# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. INTRODUCTION</td>
<td>3</td>
</tr>
<tr>
<td>1.1 Purpose</td>
<td>3</td>
</tr>
<tr>
<td>1.2 Types of emergencies</td>
<td>3</td>
</tr>
<tr>
<td>1.3 Local emergency control point (LECP)</td>
<td>4</td>
</tr>
<tr>
<td>1.4 Campus emergency numbers</td>
<td>4</td>
</tr>
<tr>
<td>1.5 Emergency response process</td>
<td>4</td>
</tr>
<tr>
<td>1.6 Notifying Emergency Services</td>
<td>4</td>
</tr>
<tr>
<td>1.7 First aid</td>
<td>5</td>
</tr>
<tr>
<td>1.8 Interaction with Emergency Services</td>
<td>5</td>
</tr>
<tr>
<td>1.9 Media liaison</td>
<td>5</td>
</tr>
<tr>
<td>1.10 After the event</td>
<td>5</td>
</tr>
<tr>
<td>1.11 Statutory investigation</td>
<td>6</td>
</tr>
<tr>
<td>2. EMERGENCY PROCEDURES</td>
<td>7</td>
</tr>
<tr>
<td>2.1 Assault</td>
<td>7</td>
</tr>
<tr>
<td>2.2 Bomb threat</td>
<td>7</td>
</tr>
<tr>
<td>2.3 Bush fire</td>
<td>9</td>
</tr>
<tr>
<td>2.4 Chemical spill</td>
<td>10</td>
</tr>
<tr>
<td>2.5 Civil disorder</td>
<td>10</td>
</tr>
<tr>
<td>2.6 Evacuation</td>
<td>10</td>
</tr>
<tr>
<td>2.7 Emergency lockdown</td>
<td>12</td>
</tr>
<tr>
<td>2.8 Fire</td>
<td>13</td>
</tr>
<tr>
<td>2.9 Flooding/water leak</td>
<td>14</td>
</tr>
<tr>
<td>2.10 Gas leak</td>
<td>14</td>
</tr>
<tr>
<td>2.11 Medical emergency</td>
<td>15</td>
</tr>
<tr>
<td>2.12 Motor vehicle accident</td>
<td>15</td>
</tr>
<tr>
<td>2.13 Power failure</td>
<td>15</td>
</tr>
<tr>
<td>2.14 Prowler</td>
<td>16</td>
</tr>
<tr>
<td>2.15 Radioactive substance spill</td>
<td>16</td>
</tr>
<tr>
<td>2.16 Storm</td>
<td>17</td>
</tr>
<tr>
<td>2.17 Violent or threatening person</td>
<td>17</td>
</tr>
<tr>
<td>3. UNIVERSITY EMERGENCY CALL OUT NUMBERS</td>
<td>19</td>
</tr>
<tr>
<td>4. BOMB THREAT CHECKLIST</td>
<td>20</td>
</tr>
<tr>
<td>5. CAMPUS MAPS – EVACUATION ASSEMBLY AREAS</td>
<td>22</td>
</tr>
</tbody>
</table>
1. Introduction

1.1 Purpose

The purpose of these procedures is to provide guidance to key personnel and staff to enable them to quickly and decisively respond to an actual or potential emergency which could threaten the safety of persons or property or significantly disrupt operations at the following locations:

- Southern Cross University – Lismore and Gold Coast Campuses
- Invercauld Conference Centre

These procedures aim to:

- Control or limit any effect that an emergency or potential emergency may have on site or on neighbouring areas
- Facilitate emergency response and provide assistance on the site as is appropriate to the occasion
- Ensure vital information is communicated as soon as possible
- Facilitate reorganisation and reconstruction activities so that normal operations can be resumed
- Provide for training so that a high level of preparedness can be continually maintained
- Provide a basis for updating and reviewing emergency procedures

This document should be read in conjunction with Facilities Management and Services’ Emergency Procedures Plan and Crisis Management Plan.

