



EMERGENCY MANAGEMENT PLAN

Version 1

February 2011

Valid to February 2016

EMERGENCY MANAGEMENT PLAN

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INTRODUCTION

Flinders University Emergency Management Plan (EMP) outlines the actions and responsibilities of university staff during an emergency.

The plan will:

- Provide the framework for communication and control
- Define the roles & responsibilities for the university emergency control bodies and personnel
- Outline actions to be taken to manage a range of emergencies.
- Reduce the impact on those areas affected by an emergency.

By adopting this plan the university empowers authorised personnel who are performing Emergency management duties, to take appropriate action to protect persons and property

If acting as directed by the Emergency Control Co-ordinator and as trained by the university, the university will indemnify Emergency Control Personnel for their reasonable actions.

Review

Flinders University Emergency Management Planning Group will review the plan annually or following an emergency.

Flinders University is committed to continuous improvement. If you wish to suggest an amendment to any section of the plan, please contact the Security Manager.

Related documents

- AS 3745-2010 Planning for Emergencies in Facilities
- Australian Multi-Agency Incident Management. Manual 17
- Occupational Health, Safety and Welfare Act (1986)
- Occupational Health, Safety and Welfare Regulation (2010)
- Flinders University, Emergency Control Policy

Structure

The management of incidents operates in a hierarchy, the lowest levels are referred to as incidents, if the situation escalates it becomes an emergency and if it escalates further it becomes a crisis. Each of these is defined in the manual and has specific responses.

Definitions

For the purposes of this EMP the following definitions will apply:

Term	Definition
Assembly area	A designated safe location, dependant upon emergency, in close proximity to the building (and in particular cases within the building) which the CW or wardens will direct people to in the event of an incident/emergency.
Business Continuity	The activities performed by the university to ensure critical business functions are available.
Business Continuity Plan (BCP)	A practised logistical plan for how the university will recover and restore interrupted critical functions after a crisis
Chief Warden (CW)	The person selected to head the Emergency Control Organisation in each building. The Chief Warden shall have a good knowledge of the building, structure, staff and workplace.
Crisis	An event which escalates from an emergency, that creates uncertainty and is seen as a threat to the universities goals and critical functions. A crisis that results in the disruption to the universities core business and will necessitate the activation of the Business Continuity Plan.
Crisis Management Task Group (CMTG)	Senior management response group convened as required and normally consisting of VC, VP (SF&R), Directors of MACO and Buildings & Property, Heads of OH&S and Counselling.
Emergency [AS 3745-2010]	Any event that arises internally or from external sources, which may adversely affect persons or the University generally, and which requires an immediate response.[AS 3745-2010]
Emergency Control Coordinator (ECC)	Controls and coordinates the emergency from the control centre. This position is normally held by the Manager Security. In his/her absence a cascade exists of personnel to fulfil this role.
Emergency Control Organisation (ECO)	A structured organisation within each building which will initiate an appropriate response to emergency situations
Emergency Control Plans	Individual response plans for dealing with specific incidents/emergencies. The Emergency Control Plans are contained within the Emergency Management Plan
Emergency Control Personnel	All persons involved in Emergency Control within the university to include the warden network, security, Emergency Control Coordinator
Emergency Management Planning Group (EMPG)	A strategic planning group overseeing changes to Emergency Control Policy comprising VP SF & R, Director B&P, ECC, Exec Officer responsible for Risk Management.
Emergency Planning Committee (EPC)	An operational planning committee comprising ECC, CW, security, OH&S Manager. Undertakes and reviews emergency exercises. It is responsible for the preparation of documentation and planning for emergency management across the university and is answerable to the ECC.

Emergency Warning & Intercommunication System (EWIS)	A combined emergency and intercommunication system that facilitates two way communication and control during an emergency.
Incident	An event, non life threatening, affecting one building or a small number of people, within the capability of the ECO network. May escalate to an emergency.
Security Officer	University staff and contractors employed as security staff.
Cost Centre Manager	Executive Deans and Administrative Cost Centre Managers.

AUTHORISATION & DOCUMENT CONTROL

This is a controlled document

Approving Authority:	Director Buildings & Property
Maintained by:	Emergency Management Planning Group
Establishment Date:	1st February 2011
Date Last Amendment:	1 st February 2011
Nature of Amendment:	Supersedes Incident Control Plan
Review date:	01 February 2012
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Contact Officer:	Manager, Security

Distribution list

No	Position	Location
1	Director, Buildings & Property	Office, Registry
2	Director, Buildings & Property	Extra copy, in vehicle
3	Director, Buildings & Property	Extra copy, off campus
4	Vice President (Strategic Finance & Resources)	Office, Registry
5	Security Manager	Office, Registry
6	Security Manager	Extra copy, in vehicle
7	Security Manager	Emergency pack - security
8	Maintenance Manager	Maintenance office,
9	Services Manager	Services office, registry
10	Senior Security Officer (1)	Security office
11	Senior Security Officer (2)	Security office
12	Director, Marketing & Communications	Office, MACO
13	Director, Human Resources	Office
14	Director, Student Services	Office
15	OH&S Manager	Office, Registry
16	Maintenance Operations Coordinator	Maintenance office
17	Head of Counselling	Office
18	Executive Officer, Central Administration, VP	Office, Registry
19	Electronic Access Security Officer	Front desk , Registry
20	Emergency Services Officer	Office
21	Asset Manager	Office, Registry
22	Manager, Planning & Projects	Office, Registry
23 - 46	Chief wardens	As listed in Communications section

EMERGENCY MANAGEMENT FRAMEWORK



PLANNING

RESPONSE

MANAGEMENT

OPERATIONAL

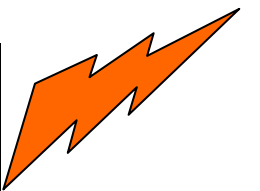
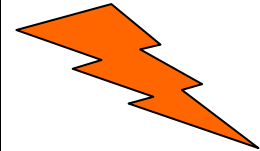
Emergency Management Planning Group
 Oversight of incident preparedness
 Approval of EM Plan & EC Policy
 Comprises: VP SF&R
 Director B&P
 Emergency Control Coordinator
 Exec Officer, Central Admin.

Emergency Planning Committee
 Undertake desktop exercises
 Reviews incidents & exercises
 Procedural recommendations
 Development of EM Plan
 Comprises: Emergency Control Coordinator
 Manager OH&S
 Security
 Chief Wardens

Emergency Control Organisation
 Monitor emergency preparedness
 Conduct evacuation drills
 Respond in all incidents
 Comprises: Chief Wardens
 Warden network
 (Others as required)

Crisis Management Task Group
 Coordinates availability of University resources
 Liaison outside University
 Business Recovery and follow up
 Review & debrief
 Post incident response
 Comprises: Vice Chancellor
 VP SF&R
 Director B&P
 Head of OH&S
 Head of Counselling
 Head of News and Media
 (Others as required)

Emergency Response Team
 Co-ordinates University Response "on the ground"
 Controls the emergency (see Response cascade)
 Manages access to campus
 Allocates available resources
 Comprises: ECC
 Security
 Warden network
 Maintenance Manager
 (Others as required)



EMERGENCY PLANNING GROUPS

Emergency Control Organisations

Each building is required to have an Emergency Control Organisation (ECO). Emergency Control Organisations report to the Emergency Planning Committee. The ECO is both a planning and response organisation and the responsibilities are outlined for each function

In respect of their planning function:

1. Terms of Reference

1.1 Within their building, to keep emergency control personnel informed of current emergency practices and to test these by regular exercises.

1.2 To monitor and report to the OHS Unit and Emergency Planning Committee on the preparedness of their building

1.3 In consultation with the Emergency Control Coordinator, formulate and recommend to the Responsible Manager, Building Incident Control Plans appropriate to the size and nature of the building.

1.4 Following each incident, emergency or emergency control exercise, review the effectiveness of the Building Incident Control Plans and provide a written report to the Emergency Planning Committee, Emergency Control Coordinator, the Responsible Manager, Occupational Health & Safety Unit.

1.5 Be aware of maintenance programs for specialised equipment.

2. Membership

For each building the Emergency Control Organisation comprises:

- Chief Warden
- Deputy Chief Wardens
- Wardens
- Other persons deemed necessary by ECO

3. Roles and Responsibilities

The members are responsible for:

- Monitoring emergency preparedness within their own building
- Annually undertake inspections to complete the specialised equipment register, where applicable.
- Undertaking two practice evacuations of their building each year.
- Keeping the ECO and occupants informed as much as possible by establishing mechanisms to provide a regular flow of information.
- Summarising the issues identified in their area and attending emergency debriefs.
- In consultation with the Emergency Control Coordinator, formulate and recommend to the Responsible Manager, Incident Control Plans appropriate to the size and nature of the building.

- Immediately advise the Emergency Control Co-ordinator and Manager O.H.&S Unit of any incident resulting in injury.

4. Meetings

Emergency Control Organisations are required to meet at least four times per year.

Emergency Planning Committee

The Emergency Planning Committee reports to the University's Occupational Health and Safety (OHS) Manager.

1. Terms of Reference

The major responsibilities of the Committee are:

1.1 To keep emergency control personnel informed of current emergency practice and to test these by regular exercises.

1.2 To monitor and report to the OHS Unit on the following key performance indicators:

- adequacy and appointment of personnel to all positions on the Emergency Control Organisations;
- training of Emergency Control Organisation personnel; and
- the conduct of emergency control exercises.

1.3 To review the effectiveness of University-wide Emergency Control Plans and where appropriate arrange for improvement to procedures.

1.4 Ensure the emergency practices, policies and procedures are integrated into other practices where appropriate: specifically the Accident/Incident Policy and Procedure and Risk Management Policy.

