.
- \* Have available appropriate plans, data sheets and other reference material which could assist emergency service personnel in controlling the emergency.

## **MEDIA LIAISON**

### **Authorised spokesperson**

During or following a major emergency, media inquiries should be referred to the Director of PRUE.

The Director of PRUE (or designated representative) will determine (where practicable in consultation with other applicable senior staff) the appropriate communication strategy in the circumstances.

### **Media Briefing Centre**

In the event of a major emergency, the Media Briefing Centre where media representatives will be briefed will be **the Council Room in the Administration Building**.

### **Termination of Emergency**

Once emergency services have concluded their involvement, control of the affected area will be handed back to the Chief Warden (Campus Emergency Coordinator) through the Deputy Chief Warden (Emergency Response Officer) who remains on site until the Emergency Services depart.

In determining the suitability of the area to be re-occupied and to resume normal operations, the Chief Warden (Campus Emergency Coordinator) should consider :

- \* Any residual/lingering hazards
- \* Any structural or process weaknesses caused by the original event which could initiate a subsequent emergency if operations are reinstated.
- \* The need to preserve the scene if there is to be a subsequent investigation.
- \* Occupant safety

## **AFTER THE EVENT**

### **Preservation of the scene**

In any emergency situation where there is the possibility of a subsequent statutory investigation or coronial inquiry, the Chief Warden (Campus Emergency Coordinator), as directed by the Crisis Management Team, must ensure that all evidence relating to the event including documents, computer information, personnel and materials is preserved.

The Chief Warden (Campus Emergency Coordinator) must ensure that there is no interference with evidence and that any cleaning up, movement of bodies, repairs and so on, apart from that necessary to bring the emergency under control, does not occur without approval of investigating officers.

### **De-brief**

Within 7 days of the conclusion of the emergency, the Emergency Management Review Committee will conduct a formal review of the events and processes affecting the emergency to ensure that the Emergency Plan & Procedures and organisational preparedness remain appropriate and competent. This review will involve debriefing relevant personnel and compiling an appropriate report under the authority of the Chair, Occupational Health & Safety Committee.

Where deficiencies or weaknesses are identified, a written strategy will be developed to rectify these together with a timeframe.

---