1.2 Types of emergencies

Types of emergencies covered in these procedures include:

- Assault
- Bomb threats
- Bushfire
- Chemical spill
- Civil disturbance
- Evacuation
- Fire
- Flooding/water leakage
- Gas leak
- Medical emergency
- Motor vehicle accident
- Power failure
- Prowler
- Radioactive substance spill
- Storm
- Violent/threatening person

1.3 Local emergency control point (LECP)

Facilities Management and Services office or where appropriate, Gatehouse (Lismore Campus).
1.4 Campus emergency numbers

Lismore - 3333
Gold Coast - 3333

1.5 Emergency response process

The emergency response process is as follows:

1. The person discovering the emergency should immediately notify Security.
2. The person receiving the initial report should obtain the following information:
   - Type of emergency
   - Location
   - Actions being taken by persons at the scene
   - Any persons injured
   - Whether relevant emergency services have been notified or are required
   - Name
   - Contact details (where applicable)
3. The Emergency Warden will quickly evaluate the situation and ensure that appropriate action is taken to ensure the safety of persons in the area (e.g. evacuation).
4. In such an event, and providing it is safe to do so, Emergency Wardens then check the affected area/s to ensure that all occupants have evacuated and report back to the Chief Emergency Warden when their respective areas of responsibility have been evacuated.
5. Where applicable and providing it is safe to do so, the Chief Emergency Warden/Emergency Wardens/Security Officer should report to the Local Emergency Control Point (LECP) to pass on information such as evacuation reports and review the situation after the initial response phase has been concluded.
6. The Chief Emergency Warden will then ensure (where practicable) that a muster of personnel from the evacuated buildings/areas is carried out at the Assembly Area/s and any persons not accounted for should be immediately reported to Security or where applicable, the State Emergency Services Officer present.

1.6 Notifying Emergency Services

On discovering (or in the case of Security – on being advised of) an actual or potential emergency, the relevant State Emergency Service/s must be advised via the '000' telephone number.

Even in circumstances where the Security Officer is told by the initial informant that emergency services have been contacted, the Security Officer will still contact them as a 'Failsafe' back-up.

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

- Name of organisation
- Address
- Type of emergency
- Location of emergency
- Best entry point
- Casualties
- Assistance required
Emergency procedures

- Hazards
- Contact Details
- Name of Person Making Call

1.7 First aid

Any injured people who can be moved safely should be evacuated. Those people who are trapped or are unable to be moved immediately must be protected and given first aid on the spot, if safe to do so.

1.8 Interaction with State 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 relevant University Chief Emergency Warden will:

- Remain at the scene and afford every assistance to emergency service personnel in order to expeditiously contain and control the event
- Provide advice on operational matters associated with the activities of the complex which will assist emergency service personnel in safely and expeditiously bringing the emergency under control
- Provide information updates to Emergency Wardens

1.9 Media liaison

During or following a major incident, media inquiries should be referred to the Head, Communications and Publications, in conjunction with the Manager, Workplace Health and Safety, or designated representative.

The Head, Communications and Publications, or their designated representative will determine (where practicable in consultation with other relevant senior staff) the appropriate communication strategy in the circumstances.

1.10 After the event

Preservation of the scene

After emergency services have concluded their involvement in the situation, control will be handed back to Security. No one is permitted to enter a building until instructed that it is safe to do so by Security or the Manager, Workplace Health and Safety.

In determining whether the area is safe and able to be reoccupied, the Chief Emergency Warden will need to consider any residual or lingering hazards, structural or process weaknesses, the need to preserve a scene where necessary, occupant safety and industrial relations ramifications.

In any emergency situation where there is the possibility of a subsequent statutory investigation or coronial inquiry, Security must ensure that all evidence relating to the event including documents, computer information, personnel and materials is preserved.

Security must ensure that there is no interference with evidence and that any cleaning up, movement of any items, repairs and so on, apart from that necessary to bring the emergency under control, does not occur without approval of investigating officers.
Report

In the event of an incident, Security must notify the Manager, Workplace Health and Safety within 48 hours and ensure an Incident, Accident & Hazard Report is completed.

1.11 Statutory investigation

Coronial Inquiry

In the case of a fatality, the Police will be involved and there will be a Coronial Inquiry.