2. Membership

The membership of the Emergency Planning Committee is as follows:

Emergency Control Coordinator (Chair)
 Director, Buildings and Property (as required)
 Manager, Occupational Health and Safety
 Senior Security Officers
 Maintenance Manager
 Services Manager
 Maintenance Operations Supervisor
 Chief Wardens

3. Roles and Responsibilities

The members are responsible for:

- Maintaining the University's Emergency Control Organisation Network
- Implementation of the overall University Emergency Management Plan
- Reviewing emergency procedures in particular after the occurrence of an incident or emergency situation
- Commenting on Emergency procedures and policies
- Providing information to the faculties and schools on proposed changes to emergency procedures

- Receiving information from schools and faculties to feed into university wide documentation.
- Undertaking desktop exercises twice a year in preparation for real life emergencies.

4. Meetings

The Committee will meet at least twice a year.

Emergency Management Planning Group

The Emergency Management Planning Group reports to the Vice Chancellor.

1. Terms of Reference

The major responsibilities of the group are:

- 1.1 To oversee and report on the universities emergency preparedness
- 1.2 To establish and monitor the universities Emergency Management Framework

2. Membership

The membership of the Emergency Management Planning Group is as follows:

- Vice President (Strategic Finance & Resources)
- Director Buildings & Property
- Emergency Control Coordinator
- Executive Officer, Central Administration

3. Roles and Responsibilities

The members are responsible for:

- Establishing and monitoring the University Emergency Management system
- Overseeing the University's preparedness for major emergencies by testing, evaluating, maintaining and improving the system.
- Identifying all potential emergency situations in order to prevent and mitigate the risk.
- Reviewing emergency procedures in particular after the occurrence of a major incident or emergency situation.
- Maintaining consultation between the relevant stakeholders
- Examining the availability and appropriateness of resources.

4. Meetings

The group will meet at least once a year and as required.

EMERGENCY RESPONSE GROUPS

Emergency Control Organisations

Each building is required to have an Emergency Control Organisation. ECO reports to the Emergency Planning Committee. The ECO is both a planning and response organisation and the responsibilities are outlined for each function

In respect of their response function:

1. Terms of Reference

1.1 To provide appropriate and timely initial response to any incident or emergency within their building.

2. Membership

For each building an Emergency Control Organisation comprises:

- Chief Warden
- Deputy Chief Wardens
- Wardens
- Other persons deemed necessary by ECO

3. Roles and Responsibilities

The members are responsible for:

- Preparing building incident response plans in consultation with Responsible Manager. Provide timely response to all incidents in accordance to building incident response procedures.
- Providing timely and appropriate initial response to any emergency situation in their area of responsibility in accordance with the procedures outlined in the Emergency Management Plan
- Collecting information re status of their area(s) of responsibility and delivering reports /status updates to the Emergency Control Centre.
- Following each incident and Emergency Control exercise review the effectiveness of the Emergency Control Plans and provide a written report to the Emergency Planning Committee, Emergency Control Coordinator, the Head, Occupational Health & Safety Unit and the Responsible Manager
- Keeping the ECO and occupants informed as much as possible by establishing mechanisms to provide a regular flow of information.
- Liaising and providing ongoing assistance to the Emergency response Team.
- Maintaining an Emergency Log of Incidents and actions taken.
- Summarising the issues identified in their area and attending emergency debriefs.

4 Meetings

Emergency Control Organisations are required to meet at least four times per year.

Emergency Response Team

Key operational response personnel convened at all relevant sites to control emergencies.

1. Terms of Reference

1.1 Controls and coordinates emergencies in accordance with Emergency Control Plans

1.2 Evacuation of personnel from university premises.

1.3 Manages access to premises

2. Membership

The membership of the Emergency Response Team is fluid and will change as the emergency requires, the core composition would normally be as follows:

Emergency Control Coordinator

Security staff

Warden network

Maintenance Manager

Manager O.H.& S.

3. Roles and Responsibilities

The members are responsible for:

- Co-ordination of the university's response "on the ground", including provision of information and instruction to the ECO network(s) involved
- Preparing the Emergency Control centre for activation.
- Managing access to the campus, maintaining communications and allocating resources.
- Ongoing liaison with Emergency Services and ECO networks.
- Ongoing assessment of the threat and notification of the Emergency management task group if required.
- Maintaining an Emergency Log of actions.
- Summarising the issues identified and attending the emergency debriefs.

4. Meetings

There are no scheduled meetings the group is convened as required in response to an emergency. Training and desktop exercises will be conducted twice a year through the Emergency Planning Committee.

Crisis Management Task Group

A group of key senior management personnel convened as required in the event of a major emergency.

1. Terms of Reference

- 1.1 To coordinate the availability of university resources.
- 1.2 To liaise with external bodies (media, government, support agencies)
- 1.3 To oversee emergency response and recovery teams.

2. Membership

The membership of the Crisis Management Task Group is fluid and will change as the emergency requires, the core composition would normally be as follows:

- Vice Chancellor
- Members of the Vice Chancellors Senior Executive Team as required
- Vice President (Strategic Finance & Resources)
- Director Buildings & Property
- Director MACO
- Manager Security
- Manager O.H.& S.
- Head of Counselling

3. Roles and Responsibilities

The members are responsible for:

- Assuming control of the Emergency
- Declaring the boundaries of an emergency zone
- Co-ordination of additional university resources
- Activating the Emergency Control Centre
- Providing ongoing liaison with Emergency response teams
- Briefing the Vice Chancellor as required
- Providing ongoing liaison with External Agencies including Government, the media, support agencies, overseas student representative bodies.
- Establishing communications with the SAPOL/MFS operations media Units and preparation of incident briefs for media release
- Ensuring all actions are noted on an Emergency log.
- Facilitating briefs and the post incident debrief
- Collating Emergency logs prepared by the ECO's, Emergency Response team and Emergency Management Task Group
- Overseeing business recovery efforts, follow up and review.
- Monitoring post incident response including debriefing/counselling

4. Meetings

There are no scheduled meetings the group is convened as required in response to an emergency. Training and desktop exercises will be conducted annually.

Crisis Management Task Group Members

Vice Chancellor – Michael Barber	12061	
Vice President (Strategic Finance & Resources) -	12701	

Shane McGregor		
Director B&P – David Banks	13140	0458 692 386
Director MACO – Diane’ Ranck	12962	
Manager, Security – Mick Papps	15090	0439 883 696
Head of Counselling – Andrew Wood	12118	
Head of OH&S – Stewart Allan	13703	0417 010 456

Emergency Control Coordinator

The Emergency Control Coordinator is normally the Security Manager, in his absence the role and responsibilities will be undertaken by the following personnel in order:

EMERGENCY CONTROL COORDINATORS(in order)

Order	Position	Name	Extn.	Mobile
1	Security Manager	Mick Papps	15090	0439 883 696
2	Senior Security Officer	Phil Jones	13373	0431 500 859
3	Senior Security Officer	Wayne Wyett	15594	0431 500 861
4	Services Manager	Mark King	12120	0421 140 955
5	Emergency Services Officer	George Kontos	12880	0412 866 023
6	Maintenance Manager	Mark Moses	13151	0414 190 093
7	Director Buildings & Property	David Banks	13140	0458 692 386

KEY MANAGEMENT TASKS

1. Emergency Control Coordinator.

1.0.1 During an emergency the Emergency Control Coordinator is responsible for

- controlling and coordinating the emergency from the control centre. The Emergency Control Coordinator has the authority to direct all University staff, students, contractors and visitors.
- brief the Vice Chancellor, Vice President (Strategic Finance and Resources), Director Buildings & Property and Head of News and Media that an emergency has occurred and keeping them informed as it develops.
- directing campus Emergency Control Personnel.
- establish and maintain an Incident Log.
- liaise with and brief Emergency Services Controller.

1.0.2 Outside of an emergency the Emergency Control Coordinator is responsible for

- the development and implementation of the University Emergency Management Plans.
- the planning and conduct of emergency control exercises.
- chairing and advising the Emergency Planning Committee.

- arranging chief warden and warden training programs.
- maintaining a master list of Chief Wardens and Wardens and after hours emergency contact numbers.
- providing advice and assistance to Responsible Managers, Chief Wardens, Wardens and others on emergency control matters.
- advising the Emergency Planning Committee on the coordination, implementation and review of the University-wide Emergency Control Plans and the Building Emergency Control Plans ensuring that the email site - security@flinders.edu.au is monitored regularly.
- liaising with emergency services organisations to maintain incident preparedness.
- ensuring the University Switchboard Operator has access to relevant business and after-hours incident contact numbers and other relevant information.
- Conduct a debriefing post emergency or exercise.
- 1.0.3 The role of Emergency Control Coordinator is normally held by the Security Manager, in his/her absence a hierarchy of control exists, as outlined below:

1.1 Executive Deans & Administrative Cost Centre Managers

1.1.1 During an emergency, the Executive Dean or Cost Centre Manager is responsible for supporting the Chief Warden and ECO network, and for providing additional authority if required.

1.1.2 Outside of an emergency, a Responsible Manager is responsible for:

- approval and implementation of Emergency Control Plans in buildings and areas under their control.
- appointing a Chief Warden, Deputy Chief Wardens and Wardens for each premise or premises as required, after consultation with the Chief Warden. In buildings where an Emergency Warning Intercommunication System is installed so far as is practicable a Warden shall be appointed for each Warden Intercommunication Phone (WIP) installed. In other buildings Wardens shall be appointed to ensure that whenever the building is occupied, they are available to respond to a building incident or emergency. To enable the building to be checked and evacuated quickly and efficiently without compromising occupants and visitor safety. Refer AS 3745-2010 Appendix F.
- providing adequate facilities and time off from routine work to enable Wardens to undertake training and perform their duties;
- ensuring that emergency control recommendations made by Chief Wardens are properly considered;
- ensuring that students and staff are fully aware of the Emergency Control Plans and any relevant changes in plans as they occur.

1.2 Chief Wardens

1.2.1 Chief Wardens full responsibilities are described in the Chief Warden training documentation.

1.2.2 Under the direction of the Emergency Control Coordinator, the Chief Warden in each building is responsible for the coordination of emergency control within their premises in the event of an emergency or emergency control exercise.

1.2.3 A Chief Warden has the authority to direct University staff, students, contractors and visitors following the declaration of an incident/emergency or during an emergency control exercise.

1.2.4 As an incident escalates to an emergency. Chief Warden's may be assisted by security/caretakers, subject to their availability and presence at location of incident or emergency.

1.2.5 Outside of emergencies or emergency control exercises, Chief Wardens are responsible for:

- consultation with the Responsible Manager on the appointment of Wardens;
- nominating, to the Emergency Control Coordinator, at the start of each year, times and dates for at least two incident control exercises;
- conducting or coordinating regular inspections to identify fire and other hazards which might give rise to an incident, or which might hinder or prevent effective response to an emergency, and taking appropriate corrective action;
- notifying of his/her absence to the Emergency Control Coordinator and to the Warden who will act in his/her place; and
- convening meetings of the Emergency Control Organisation

1.3 Deputy Chief Wardens

1.3.1 The Deputy Chief Wardens full responsibilities are described in the Chief Warden training documentation.

1.3.2 The Deputy Chief Warden supports the Chief Warden and assumes the responsibilities of the Chief Warden in his/her absence.

1.3.3 Deputy Chief Wardens have the authority to direct University staff, students, contractors and visitors following the declaration of an incident/emergency I or during an incident control exercise.

1.4 Wardens

1.4.1 The Wardens full responsibilities are described in the Warden training documentation.

1.4.2 Wardens have the authority to direct University staff, students, contractors and visitors following the declaration of an incident/emergency or during an incident control exercise.

1.4.3 Outside of incidents or incident control exercises, Wardens are responsible for reporting to their Chief Warden any observed fire or evacuation hazards or unsafe conditions and advising their Chief Warden of absences.

1.5 Security Officers

1.5.1 Under the direction of the Emergency Control Coordinator, Security Officers are responsible for responding to emergencies as appropriate.

1.5.2 Security Officers have the authority to direct University staff, students, contractors and visitors during an incident or declared emergency or an emergency control exercise.

1.6 University Maintenance Manager

1.6.1 The University Maintenance Manager is responsible for arranging, at the request of the Emergency Control Coordinator or Chief Warden, the isolation of utilities or the provision of emergency generators to a premises or part of premises which is subject to a declared emergency.

1.6.2 Outside of emergencies or emergency control exercises, the University Maintenance Manager is responsible for maintaining an inventory of fire fighting equipment and ensuring that all statutory inspections of fire fighting equipment and fire safety provisions are carried out as required.

1.7 Staff, Students, Contractors and Visitors

1.7.1 Staff, students, contractors and visitors are required to follow the directions of Chief Wardens, Wardens, Security Officers and the Emergency Control Coordinator in the event of an incident/emergency as indicated by the activation of warning signals in a building or when the Emergency Control Plan is activated by any of the Chief Wardens, Wardens, Security Officers or the Emergency Control Coordinator.

1.7.2 University staff, with responsibilities under the Emergency Control Policy are not responsible for the physical removal or exclusion of any person from any University premise if that person ignores the directions given.

1.7.3 Staff shall bring to the attention of their Warden any incident/emergency which may require a response

1.8 Responsibility for dissemination of information.

1.8.1 The responsibility to disseminate emergency preparedness information to members of the university community shall fall as follows:

Responsibility for informing:	Person responsible	Method
Students	Executive Deans of Faculty	Student induction procedures during lectures in first week of each semester
Staff	ECC and line manager	Induction procedure.

Visitors	Person receiving visitor	Verbally
Contractors	Person instructing contractor	Induction procedure

1.8.2 The responsibility to disseminate emergency information during an emergency, to members of the university community shall fall as follows:

Responsibility for informing:	Person responsible	Method
VC, VP SF&R, Head of News & Media (MACO)	ECC	Emergency Communications tree and direct telephone call.
CW, DW, ECO network	ECC	Emergency Communications Tree
Staff & Students	CW, ECC and line managers	EWIS, Web page, email systems
Visitors	Person receiving visitor	Verbally
Contractors	Person instructing contractor	Verbally

These are the preferred methods of communication, it is accepted that during certain emergencies some or all of these methods may not be available.

The Emergency Management Plan provides further details of the communication processes during an emergency.

Emergency Control Personnel Training

Flinders University is committed to providing training to the Emergency Control Personnel. This includes the following:

- Chief Warden training on taking up position and every year thereafter for chief and Deputy chief wardens
- Warden training on taking up position and every two years thereafter for wardens
- Security training for security staff to include:

First Aid training annually
 Chief Warden training as above every year
 Workplace traffic zone training
 Desktop exercises, every 6 months.

Support After An Emergency

An unexpected emergency may be emotionally demanding and has the potential to cause ongoing distress to individuals directly and indirectly involved in the emergency. Because of this, the University will ensure appropriate support and counselling services are made available to those affected.

The VP SF&R will organise as appropriate (via internal and external agencies) access to psychological debriefing such as counselling and other forms of support provided to groups or individuals as a means of ameliorating stressful or disturbing after-effects of emergencies.

THE RISK ASSESSMENTS

Risk Assessments consider possible risk to life, property and business impact for Flinders University.

Each Emergency Control Plan is accompanied by a risk assessment.

In assessing the risk the following methodology has been applied

Step A - Consider the consequences		Step B - Consider the likelihood	
For each hazard, consider the consequences if something happens. Consider what could reasonably have happened, as well as what actually happened (if there was an accident/incident). Look at the descriptions below and choose the most suitable consequence		How likely is it that something will happen as a result of the hazard? Look at the descriptions below and choose the most suitable Likelihood	
Consequence	Description	Likelihood	Description
Fatality	May cause death and/or severe irreversible disability, and/or permanent ill health	Very likely	Will probably occur immediately or within a short period of time
Major	Severe injury or illness	Likely	Will probably occur in time
Minor	Minor (usually reversible) injury or illness resulting in days off work	Possible	Might occur in the next few months
First Aid	First aid level medical treatment	Unlikely	Could happen, but only rarely
Negligible	No treatment required	Highly unlikely	Has the potential to occur, but probably never will

Step C – Calculate the Risk Level

1. Take the Step A rating and select the correct line
2. Take the Step B rating and select the correct column
3. Circle the risk level where the two ratings cross in the matrix below

Risk level =

Consequence	Likelihood				
	Very likely	Likely	Possible	Unlikely	Highly unlikely
Fatality	Extreme	High	High	High	Medium
Major injury	High	High	High	Medium	Medium
Minor injury	High	Medium	Medium	Medium	Medium
First aid	Medium	Medium	Medium	Low	Low
Negligible	Medium	Medium	Low	Low	Low

Risk Treatment

Risk Treatment	
Elimination	<i>Is it necessary</i>
Substitution	<i>Is there a less hazardous alternative</i>
Isolation	<i>Eg Restrict access, use in a closed container, fume cabinet</i>
Engineering	<i>Eg Trolleys to move loads, guards on machinery, Fume cupboard</i>
Administration	<i>Eg: Training, Safe Work Procedure, signage</i>
PPE - Personal Protective Equipment	<i>Eg: Gloves, respirator, safety glasses</i>

RISK ASSESSMENT

BIOLOGICAL SUBSTANCES

Risk Assessment No	
Reference to SOP No (where applicable)	

Department Security		Department Manager Michael Papps		
Equipment/Procedure/ chemical/other hazard	Biological Threat			
Location	Bedford Park Campus			
Person conducting the Risk Assessment	Position	Date	Signature	
Michael Papps	Security Manager	13/4/10		
Description of hazard	Biological Release or Contamination			
Cause	Description of consequence if hazard not controlled	Risk Assessment		
		Consequence	Likelihood	Risk Measure (see matrix)
Accidental/Willful release of Biological substance from a controlled environment	Various effects according to what the exposure has been. First Aid call to a Fatality.	Fatality	Unlikely	Medium
Description of existing controls	Risk Assessment with existing controls			
	Consequence	Likelihood	Inherent Risk Measure (see matrix)	
Safe handling procedures in place. Use of PPE. Safety equipment in near vicinity eg spill kits, fire extinguishers and shower stations. Biological Substances Register. Security Alarms and on site security officers.	Minor	Highly Unlikely	Medium	
Additional treatments required	Risk Assessment if additional treatments implemented			
	Consequence	Likelihood	Residual Risk Measure (see matrix)	
Master Register of Biological Substances held in Emergency Control Room	Minor	Highly Unlikely	Medium	

- A The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is not currently significant
- B The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant, however controls are in place that reduce risk to acceptable levels
- C The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant. Interim controls are in place to reduce risk to acceptable levels.
- D The assessment reveals that the potential risk to health from this hazard is significant and additional controls are required to reduce the risk to acceptable levels.