WorkCover NSW and Workplace Health and Safety QLD

In the event on an incident involving the Fire Brigade, WorkCover NSW or Workplace Health and Safety QLD will be contacted by the Manager, Workplace Health and Safety, who will explain the incident and ask if they wish to conduct an inquiry.

If an employee is asked by a WorkCover NSW or Workplace Health and Safety QLD inspector to make a statement, they should:

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

2.1 Assault

Person discovering or involved in the assault *(ONLY if they wish to)*

1. Victim to be secured from further assault
2. Report the incident to Security
3. Security to identify whether any First Aid or medical treatment is required
4. Render First Aid as appropriate or secure medical treatment

Security

1. If a minor assault, Security 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 any vehicles involved)
   - Proceed if the matter is able to be handled by conciliation
   - Otherwise refer to Head of Work Unit for follow up
2. If a serious assault, Security to immediately notify the Police *(ONLY if the victim wishes)* and:
   - Determine whether offender has left
   - If not, offender to be maintained under watch
   - Seal the crime scene
   - Log details to be provided to Police
   - Establish if there are any witnesses
   - Isolate the victim and witnesses from offender

2.2 Bomb threat

Response plan

The person receiving the call should obtain as much information as possible and quickly communicate the data to Security.

Never ignore the threat – as an absolute minimum, a search of any area mentioned in the threat, relevant building exterior, exit routes and Assembly Areas should be conducted.

If deemed appropriate, a thorough search of the buildings and grounds may be carried out by Security or designated personnel.

Security will decide whether to evacuate a building and, where time permits, exits and building exteriors should be checked before initiating the evacuation (in case the explosive device is in one of these areas where the building’s occupants will be transiting in the course of the evacuation).

If a possible explosive device is discovered, everyone should be reminded that they are NOT to touch it. The area should be evacuated and the Police notified.

Person receiving the call

The person receiving the call should complete the Bomb Threat Checklist (Appendix 1) and provide the details to Security.
Security

The Security Officer receiving the initial report of the bomb threat call should:

1. Ascertain the following information from the call recipient:
   - Name and location of call recipient
   - Time call received
   - Any purported detonation time
   - Any location mentioned in the threat message
   - Any description of purported bomb contained in threat message

2. Request the call recipient to meet Security at an agreed location
3. Inform the Director, Facilities Management and Services
4. Immediately notify the Police. Dispatch the senior Security Officer on shift to the scene (or other location if applicable)
5. On arrival of police, direct them to the scene (or other location if applicable).

Note: Where the initial information from the call recipient appears credible and purported detonation deadline is imminent, the Security Officer is authorised to initiate an immediate evacuation of the apparent danger area. In such an event, they should confirm with the call recipient a location where they can meet.

Security Officer at scene

On being advised of a bomb threat, the Security Officer should:

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

Action in discovering a suspicious object

In the event that 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), or whatever, the following action should be taken:

1. Do **NOT** touch, tilt, or otherwise tamper with the object.
2. Security should be immediately notified by phone or messenger.
   
   **DO NOT USE 2 WAY RADIOS OR MOBILE TELEPHONES**
3. The appearance, sound and exact location of the object and the environment in which it is located should be noted.
4. Immediately evacuate the area surrounding the object. Consider the consequential damage and effect – both on site and off site.
Use the following guidelines:

**In building**

Evacuate the floor concerned as well as floor above or below. Commonsense must prevail in areas such as open courtyards or paddocks or where extremely large or very small objects are located. The possibility of shrapnel must be considered.

**Open areas**

Evacuate all persons to a safe distance – 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.

Safety perimeters must be maintained until the device is rendered safe. The person taking such observations should remain in the safety area and approach police upon their arrival to supply all details of information.

5. When evacuating, if possible, doors and windows in the immediate vicinity should be left open as this will assist in reducing fragmentation and blast damage should the bomb explode.

6. Where possible secure external doors. Access controls and sound the alarm.

7. Get Manager or nominated replacement to notify police on “000”, simultaneously with the commencement of evacuation.

8. The danger area should be cordoned off to prevent persons unwittingly exposing themselves to danger.

9. 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
   - Size, shape and colour of object
   - Any writings or labels appended to the device
   - Any other peculiarities

Time spent near a bomb or IED must be kept to an absolute minimum.