Approved by Department Manager: Michael Papps Date: 13/04/10

RISK ASSESSMENT

BUSHFIRE

Risk Assessment No	
Reference to SOP No (where applicable)	

Department Security		Department Manager Michael Papps		
Equipment/Procedure/ chemical/other hazard	BUSHFIRE			
Location	Bedford Park Campus			
Person conducting the Risk Assessment	Position	Date	Signature	
Michael Papps	Security Manager	13/4/10		
Description of hazard	BUSHFIRE			
Cause	Description of consequence if hazard not controlled	Risk Assessment		
		Consequence	Likelihood	Risk Measure (see matrix)
Bushfire threat from off campus Bushfire on campus	Fatality or serious injury. Loss or damage of buildings and infrastructure.	Fatality	Unlikely	Medium
Description of existing controls	Risk Assessment with existing controls			
	Consequence	Likelihood	Inherent Risk Measure (see matrix)	
Monitor CFS web site and radio station for progress of fire. EWIS system to provide timely status of threat. Enact Bushfire Plan when fire within 30 km of campus. Position wardens to extinguish spot fires. Notify emergency services. Reduce fuel load from feral olive trees on southern boundary.		Minor	Highly Unlikely	Medium
Additional treatments required	Risk Assessment if additional treatments implemented			
	Consequence	Likelihood	Residual Risk Measure (see matrix)	
Develop and implement annual fuel load reduction program for campus forest.		Minor	Highly Unlikely	Medium

SUMMARY OF RISK- Review the risk measured, and the controls, then please select the relevant risk summary statement

- A** The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is not currently significant
- B** The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant, however controls are in place that reduce risk to acceptable levels
- C** The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant. Interim controls are in place to reduce risk to acceptable levels.
- D** The assessment reveals that the potential risk to health from this hazard is significant and additional controls are required to reduce the risk to acceptable levels.

Approved by Department Manager: Michael Papps Date: 13/04/10

RISK ASSESSMENT

CHEMICAL SUBSTANCES

Risk Assessment No	
Reference to SOP No (where applicable)	

Department Security		Department Manager Michael Papps		
Equipment/Procedure/ chemical/other hazard	Chemical & Substance Threat			
Location	Bedford Park Campus			
Person conducting the Risk Assessment	Position	Date	Signature	
Michael Papps	Security Manager	13/4/10		
Description of hazard	Chemical or Substance Release or Contamination			
Cause	Description of consequence if hazard not controlled	Risk Assessment		
		Consequence	Likelihood	Risk Measure (see matrix)
Accidental/Willful release of Chemical or Substance from a controlled environment	Various effects according to what the exposure has been. Fatality to a First Aid call.	Fatality	Highly Unlikely	Medium
Description of existing controls		Risk Assessment with existing controls		
		Consequence	Likelihood	Inherent Risk Measure (see matrix)
Safe handling procedures in place. Use of PPE. Safety equipment in near vicinity eg spill kits, fire extinguishers and shower stations. Security alarms and on site security officers. Master Register of Chemicals and HAZMAT Substances known as CHEMWATCH is held in Incident Control Room is available electronically		Minor	Unlikely	Medium
Additional treatments required		Risk Assessment if additional treatments implemented		
		Consequence	Likelihood	Residual Risk Measure (see matrix)

SUMMARY OF RISK- Review the risk measured, and the controls, then please select the relevant risk summary statement

- A The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is not currently significant
- B The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant, however controls are in place that reduce risk to acceptable levels
- C The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant. Interim controls are in place to reduce risk to acceptable levels.
- D The assessment reveals that the potential risk to health from this hazard is significant and additional controls are required to reduce the risk to acceptable levels.

Approved by Department Manager: Michael Papps

Date: 13/04/10

RISK ASSESSMENT

EARTHQUAKE

Risk Assessment No	
Reference to SOP No (where applicable)	

Department Security		Department Manager Michael Papps		
Equipment/Procedure/ chemical/other hazard	Earthquake			
Location	Bedford Park Campus			
Person conducting the Risk Assessment	Position	Date	Signature	
Michael Papps	Security Manager	13/4/10		
Description of hazard	Building and Infrastructure Collapse			
Cause	Description of consequence if hazard not controlled	Risk Assessment		
		Consequence	Likelihood	Risk Measure (see matrix)
Bedford Park Campus is constructed near a fault line.	Various effects according to scale of earthquake. Fatality to a First Aid call.	Fatality	Unlikely	Medium
Description of existing controls		Risk Assessment with existing controls		
		Consequence	Likelihood	Inherent Risk Measure (see matrix)
Recently built structures comply with building code for earthquake area. Older structures have been modified to code.		Minor	Highly Unlikely	Medium
Additional treatments required		Risk Assessment if additional treatments implemented		
		Consequence	Likelihood	Residual Risk Measure (see matrix)
No further treatments required. Emergency plan has been developed to control event.		Minor	Highly Unlikely	Medium

SUMMARY OF RISK- Review the risk measured, and the controls, then please select the relevant risk summary statement

- A The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is not currently significant
- B The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant, however controls are in place that reduce risk to acceptable levels
- C The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant. Interim controls are in place to reduce risk to acceptable levels.
- D The assessment reveals that the potential risk to health from this hazard is significant and additional controls are required to reduce the risk to acceptable levels.

Approved by Department Manager: Michael Papps Date: 13/04/10

RISK ASSESSMENT

ELECTRICAL POWER LOSS

Risk Assessment No	
Reference to SOP No (where applicable)	

Department Security		Department Manager Michael Papps		
Equipment/Procedure/ chemical/other hazard	ELECTRICAL POWER LOSS			
Location	Bedford Park Campus			
Person conducting the Risk Assessment	Position	Date	Signature	
Michael Papps	Security Manager	13/4/10		
Description of hazard	ELECTRICAL POWER LOSS			
Cause	Description of consequence if hazard not controlled	Risk Assessment		
		Consequence	Likelihood	Risk Measure (see matrix)
Power failure due to weather Power failure due to ETSA Power failure due to accident	Loss of IT function Loss of Communications Loss of general function, inc. light and building temperature control.	First Aid	Possible	Medium
Description of existing controls		Risk Assessment with existing controls		
		Consequence	Likelihood	Inherent Risk Measure (see matrix)
Back up battery and or generators Emergency Control Plan for power loss of more than 1-2 hrs. Business Continuity Plan for long term loss.		First Aid	Unlikely	Low
Additional treatments required		Risk Assessment if additional treatments implemented		
		Consequence	Likelihood	Residual Risk Measure (see matrix)

SUMMARY OF RISK- Review the risk measured, and the controls, then please select the relevant risk summary statement

- A The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is not currently significant
- B The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant, however controls are in place that reduce risk to acceptable levels
- C The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant. Interim controls are in place to reduce risk to acceptable levels.
- D The assessment reveals that the potential risk to health from this hazard is significant and additional controls are required to reduce the risk to acceptable levels.

Approved by Department Manager; Michael Papps Date: 13/04/10

RISK ASSESSMENT

EXPLOSIVE DEVICE

Risk Assessment No	
Reference to SOP No (where applicable)	

Department Security		Department Manager Michael Papps		
Equipment/Procedure/ chemical/other hazard	Explosive Device			
Location	Bedford Park Campus			
Person conducting the Risk Assessment	Position	Date	Signature	
Michael Papps	Security Manager	13/4/10		
Description of hazard	Explosive Device			
Cause	Description of consequence if hazard not controlled	Risk Assessment		
		Consequence	Likelihood	Risk Measure (see matrix)
Suspect package or confirmed explosive device located on campus.	Death or serious injury to staff and students	Fatality	Highly Unlikely	Medium
Description of existing controls	Risk Assessment with existing controls			
	Consequence	Likelihood	Inherent Risk Measure (see matrix)	
Emergency Control Plan to be introduced Search prior to events ie Exams Notify Emergency Services		Fatality	Highly Unlikely	Medium
Additional treatments required	Risk Assessment if additional treatments implemented			
	Consequence	Likelihood	Residual Risk Measure (see matrix)	
Evacuate to a minimum of 300 metres behind solid structure		Minor Injury	Highly Unlikely	Medium

SUMMARY OF RISK- Review the risk measured, and the controls, then please select the relevant risk summary statement

- A** The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is not currently significant
- B** The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant, however controls are in place that reduce risk to acceptable levels
- C** The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant. Interim controls are in place to reduce risk to acceptable levels.
- D** The assessment reveals that the potential risk to health from this hazard is significant and additional controls are required to reduce the risk to acceptable levels.

Approved by Department Manager: Michael Papps Date: 13/04/10

RISK ASSESSMENT

GUNMAN

Risk Assessment No	
Reference to SOP No (where applicable)	

Department Security		Department Manager Michael Papps		
Equipment/Procedure/ chemical/other hazard	GUNMAN			
Location	Bedford Park Campus			
Person conducting the Risk Assessment	Position	Date	Signature	
Michael Papps	Security Manager	13/4/10		
Description of hazard	GUNMAN on CAMPUS			
Cause	Description of consequence if hazard not controlled	Risk Assessment		
		Consequence	Likelihood	Risk Measure (see matrix)
Armed current/former, staff/student Armed person non Staff/Student	Death or serious injury to staff and students No onsite armed security response present	Fatality	Highly Unlikely	Medium
Description of existing controls		Risk Assessment with existing controls		
		Consequence	Likelihood	Inherent Risk Measure (see matrix)
Limited CCTV coverage of campus area Emergency Control Plan to be introduced University Wide interconnected EWIS.		Fatality	Highly Unlikely	High
Additional treatments required		Risk Assessment if additional treatments implemented		
		Consequence	Likelihood	Residual Risk Measure (see matrix)
Extend CCTV coverage to incorporate all common areas in the proximity of all buildings. Will not reduce threat, however will assist in tracking threat, to allow higher level of incident control, timely and accurate information to emergency services. Digital Radio Communications System.		Fatality	Unlikely	High

SUMMARY OF RISK- Review the risk measured, and the controls, then please select the relevant risk summary statement

- A** The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is not currently significant
- B** The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant, however controls are in place that reduce risk to acceptable levels
- C** The assessment reveals that the potential risk to health from the use of the substance/equipment/procedure is significant. Interim controls are in place to reduce risk to acceptable levels.
- D** The assessment reveals that the potential risk to health from this hazard is significant and additional controls are required to reduce the risk to acceptable levels.

Approved by Department Manager: Michael Papps Date: 13/04/10

THE EMERGENCY CONTROL PLANS

INTRODUCTION

The intention of the Emergency Control Plans is to establish the roles and responsibilities and the actions required during an emergency. There are a series of specific plans which can be referred to for a range of emergency and a generic “Any Incident” plan which can be used in the absence of a specific plan.

The order of the action points are flexible and emergency control personnel should use their judgement to meet the needs of the emergency.

In many cases incidents will be dealt with effectively at a building level by the Chief Warden, however as an incident escalates, security will attend and assume control. They will work in collaboration with the Chief Wardens and Wardens of each building.

The control of a major emergency on site should ultimately rest with security, they are professionals employed and trained by the University to deal with incidents. Where an incident is outside of a building or in the public realm then security is responsible.

The overall control and coordination of an emergency remains with the Emergency Control Coordinator until a member of the Emergency services takes over or the incident is resolved.

COLOUR CODING

Flinders University has adopted the internationally accepted colour coding of emergencies. The following plans are coded in accordance with these plans where:

Code Colour	Type of emergency	Example
Yellow	Internal	Power failure
Red	Fire/Smoke	Building Fire
Purple	Bomb Threat	Bomb Threat
Blue	Medical Emergency	Life threatening medical emergency
Black	Personal Threat	Violent Offender
Orange	Evacuation	Multiple building evacuation
Brown	External	Earthquake

ANY INCIDENT

PURPOSE

The Any Incident plan is for use in general incidents and emergencies where no specific plan is given. It covers the basics of incident and emergency management.

FIRST PERSON

On discovering an incident the first person should:

- 1 Assess the situation and gather information
- 2 Call Emergency services if required (0 000)
- 3 Notify Chief warden
- 4 Notify Security ph (820) 12880
- 5 If necessary trigger an evacuation by breaking a break glass unit

CHIEF WARDEN (CW)

On becoming aware of an incident the Chief Warden (CW) should:

- 1 Be identified by a white helmet and/or yellow vest
- 2 Assess the situation and gather information
- 3 Call Emergency services if required (0 000)
- 4 Determine the appropriate course of action for their building in accordance with the Emergency Control Plan
- 5 Contact Security Ph (820) 12880
- 6 Use the EWIS system to provide information and advice to occupants
- 7 Initiate evacuation, lock down or shelter in place as necessary, and control entry to the affected area
- 8 In the event of an evacuation follow evacuation procedures overleaf:
- 9 Notify Emergency Control Coordinator ph (820) 17667 of the incident if security does not respond to the call
- 10 Hand over control of the emergency and collaborate with security when security arrives.
- 11 Remain under the direction of security and act as requested

Once the incident is resolved the CW should complete an Incident Report Form and provide this to the Emergency Control Coordinator within 2 working days.

In the absence of the CW the Deputy Chief Warden assume the responsibilities of the Chief Warden. In the absence of the CW and Deputy Chief Warden the warden will assume the responsibilities of the Chief Warden.

SECURITY

On becoming aware of an emergency security shall:

- 1 Be identified by their uniform and orange vest**
- 2 Attend to affected building and meet the Chief Warden**
- 3 Call Emergency services or Special Emergency Units if required**
- 4 Assume control of the incident site**
- 5 Inform the Emergency Control Coordinator of nature of emergency ph (820) 17667**
- 6 Liaise with Chief Warden and wardens, if necessary evacuate the building**
- 7 Maintain contact with Emergency Control Coordinator**
- 8 Remain at the incident site and liaise with Emergency Services and CW**

Once the incident is resolved, security shall complete an Incident Report Form and provide this to the Emergency Control Coordinator within 2 working days

EMERGENCY CONTROL COORDINATOR

The Emergency Control Coordinators' (ECC) role is to coordinate and control the whole incident from the control centre

- 1 Emergency Control Coordinator notified by security or CW of incident
- 2 Assess nature of incident and call emergency services if required
- 3 Liaise with security regarding actions to be taken and give time of next update
- 4 Control the incident from the control centre using security and the wardens as the eyes and ears of the incident on site
- 5 Inform VC, VP SF&R, Director of B&P and Head of News & Media, MACO. As appropriate inform Head of OH&S.
- 6 Activate the Emergency Communications Tree by email and telephone.
- 7 Mobilise caretakers and grounds staff to assist at the site if necessary
- 8 If appropriate, initiate evacuation of relevant buildings utilising CW's and Security
- 9 Contact other members of Control Team if required.
- 10 If Academic programs affected contact relevant Dean
- 11 ECC will remain in control of the incident until the Emergency services take over or the incident is resolved

Once the incident is resolved, the ECC shall provide a report to the Director of B&P detailing cause, action and learning points within 4 working days.

BIOLOGICAL SUBSTANCES

SUBSTANCE THREAT WARNINGS

Use this plan only if you know the substance is biological as opposed to chemical. If you are not sure of the substance, please follow the chemical substances plan.

If the substance is accompanied by a verbal or written threat, follow the checklist under bomb threat.

FIRST PERSON

On discovering a substance you believe is a biological agent (such as Anthrax, Smallpox or Plague) the first person should:

- 1 Remain calm, and **DO NOT TOUCH THE ITEM**. If there is a bin or container available cover the item
- 2 Clear people away from the immediate area but ask all occupants to remain in the room to prevent contamination to persons who have not been exposed.
- 3 Notify the Chief Warden and Security ph (820)12880, ask them to evacuate the building and to ensure no one enters your room/area
- 4 Call Emergency services (0 000) and ask for the HAZMAT unit to attend.
- 5 Put up a notice to prevent anyone entering the room/area
- 6 When building evacuated, move to a second secure area where you are safe from further exposure to the material and at which you are less likely to contaminate persons who have not been exposed.
- 7 Remain there until emergency services arrive. You will be put through a decontamination unit and then taken to hospital.

CHIEF WARDEN (CW)

On becoming aware of an incident the Chief Warden (CW) should:

- 1 Be identified by a white helmet and/or yellow vest
- 2 Assess the situation and gather information
- 3 Clear non exposed persons away from the immediate vicinity
- 4 Secure the area
- 5 Call Emergency services (0 000) request the HAZMAT unit and advise of exact location, wind direction, number of victims and victims symptoms
- 6 Contact Security Ph (820) 12880
- 7 Contact ECC ph (820) 17667
- 8 Use the EWIS system to provide information and advice to occupants to evacuate the building and not to enter the affected room/area.
- 9 If incident area is inside, evacuate the building to a safe assembly area at least 150m away from the building and upwind and upslope of the building.
- 10 If incident area is outside move upwind and upslope of the building.
- 11 Once building evacuated, inform affected persons to move to a another secure room/area away from the substance.
- 12 Turn off air conditioning and fans
- 13 Ensure there is a warden in control of the assembly areas
- 14 Keep track of any people who may have come in contact with the substance

- 15 If required establish a separate area to quarantine people who may have been in contact with the substance, do not let affected persons leave until they have been seen by medical personnel and tagged.
- 16 Seek information from ECC
- 17 Remain under the direction of the ECC and/or Emergency Services until the emergency is resolved

Once the emergency is resolved the CW should complete an Incident Report Form and provide this to the Emergency Control coordinator within 2 working days.

In the absence of the CW the Deputy Chief Warden assume the responsibilities of the Chief Warden. In the absence of the CW and Deputy Chief Warden the warden will assume the responsibilities of the Chief Warden.

SECURITY

On becoming aware of an emergency security shall:

- 1 Be identified by their uniform and orange vest
- 2 Attend to affected building and meet the CW
- 3 Call Emergency services (0 000) if required
- 4 Liaise with Chief Warden and wardens
- 5 If not already done, inform the ECC of nature of emergency ph (820)17667
- 6 If required establish a separate area to quarantine people who may have been in contact with the substance, do not let affected persons leave until they have been seen by medical personnel and tagged.
- 7 Once building evacuated, inform affected persons to move to a another secure room/area away from the substance
- 8 Maintain contact with ECC
- 9 Remain at the incident site under the direction of the ECC and liaise with Emergency Services and CW

Once the emergency is resolved, security shall complete an Incident Report Form and provide this to the Emergency Control Coordinator within 2 working days.

EMERGENCY CONTROL COORDINATOR

The Emergency Control Coordinators' (ECC) role is to coordinate and control the whole emergency from the control centre

- 1 Emergency Control Coordinator notified by security or CW of emergency
- 2 Assess nature of emergency and call emergency services or Special Emergency Units such as HAZMAT(000 Fire Service) if required
- 3 Liaise with CW and/or security regarding actions to be taken and give time of next update
- 4 Contact Maintenance Manger to ensure shut down of air handling system
- 5 Control the emergency from the control centre using the CW, wardens and/or security as the contacts on site
- 6 Inform VC, VP SF&R, Director of B&P and Head of News & Media, MACO. As appropriate inform Head of OH&S.
- 7 Activate the Emergency Communications Tree by email and telephone.
- 8 Mobilise caretakers and grounds staff to assist at the site if necessary and to keep roads clear for Emergency Vehicles
- 9 Contact other members of Control Team if required.
- 10 If Academic programs affected contact relevant Dean

11 ECC will remain in control of the emergency until the Emergency services take over or the emergency is resolved

Once the emergency is resolved, the ECC shall provide a report to the Director of B&P detailing cause, action and learning points within 4 working days.