10. Police will, upon arrival, coordinate and control all necessary procedures.

### 2.3 Bush fire

**Security**

On being advised of a bush fire on or approaching University Premises:

1. Notify Fire Brigade
2. Dispatch Security to notify occupants of any buildings threatened by fire and request them to implement protection measures (see below).
3. If applicable, restrict vehicular access to the area to facilitate arrival of emergency service vehicles and/or removal of threatened vehicles to a safe location.

**Personnel & property protection measures**

If a bush fire approaches University buildings, where time permits and providing it is safe to do so:

1. Fill buckets and other appropriate containers with water.
2. Attach hoses to taps and assemble fire-fighting tools such as rakes, shovels and beaters at a centrally accessible point.
3. Close all windows and doors and wind up car windows.
4. Clear roof gutters of leaves and debris, and remove any flammable material from the immediate surrounds of the building.
5. Stuff downpipes with rags and fill roof gutters with water.
6. Position a ladder at the manhole cover in the roof and a bucket of water near the ladder.
7. Where practicable, position another ladder leading up to the roof outside the building.
8. Wet down shrubs and grass in the immediate vicinity of the building

2.4 Chemical spill

Chief Emergency Warden

1. Evacuate the affected area.
2. Cordon off area and prevent unauthorised access.
3. Ring Security Lismore and Gold Coast 3333 and advise exact location of the spill, the nature and extent of the spill and whether First Aid is required.
4. Do not allow any electrical equipment to be operated in the immediate vicinity of the spill. No ignition sources should be allowed in the area.
5. The Fire Brigade should be contacted if the spill is of a significant size, the substance involved is unknown or the substance is highly flammable/explosive/poisonous.
6. If it is unnecessary to contact the Fire Brigade, Security and Manager, Workplace Health and Safety, you should continue to manage the spill as specified on the Material Safety Data Sheet or by the Manufacturer/Supplier of the chemical.

2.5 Civil disorder

On becoming aware of a civil disorder 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. Contact Security: Lismore - 3333
   Gold Coast - 3333
2. Police should be notified immediately.
3. If possible, access should be restricted to buildings or infiltration within buildings by the demonstrator/s.
4. 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
5. Attempt to ascertain size of group, composition, leader’s identity, motive and intentions.
6. Confer with Police and other relevant persons to determine appropriate level of response.
2.6 Evacuation

Building occupants
On hearing Fire Alarm and verbal instruction or on being instructed to evacuate, building occupants should remain calm and:
1. Collect personal belongings and critical records (only if immediately and safely accessible and portable e.g. briefcases, carry bags, computer disks)
2. Do not attempt to return to usual workplace/unit
3. Follow instructions of Emergency Wardens
4. Unless otherwise instructed, leave via nearest safe exit and proceed to designated Assembly Area
5. Remain at Assembly Area and report any missing persons to Security

Chief Emergency Warden
On hearing Fire Alarm and verbal instruction or on being advised of an emergency which may threaten the safety of persons in or near the University:
1. Confirm location of apparent emergency
2. Proceed to scene and evaluate potential danger posed to occupants by the situation
3. If an evacuation is deemed appropriate, explain the situation as you know it together with any restrictions on evacuation routes and assign each Emergency Warden to be responsible for a designated area of the building/complex.
4. Oversee the evacuation of the area/complex.

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

Security
In the event of an evacuation of all or part of the University:
1. Dispatch a Security Officer to the scene to assist the Chief Emergency Warden as required
2. Direct emergency service vehicles to the scene of the emergency
3. Monitor radio reports and assist as required
Emergency procedures

General evacuation guidelines for Emergency Warden personnel

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

- **Emergency exits**: Must be safe and unobstructed

- **Positioning**: Emergency 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 affected.

- **Directives**: Must be given in a calm, clear voice and supported by visual signals. Avoid emotive terms and actions. Avoid lengthy explanations.

- **Argumentative persons**: 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 Chief Emergency Warden as soon as possible.

- **Assembly areas**: 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.