BOMB THREAT

FIRST PERSON

- | | | | |
|---|--|-----------|--------------------------|
| 1 | Remain calm and keep the other person talking. DO NOT HANG UP | Time..... | <input type="checkbox"/> |
| 2 | Gather Information: Refer to ATTACHED CHECK LIST | Time..... | <input type="checkbox"/> |
| 3 | Notify Security Ph 12880 and Emergency services (0) 000 | Time..... | <input type="checkbox"/> |
| 4 | If appropriate, initiate evacuation of relevant buildings | Time..... | <input type="checkbox"/> |

CHIEF WARDEN & SECURITY

The actions to be taken will depend on the assessed threat and will vary according to whether the threat is considered a hoax.

- 1 Inform ECC ph (820)17667
- 2 Await instructions from ECC to either undertake search for suspicious package or to evacuate building.

If undertaking search:

- 3 Search public areas first including emergency exits, lobbies, toilets, lifts and fire reel holders
- 4 Look for something that does not belong where it is
- 5 Do not use communications, mobile phones, radios etc within 25 metres of suspicious package
- 6 DO NOT TOUCH or MOVE anything suspicious
- 7 Provide feedback to relevant local emergency personnel and/or area manager.

If evacuation necessary:

- 8 Use EWIS to provide information to occupants and advise on alternate assembly area away from building.
- 9 Follow Evacuation Control Plan

EMERGENCY CONTROL COORDINATOR

- 1 Study threat checklist, gather facts
- 2 Evaluate threat
- 3 Building Chief Warden & security to co-ordinate search for suspicious package. Ensure persons familiar with area conduct search. Do not touch anything suspicious
- 4 Suspicious package located. Isolate & Cordon area
- 5 Inform Emergency Services. Provide detail & location of package
- 6 Inform VC, VP SF&R, Director of B&P and Head of News & Media, MACO. As appropriate inform Head of OH&S
- 7 Activate the Emergency Communication Tree by email and telephone providing a clear incident statement
- 8 Notify adjacent buildings within 300 metres
- 9 Inform CW and Security to initiate evacuation procedure using EWIS. Evacuate to a minimum of 300 metres behind solid structure. No mobile phones or radios within 25 metres of package
- 10 Be aware of secondary devices. Check evacuation areas.
- 11 Determine Control Centre Location Room: If within 300 metre radius
- 12 Contact other members of Control Team
- 13 ECC to remain in control until emergency services arrive
- 14 Once emergency resolved and all clear given. Co-ordinate return to building with Chief Warden

OTHERS

Head of Public Affairs

- 1 Prepare briefing for switchboard
- 2 Prepare Media briefing
- 3 Liaise with Vice-Chancellor

Vice Chancellor

- 1 Maintain open lines of communication with Control Centre and Head of Public Affairs

BOMB THREAT TELEPHONE THREAT CHECK LIST

Record the exact wording and nature of the threat. Ask the following questions and record the answers

RECORD	QUESTIONS TO ASK
Date _____	When is the bomb going to explode? _____
Time _____	Where did you put the bomb? _____
Duration _____	When did you put it there? _____
No. Called _____	What does the bomb look like? _____
Receiver of call _____	What kind of bomb is it? _____
	What will make the bomb explode? _____
Signature _____	Did you place the bomb? _____
	Why did you place the bomb? _____
	OR
	What kind of substance is it? _____
	When will the substance be released? _____
	How will the substance be released? _____
	Is the substance liquid, powder or gas? _____
	How much of the substance is there? _____
	What is your name? _____
	Where are you? _____
	What is your address? _____



Identifying voice/locating Caller's

Male
Female
Old
Young

Slow
Rapid
Soft
Loud
Laughing
Emotional
Well spoken
Foul

Background noises

Street noises
Crockery
Voices
PA System
Music
Clear

Exact wording of threat

.....
.....
.....

**Follow pre-arranged telephone or switchboard procedures to assist in tracing the call
(eg. Leave phone off the hook, notify police using another telephone)**

BUSHFIRE

BUSHFIRE WARNINGS

On Severe, Extreme and Catastrophic Fire Danger rating days, the Emergency Control Coordinator (ECC) will monitor the designated bushfire warning radio station and the CFS website for warnings.

If a fire is reported within 30km radius of the University's Bedford campus the ECC will enact the Flinders University Bushfire Plan.

FIRST PERSON

On discovering smoke or a fire the first person should:

- 1 Assess the situation and gather information
- 2 Call Emergency services if required (0 000)
- 3 Notify Security ph (820) 12880

CHIEF WARDEN (CW)

On becoming aware of an incident the Chief Warden (CW) should:

- 1 Be identified by a white helmet and/or yellow vest
- 2 Assess the situation and gather information check where fire is, inside or outside, what caused alarm to go off
- 3 Call Emergency services (0 000)
- 4 Contact Security Ph (820) 12880
- 5 Contact ECC ph (820) 17667 to confirm shelter in place or evacuation as the safest option.
- 6 Use the EWIS system to provide information and advice to occupants.
- 7 Instruct occupants to stay in the building, close windows and doors and to shelter away from fire front and windows.
- 8 Request occupants move to internal assembly areas
- 9 Turn off air conditioning and fume cupboards
- 10 Be aware of fires starting within the building, position wardens with extinguishers to stop spot fires
- 11 Seek information from ECC
- 12 Once fire front passed check for ember attack
- 13 When given the all clear from ECC, initiate evacuation,
- 14 In the event of an evacuation:
 - ensure there is a warden in control of the assembly areas
 - keep evacuees informed of the situation and give the time of the next update
 - remain at the fire panel until the building is empty
 - direct wardens to check floors
 - when building is empty place signage on external doors to prevent entry
- 15 Hand over control of the incident and collaborate with security when security arrives.
- 16 Remain under the direction of the ECC and Emergency Services until the incident is resolved

Once the incident is resolved the CW should complete an Incident Report Form and provide this to the Emergency Control coordinator within 2 working days.

In the absence of the CW the Deputy Chief Warden assume the responsibilities of the Chief Warden. In the absence of the CW and Deputy Chief Warden the warden will assume the responsibilities of the Chief Warden.

SECURITY

On becoming aware of an incident security shall:

- 1 Be identified by their uniform and orange vest
- 2 Call Emergency services or Special Emergency Units if required
- 3 Attend to affected building and meet the Chief Warden
- 4 Assume control of the incident site
- 5 Inform the Emergency Control Coordinator of nature of incident ph (820) 17667
- 6 Liaise with Chief Warden and wardens, and confirm shelter in place or evacuate as the safest option
- 7 Maintain contact with ECC, if necessary keep roads clear for Emergency Services Vehicles.
- 8 Remain at the incident site and liaise with Emergency Services and CW

Once the incident is resolved, security shall complete an Incident Report Form and provide this to the Emergency Control Coordinator within 2 working days

EMERGENCY CONTROL COORDINATOR

The Emergency Control Coordinators' (ECC) role is to coordinate and control the whole incident from the control centre

- 1 Emergency Control Coordinator notified by security or CW of incident
- 2 Assess nature of incident and call emergency services if required
- 3 Liaise with security regarding actions to be taken and give time of next update
- 4 Control the emergency from the control centre using security and the wardens as the contacts on site
- 5 Inform VC, VP SF&R, Director of B&P and Head of News & Media, MACO. As appropriate inform Head of OH&S.
- 6 Activate the Emergency Communications Tree by email and telephone.
- 7 Mobilise caretakers and grounds staff to assist at the site if necessary and to keep roads clear for Emergency Vehicles
- 8 Confirm shelter in place or evacuate as the safest option to the chief wardens
- 9 Contact other members of Control Team if required.
- 10 If Academic programs affected contact relevant Dean
- 11 ECC will remain in control of the emergency until the Emergency services take over or the emergency is resolved

Once the emergency is resolved, the ECC shall provide a report to the Director of B&P detailing cause, action and learning points within 4 working days.

CHEMICAL SUBSTANCES

SUBSTANCE THREAT WARNINGS

If the chemical or substance is accompanied by a verbal or written threat, follow the checklist under bomb threat.

RESPONSIBILITIES

FIRST PERSON

On discovering a suspicious substance the first person should:

- 1 Remain calm, and **DO NOT TOUCH THE ITEM.**
- 2 Clear people away from the immediate area
- 3 Notify the Chief Warden and Security ph (820)12880
- 4 Call Emergency services if required (0 000)
- 5 Self protection:
 - (a) Move away from area, hold breath, move quickly away covering your face with a handkerchief or cloth.
 - (b) If droplets on clothing remove outer garments and wash exposed skin with water
 - (c) Move outside and upwind of release,
 - (d) Seek medical advice if you have any effects such as dizziness, choking, blurred vision, muscular twitching, nausea, vomiting, eye irritation.

CHIEF WARDEN (CW)

On becoming aware of an incident the Chief Warden (CW) should:

- 1 Be identified by a white helmet and/or yellow vest
- 2 Assess the situation and gather information
- 3 Clear people away from the immediate vicinity
- 4 Secure the area
- 5 Leave a torn paper trail to the object
- 6 Call Emergency services (0 000) and advise of exact location, wind direction, number of victims and victims symptoms
- 7 Contact Security Ph (820) 12880
- 8 Contact ECC ph 17667
- 9 Use the EWIS system to provide information and advice to occupants.
- 10 If incident area is inside, evacuate the building to a safe assembly area at least 150m away from the building and upwind and upslope of the building.
- 11 If incident area is outside move upwind and upslope of the building.
- 12 Turn off air conditioning and fans
- 13 Ensure there is a warden in control of the assembly areas
- 14 Keep track of any people who may have come in contact with the substance
- 15 If required establish a separate area to quarantine people who may have been in contact with the substance, do not let affected persons leave until they have been seen by medical personnel and tagged.
- 16 Seek information from ECC
- 17 Remain under the direction of the ECC and/or Emergency Services until the incident is resolved

Once the incident is resolved the CW should complete an Incident Report Form and provide this to the Emergency Control coordinator within 2 working days.

In the absence of the CW the Deputy Chief Warden assume the responsibilities of the Chief Warden. In the absence of the CW and Deputy Chief Warden the warden will assume the responsibilities of the Chief Warden.

SECURITY

On becoming aware of an incident security shall:

- 1 Be identified by their uniform and orange vest
- 2 Attend to affected building and meet the CW
- 3 Call Emergency services (0 000) if required
- 4 Liaise with Chief Warden and wardens
- 5 If not already done, inform the ECC of nature of incident ph (820)17667
- 6 If required establish a separate area to quarantine people who may have been in contact with the substance, do not let affected persons leave until they have been seen by medical personnel and tagged.
- 7 Maintain contact with ECC
- 8 Remain at the incident site under the direction of the ECC and liaise with Emergency Services and CW

Once the incident is resolved, security shall complete an Incident Report Form and provide this to the Emergency Control Coordinator within 2 working days.

EMERGENCY CONTROL COORDINATOR

The Emergency Control Coordinators' (ECC) role is to coordinate and control the whole incident from the control centre

- 1 Emergency Control Coordinator notified by security or CW of incident
- 2 Assess nature of incident and call emergency services or Special Emergency Units such as HAZMAT(000 Fire Service) if required
- 3 Liaise with CW and/or security regarding actions to be taken and give time of next update
- 4 Contact Maintenance Manger ph (820) 13151to ensure shut down of air handling system
- 5 Control the incident from the control centre using the CW, wardens and/or security as the contacts on site
- 6 Inform VC, VP SF&R, Director of B&P and Head of News & Media, MACO. As appropriate inform Head of OH&S.
- 7 Activate the Emergency Communications Tree by email and telephone.
- 8 Mobilise caretakers and grounds staff to assist at the site if necessary and to keep roads clear for Emergency Vehicles
- 9 Contact other members of Control Team if required.
- 10 If Academic programs affected contact relevant Dean
- 11 ECC will remain in control of the incident until the Emergency services take over or the incident is resolved

Once the incident is resolved, the ECC shall provide a report to the Director of B&P detailing cause, action and learning points within 4 working days.

EARTHQUAKE

EARTHQUAKE WARNINGS

Earthquakes strike without warning. Generally the safest place to be is in the open, away from buildings. However if you are in a building do not attempt to run outside, you may be hit by falling debris and power lines. It is safer for you to remain in the building.

FIRST PERSON

During an earthquake:

- 1 Try to remain calm
- 2 Move away from windows and external walls
- 3 Keep away from mirrors, light fittings, fixtures, bookcases and other furniture which may fall or slide.
- 4 If possible take cover from falling debris under a desk or move to an internal corner of a room, sit down and cover your hands and face.
- 5 If safe to do so leave the building by nearest exit and move to an open area away from buildings, DO NOT use lifts.
- 6 Be prepared for after shocks
- 7 Once outside keep clear of buildings, overhead structures, walls, power lines and trees

CHIEF WARDEN (CW)

In the event of an earthquake the Chief Warden (CW) should:

- 1 During an earthquake follow instructions for first person and inform other people to do the same.
- 2 After the initial quake Contact ECC ph (820) 17667 to seek advice on evacuation
- 3 Use the EWIS system to provide information and advice to occupants.
- 4 If necessary instruct occupants to leave the building by the nearest exit and move to an open place away from the building, and to report any casualties or persons missing.
- 5 During the evacuation:
 - ensure there is a warden in control of the assembly areas
 - direct wardens to check floors
 - remain at the fire panel until the building is empty
 - keep evacuees informed of the situation and give the time of the next update
 - when building is empty place signage on external doors to prevent entry
- 6 Assess the situation and gather information on injured persons and building damage
- 7 If necessary call Emergency services (0 000)
- 8 Contact Security Ph (820) 12880
- 9 Seek information from ECC ph (820) 17667
- 10 Hand over control of the incident and collaborate with security when security arrives.
- 11 Remain under the direction of the ECC and Emergency Services until the incident is resolved

Once the incident is resolved the CW should complete an Incident Report Form and provide this to the Emergency Control coordinator within 2 working days.

In the absence of the CW the Deputy Chief Warden assume the responsibilities of the Chief Warden. In the absence of the CW and Deputy Chief Warden the warden will assume the responsibilities of the Chief Warden.

SECURITY

On becoming aware of an incident security shall:

- 1 Be identified by their uniform and orange vest**
- 2 Call Emergency services or Special Emergency Units if required**
- 3 Attend to affected building and meet the Chief Warden**
- 4 Assume control of the incident site**
- 5 Inform the Emergency Control Coordinator of nature of incident ph (820) 17667**
- 6 Liaise with Chief Warden and wardens, and confirm shelter in place or evacuate as the safest option**
- 7 Maintain contact with Emergency Control Coordinator**
- 8 Remain at the incident site and liaise with Emergency Services and CW**

Once the incident is resolved, security shall complete an Incident Report Form and provide this to the Emergency Control Coordinator within 2 working days

EMERGENCY CONTROL COORDINATOR

The Emergency Control Coordinators' (ECC) role is to coordinate and control the whole incident from the control centre

- 1 Emergency Control Coordinator notified by security or CW of incident**
- 2 Assess nature of incident and call emergency services if required**
- 3 Liaise with security regarding actions to be taken and give time of next update**
- 4 Control the incident from the control centre using security and the wardens as the contacts on site**
- 5 If possible set up remote control centre out doors**
- 6 Assess communications options**
- 7 Inform VC, VP SF&R, Director of B&P and Head of News & Media, MACO. As appropriate inform Head of OH&S.**
- 8 Activate the Emergency Communications Tree by email and telephone if available.**
- 9 Mobilise caretakers and grounds staff to assist at the site if necessary and to keep roads clear for Emergency Vehicles**
- 10 Confirm shelter in place or evacuate as the safest option to the chief wardens**
- 11 Contact other members of Control Team if required.**
- 12 If Academic programs affected contact relevant Dean**
- 13 ECC will remain in control of the incident until the Emergency services take over or the incident is resolved**

Once the incident is resolved, the ECC shall provide a report to the Director of B&P detailing cause, action and learning points within 4 working days.

ELECTRICAL POWER LOSS

FIRST PERSON

On discovering an electrical power loss the first person should:

- 1 Assess the situation and gather information
- 2 Notify Security ph (820) 12880
- 3 Call the Chief Warden and await instructions

CHIEF WARDEN (CW)

On becoming aware of an electrical power loss the Chief Warden (CW) should:

- 1 Be identified by a white helmet and/or yellow vest
- 2 Assess the situation and gather information
- 3 Contact Security ph (820) 12880
- 4 Notify Emergency Control Coordinator (ECC) ph (820) 17667 of the incident if security does not respond to the call
- 5 Do not contact the utility companies, Maintenance have a direct link to the utilities' control centre.
- 6 Await instructions from ECC; expect to wait at least 15 minutes for an update as the utilities will normally be dealing with multiple queries
- 7 Use the EWIS system to provide information and advice to occupants
- 8 After one hour ECC will normally suggest evacuation as emergency lighting will fail after 90 minutes.
- 9 Initiate an evacuation:
 - ensure there is a warden in control of the assembly areas
 - keep evacuees informed of the situation and give the time of the next update
 - remain at the fire panel until the building is empty
 - direct wardens to check floors
 - place signage on external doors to prevent entry
- 10 The ECC will notify CW's when the EDA authorises staff to go home

Once the incident is resolved the CW should complete an Incident Report Form and provide this to the Emergency Control coordinator within 2 working days.

In the absence of the CW the Deputy Chief Warden will assume the responsibilities of the Chief Warden. In the absence of the CW and Deputy Chief Warden the warden will assume the responsibilities of the Chief Warden.

MAINTENANCE

On becoming aware of an electrical power loss:

- 1 Contact ETSA/Utilities to ascertain the likely duration of power loss
- 2 Notify Emergency Control Coordinator Ph (820) 17667
- 3 Keep telephone line free for liaison with ECC and utilities
- 4 Provide Emergency generators as necessary
- 5 Keep ECC and Security updated
- 6 If power loss continues liaise with ECC and mobilise ground staff to assist with evacuation

SECURITY

On becoming aware of an electrical power loss security shall:

- 1 Be identified by their uniform and orange vest
- 2 Inform the Emergency Control Coordinator of nature of incident ph (820) 17667
- 3 Attend to affected building and meet the Chief Warden
- 4 Liaise with Chief Warden and wardens, if necessary evacuate the building
- 5 Maintain contact with Emergency Control Coordinator
- 6 Remain at the incident site and liaise with CW

Once the incident is resolved, security shall complete an Incident Report Form and provide this to the Emergency Control Coordinator within 2 working days

EMERGENCY CONTROL COORDINATOR

The Emergency Control Coordinators' (ECC) role is to coordinate and control the whole incident from the control centre

- 1 Emergency Control Coordinator notified by security or CW of power loss
- 2 Notify Maintenance Manager who will contact the utilities control centre
- 3 Liaise with security regarding actions to be taken and give time of next update
- 4 Control the incident from the control centre using security and the wardens as the eyes and ears of the incident on site.
- 5 Inform VC, VP SF&R, Director of B&P and Head of News & Media, MACO. As appropriate inform Head of OH&S.
- 6 Activate the Emergency Communications Tree by email and telephone if available.
- 7 Keep in contact with maintenance for updates
- 8 Mobilise caretakers and grounds staff to assist at the site if necessary
- 9 After 50 minutes consider initiating evacuation of relevant buildings utilising CW's and Security
- 10 Contact other members of Control Team if required.
- 11 If Academic programs affected contact relevant Dean
- 12 If authorised by EDA inform security and CW that staff may go home
- 13 ECC will remain in control of the incident until the Emergency services take over or the incident is resolved

Once the incident is resolved, the ECC shall provide a report to the Director of B&P detailing cause, action and learning points within 4 working days.