- **Roadways**: Remind people to exercise caution if crossing roads or driveways.

- **Special categories of person to be alert for**: Wardens should be alert for persons who are mobility impaired, vision-impaired, disoriented or distressed. Staff should reassure these persons and where necessary, obtain assistance from others to escort/help the person from the affected area.

- **‘Out of the way’ places**: Providing it is safe to do so, particular attention must be paid to toilets, storerooms etc. where persons could be unaware of an evacuation in progress.

- **Re-entry**: 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 Security is required).

- **Media enquiries**: Should be referred to the Head, Communications and Publications of the university or the Manager, Workplace Health and Safety.

### 2.7 Emergency lockdown

**Building occupants**

On hearing the Lockdown alarm and voice notification over the loud speaker, building occupants should remain calm and:

1. Do not attempt to return to usual workplace
2. Follow instructions of Emergency Wardens
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. Do not try and exit the building.
4. If practical move to the opposite side of the building to the side exposed to the incident. Turn mobile phones to ‘silent’ mode.

5. Please remain in lockdown until given the “all clear” by Security or State Emergency Services. Once you have received confirmation it is safe to do so, resume normal operation.

Emergency Wardens

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

1. Confirm location of apparent emergency.
2. 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.
3. Where practical ask people to move to away from the site of the incident i.e centre of the building.
4. Ensure nobody exits or enters the building.
5. Remain in Lockdown until you receive the “all clear” from Security or State Emergency Services.
6. Report any issues or concerns that have been raised or observed during the incident to Workplace Health and Safety.

2.8 Fire

Person discovering the fire

In the event of a fire, the person discovering the fire should:

1. Alert nearby people
2. Ring Security:
   - Lismore – 3333
   - Gold Coast - 3333
3. Extinguish the fire if safe to do so and you are trained in the use of firefighting equipment (but not otherwise) using portable firefighting equipment.

If too dangerous to fight the fire then:

1. Evacuate the immediate vicinity if it becomes an obvious necessity or, on being instructed to do so, assist and direct occupants to the nearest safe exit. (Use ALL available safe exits)
2. Turn off ignition sources e.g. gas
3. If it is safe to do so, attempt to contain fire and smoke by closing all windows and doors after the area has been evacuated
4. Leave the area by the nearest safe exit

On confirming the presence of a fire, the University Chief Emergency Warden should:

1. Ensure that people are evacuated from the immediate vicinity
2. Ensure that the Fire Brigade has been advised
3. Shut down utilities and any hazardous processes
4. If safe to do so, coordinate local firefighting efforts
5. If too dangerous to fight fire, attempt to contain fire after area has been evacuated
6. Consider if a broader evacuation is required
7. Liaise with Emergency Services on arrival.
Security
On being advised of a fire in or near the University, the security officer 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. Notify Fire Brigade
3. Dispatch a Security Officer to the scene

2.9 Flooding / water leak

Person discovering
1. Do not enter the flooded area until the electricity supply has been disconnected as there is an extreme danger of electric shock
2. Prevent unauthorised access to the flooded area.
3. Ring Security: Lismore - 3333
               Gold Coast - 3333

Chief Emergency Warden
1. Evacuate the affected area
2. Liaise with Facilities Management and Services to shut down electricity to the affected area
3. If practicable, isolate source of flooding/water leakage
4. Prevent unauthorised access to the affected area

Security
On being advised of flooding/water leakage:
1. Confirm exact location, extent and apparent source
2. Instruct informant to evacuate everyone from the affected area
3. Obtain name and telephone number of informant
4. Notify maintenance personnel

2.10 Gas leak

Person discovering
1. No naked flames, no smoking
2. Evacuate the affected area – making sure everyone is directed to assemble in a well-ventilated area where they are not exposed to further risk
3. Notify Security
4. Ventilate the affected area
5. Do not allow any electrical equipment to be operated in the immediate vicinity
Security
On being advised of a gas leak:
1. Confirm exact location, extent and apparent source
2. Instruct informant to evacuate persons from the affected area and assemble them in a well-ventilated area where they are not exposed to further risk
3. Remind informant of the danger of ignition sources (e.g. naked flames, malfunctioning electrical equipment)
4. Obtain name and telephone number of informant
5. Where applicable, notify Chief Emergency Warden

Security Officer
1. Isolate gas supply
2. Ensure no naked flames or smoking throughout the building
3. Ventilate the affected area
4. Notify Fire Brigade and gas company
5. If major leak, evacuate the building
6. Do not allow any electrical equipment to be operated in the immediate vicinity
7. Notify Manager, Facilities Management and Services
8. Notify Manager, Workplace Health and Safety

2.11 Medical emergency
In the event of a medical emergency:
1. Notify the nearest First Aid Officer or Security (all are trained First Aiders)
2. If patient’s condition is uncertain or possibly life threatening, ring for an Ambulance (000) before notifying Security.

2.12 Motor vehicle accident
Security
In the event of a motor vehicle accident occurring in or near the University grounds, the first Security Officer on the scene should proceed as follows:
1. Ascertain if any person/s injured – if yes, request Ambulance.
2. Determine if vehicle/s pose/s a hazard to people nearby (e.g. leaking fuel) – if yes, request appropriate emergency services (e.g. Fire Brigade) and evacuate everyone from immediate danger area.
3. If no one is injured and there is no danger, determine if vehicle/s pose/s an obstruction to normal vehicular traffic flow. If yes, request driver/s to move vehicles off road (e.g. into car park). If the vehicle cannot be moved, ask the driver to immediately obtain tow truck assistance.
4. Obtain particulars from driver/s & witness/es involved:
   - Name
   - Addresses
   - Telephone numbers (home and work)
   - Details of registered owner/s of vehicles involved (if different from driver/s)
   - Vehicle details (Reg. No., type, make, colour)
   - Brief description of events
5. Confirm if driver/s require Police to be called (note – if anyone is injured, Police must attend)
6. Complete Incident, Accident & Hazard Report

2.13 Power failure

Person discovering
Report the incident to Security.

Security
1. Establish whether power failure is local or across the whole of the University.
2. If local, reset tripped circuit breaker/s with the assistance of facilities officers
3. If re-tripping occurs:
   • Business hours – contact Manager, Facilities Management & Services.

DO NOT reset circuit breaker repeatedly as this may cause damage to wiring and/or person
4. Inform appropriate staff and students of an expected time period of the power outage.

2.14 Prowler

Person discovering
On observing or suspecting the presence of a prowler/trespasser on campus, the person discovering should:
1. Immediately notify Security
2. If possible, note the description and where last observed
3. Do not attempt to confront the suspect

Security
On being advised of a possible prowler/trespasser in or near the campus:
1. Confirm:
   • Location where the prowler/trespasser was last seen and any description details.
   • Location of informant
2. On basis of initial report, determine if police should be immediately notified
3. Attend informant’s location – reassure informant and obtain any additional information
4. Depending on the circumstances, determine whether to seek (voluntary) assistance to search immediate vicinity to ensure suspect is not still loitering nearby. (As a general personal safety rule, do not conduct searches one up – always have a back-up)
   Caution: If there is even a remote suspicion that the suspect could be armed or there is more than one intruder, DO NOT ATTEMPT TO CONFRONT – request immediate Police assistance.
   In these circumstances, if safe to do so, attempt to keep the suspect/s under discreet surveillance pending the arrival of the police. Keep others away from any potential danger area.
5. Provide feedback to informant on results of security response.
6. Increase patrols of the area.
2.15 Radioactive substance spill

Person discovering

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

1. Evacuate the immediate vicinity
2. Notify Security
3. Prevent unauthorised access to the hazardous area

Security

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

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

Radiation Safety Officer

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 Security to determine potential impact on personnel safety of the event and determine what additional safety requirements (if any) should be implemented

2.16 Storm

On becoming aware of an approaching storm of apparent severe intensity, the following precautionary measures should be borne in mind:

1. Go indoors – don’t remain outside due to the risk of lightning strike and flying debris
2. Close doors and windows
3. Bring indoors or firmly secure any objects outside which could become airborne in strong wind gusts and cause damage.
4. Do not use electrical equipment during an intense electrical storm (this includes computers and telephones).
   Note: If you are caught outside during a severe electrical storm, avoid high ground, wire fences and tall objects such as towers and light poles due to the risk of lightning strike.

2.17 Violent or threatening person

Person encountering violent or threatening person

1. Immediately notify Security: Lismore - 3333
   Gold Coast - 3333
2. Do not argue with the person
3. Move away from the person and alert others to move away also
4. Do not surround the person
5. Make it easy for the person to leave the building/area
6. Avoid sudden MOVES
7. Do not attempt to physically subdue the person
8. Make a mental note of the person's description
9. Remember that ensuring your physical safety is the primary goal

Security
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 at the moment (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

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 building/area
3. Instruct them to either:
   - Quickly and discreetly move everyone back to buildings which are not adjacent to or in line of sight to the incident building/area – PROVIDING THE MOVEMENT DOES NOT EXPOSE THEM TO VIEW OR RISK OF ATTACK FROM THE INCIDENT BUILDING/AREA

Or
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 building/area
- Secure all entry points to their building
- Await further instructions

4. Prevent vehicular and pedestrian access to the area (other than police access).
5. Prevent pedestrian access to or movement within any open areas where people could be exposed to danger.

Self defence
If physically attacked by a person, you may use no more force than is reasonable in the circumstances to protect yourself.
3. University emergency numbers

<table>
<thead>
<tr>
<th>Role</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Emergency Warden</td>
<td>6620 3697</td>
</tr>
<tr>
<td></td>
<td>5082</td>
</tr>
<tr>
<td></td>
<td>0437 223 344</td>
</tr>
<tr>
<td>Deputy Chief Emergency Warden (Lismore)</td>
<td>0434 562 631</td>
</tr>
<tr>
<td>Deputy Chief Emergency Warden (Gold Coast)</td>
<td>0438 191 086</td>
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<tr>
<td>Security</td>
<td>6620 3333</td>
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<td>6620 3628</td>
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<td>Facilities Supervisor</td>
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<td>Campus Services Supervisor</td>
<td>6620 3697</td>
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<tr>
<td>Manager, Workplace Health &amp; Safety</td>
<td>6626 9143</td>
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<td>0409 601 816</td>
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<tr>
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<td>Director, Facilities Management &amp; Services</td>
<td>6620 3734</td>
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<tr>
<td>First Aid Officers</td>
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<tr>
<td>Emergency Wardens</td>
<td></td>
</tr>
<tr>
<td>Local Emergency Control Point</td>
<td>Security</td>
</tr>
</tbody>
</table>

[Oct17]
4.

**Bomb threat checklist**

**Person receiving the call**

*Initial actions:*
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 Security
3. Complete the following Bomb Threat Checklist Form and hand to Security

*Caller’s voice:*

- Accent *(specify)*: ..............................................................
- Voice *(loud, soft, etc)*: ............................................................
- Speech *(fast, slow, etc)*: ............................................................
- Diction *(clear, muffled)*: ............................................................
- Manner *(calm, emotional, etc)*: ..................................................
- Did you recognise the voice? ....................................................
- If so, who do you think it was? ..................................................
- Was the caller familiar with the area? ........................................
**Threat language:**
Well spoken: .................................................................
Incoherent: .................................................................
Irrational: .................................................................
Taped: .................................................................
Message read by caller: .................................................................
Abusive: .................................................................
Other: .................................................................

**Background noise:**
Street noise: .................................................................
House noise: .................................................................
Aircraft: .................................................................
Voices: .................................................................
Local call: .................................................................
Music: .................................................................
Machinery: .................................................................
STD: .................................................................
Other: .................................................................

Sex of caller: ...............  Estimated age: ...............  

**Call taken:**
Date: .........................  Time: .........................
Duration of call: .........................  Number called: .........................

**Recipient:**
Telephone number: .................................................................
Name (print): .................................................................
Signature: .................................................................

[Bomb threat checklist]
Lismore Campus Emergency Assembly Areas

Individual colour used to define each evacuation area.

In the case of a bomb threat all staff to proceed to the oval.