EVACUATION

EVACUATION PROCEDURES

In an Emergency anyone can evacuate a building by breaking the break glass unit which will set off the fire alarm. Occupants must assemble at the assembly area and await further instructions.

If necessary, CW or security can initiate evacuation of relevant buildings as follows

- 1 Go to EWIS system make announcement as per script in fire panel to:
Evacuate building by nearest safe stairwell
Take personal possessions
Be aware of building specific requirements (fume cupboards, gas isolation etc)
Assemble in assembly area
Follow instructions from the warden in control of the assembly area**
- 2 CW to ensure there is a warden in control of the assembly area**
- 3 CW and wardens keep evacuees informed of situation and give the estimated time of next update**
- 4 Evacuees must not leave the assembly area until authorised by the warden in charge**
- 5 CW and Deputy normally remains at the Fire Panel until the building is empty**
- 6 Wardens to check floors**
- 7 As soon as practicable CW place signage (located near exit doorways) on external doors to prevent re-entry**
- 8 When building empty and secure security or in their absence CW inform ECC**
- 9 The VP SF&R is the officer authorised to send staff home**

FIRE

FIRST PERSON

On discovering a fire the first person should:

- 1 Assess the situation and gather information
- 2 Call Emergency services if required (0 000)
- 3 Notify Security ph (820) 12880

CHIEF WARDEN (CW)

On becoming aware of a fire the Chief Warden (CW) should:

- 1 Be identified by a white helmet and/or yellow vest
- 2 Assess the situation and gather information, check where fire is, inside or outside, what caused alarm to go off
- 3 Call Emergency services (0 000)
- 4 Contact Security Ph (820) 12880
- 5 If safe to do so, use a Fire extinguisher to put out the fire.
- 6 Use the PASS technique:
P – Pull the pin
A – Aim at the base of the fire
S – Squeeze the handle
S – Sweep from side to side
- 7 Break a break glass unit to trigger an alarm or use the EWIS system to provide advice to occupants.
- 8 If necessary evacuate people from the building
- 9 In the event of an evacuation:
 - ensure there is a warden in control of the assembly areas
 - keep evacuees informed of the situation and give the time of the next update
 - remain at the fire panel until the building is empty
 - direct wardens to check floors
 - when building is empty place signage on external doors to prevent entry
- 10 Hand over control of the incident and collaborate with security when security arrives.
- 11 Remain under the direction of the ECC and Emergency Services until the incident is resolved

Once the incident is resolved the CW should complete an Incident Report Form and provide this to the Emergency Control coordinator within 2 working days.

In the absence of the CW the Deputy Chief Warden assume the responsibilities of the Chief Warden. In the absence of the CW and Deputy Chief Warden the warden will assume the responsibilities of the Chief Warden.

SECURITY

On becoming aware of an incident security shall:

- 1 Be identified by their uniform and orange vest
- 2 Call Emergency services or Special Emergency Units if required
- 3 Attend to affected building and meet the Chief Warden
- 4 Assume control of the incident site
- 5 Inform the Emergency Control Coordinator of nature of incident ph (820) 17667
- 6 Liaise with Chief Warden and wardens.
- 7 Maintain contact with Emergency Control Coordinator
- 8 Remain at the incident site and liaise with Emergency Services and CW

Once the incident is resolved, security shall complete an Incident Report Form and provide this to the Emergency Control Coordinator within 2 working days

EMERGENCY CONTROL COORDINATOR

The Emergency Control Coordinators' (ECC) role is to coordinate and control the whole incident from the control centre

- 1 Emergency Control Coordinator notified by security or CW of incident
- 2 Assess nature of incident and call emergency services if required
- 3 Liaise with security regarding actions to be taken and give time of next update
- 4 Control the emergency from the control centre using security and the wardens as the contacts on site
- 5 Inform VC, VP SF&R, Director of B&P and Head of News & Media, MACO. As appropriate inform Head of OH&S.
- 6 Activate the Emergency Communications Tree by email and telephone.
- 7 Mobilise caretakers and grounds staff to assist at the site if necessary and to keep roads clear for Emergency Vehicles
- 8 Contact other members of Control Team if required.
- 9 If Academic programs affected contact relevant Dean
- 10 ECC will remain in control of the emergency until the Emergency services take over or the emergency is resolved

Once the emergency is resolved, the ECC shall provide a report to the Director of B&P detailing cause, action and learning points within 4 working days.

GUNMAN

FIRST PERSON

On discovering an incident the first person should:

- 1 Assess the situation and gather information – including description of gunman and type of weapon**
- 2 Do not put yourself at risk**
- 3 Call Emergency services (0 000)**
- 4 Notify Security ph (820) 12880**

CHIEF WARDEN (CW)

On becoming aware of an armed offender the Chief Warden (CW) should:

If gunman is in your building

- 1 Contact Emergency Services (0 000)**
- 2 Contact Security ph (820) 12880**
- 3 Use email/telephone system to alert wardens to advise occupants to move into lockable offices, to lock doors and keep away from windows and take shelter against internal walls or under desks.**
- 4 Assume that your building will be locked down automatically to contain the situation; this will allow people to exit but not enter**
- 5 Be aware that adjoining buildings will be locked down and that you will not be able to enter them.**
- 6 When advised by security that situation resolved and gunman apprehended take instructions from Emergency Services.**

If gunman is in another building

- 1 Be identified by a white helmet and/or yellow vest**
- 2 Assess the situation and gather information**
- 3 Contact Security Ph (820) 12880**
- 4 Assume external doors will be locked down automatically by security; this will allow people to exit but not enter.**
- 5 Use the EWIS system to provide information and advice to occupants to stay inside locked offices and to keep away from windows and take shelter. Use the prepared script to avoid panic. The safest place is to stay inside the building. Be aware that adjoining buildings will be locked down and that you will not be able to enter them. Card access is still available.**
- 6 Await information from security that situation resolved and gunman apprehended**
- 7 Hand over control of the incident and collaborate with security when security arrives.**
- 8 Remain under the direction of Emergency services and security and act as requested. Do not leave the building.**
- 9 Once the all clear is given by security, advise occupants, doors will be unlocked**

Once the incident is resolved the CW should complete an Incident Report Form and provide this to the Emergency Control coordinator within 2 working days.

In the absence of the CW the Deputy Chief Warden assume the responsibilities of the Chief Warden. In the absence of the CW and Deputy Chief Warden the warden will assume the responsibilities of the Chief Warden.

SECURITY

On becoming aware of an incident security shall:

- 1 Call Emergency services or Special Emergency Units if required**
- 2 Inform the Emergency Control Coordinator of nature of incident ph (820) 17667**
- 3 Assume control of the incident, from an adjoining building**
- 4 Lock down adjacent buildings and inform CW's of incident by telephone or email.**
- 5 Keep in contact with CW's**
- 6 Maintain contact with Emergency Control Coordinator**
- 7 Close vehicle access at Sports Rd and University Drive junction if safe to do so**
- 8 Remain at an adjoining building to the incident site and liaise with Emergency Services and CW**

Once the emergency is resolved, security shall complete an Incident Report Form and provide this to the Emergency Control Coordinator within 2 working days

EMERGENCY CONTROL COORDINATOR

The Emergency Control Coordinators' (ECC) role is to coordinate and control the whole incident from the control centre

- 1 ECC notified by security or CW of armed offender. Confirm sighting with the witness determine injuries or deaths.**
- 2 Call emergency services. Keep lines of communication open.**
- 3 Liaise with security regarding actions to be taken and give time of next update**
- 4 Initiate lock down of adjoining buildings and incident building if appropriate**
- 5 Control the incident from the control centre using security and the wardens as the eyes and ears of the incident on site**
- 6 Inform VC, VP SF&R, Director of B&P and Head of News & Media, MACO. As appropriate inform Head of OH&S. Advise Uni Switchboard 13911, Flinders Medical Centre 82044569 and Flinders Housing office hrs 1600 after hrs 16300 or 16500.**
- 7 Activate the Emergency Communications Tree by email and telephone. EWIS all PA PROVIDE DETAILS AND WARNING.**
- 8 Send email to all staff/students to remain in locked office/lecture areas away from windows and take shelter. Advise Metro Adekaide (Buses)**
- 9 Provide updates to VC, VP SF&R, Head of News & Media and Director of B&P.**
- 10 Use EWIS to communicate with CW's and update as information becomes available.**
- 11 Contact other members of Control Team if required.**
- 12 ECC will remain in control of the incident until the Emergency services take over or the incident is resolved**

Once the incident is resolved, the ECC shall provide a report to the Director of B&P detailing cause, action and learning points within 4 working days.

INCIDENT CONTROL
RESPONSE TO A ROBBERY PROCEDURE

During a Robbery

1. Stay calm, assess the situation and obey the offender's instructions. Safety of staff and visitors is a priority.
2. Activate alarm devices as soon as possible but only if safe to do so. The alarm may not be able to be activated safely until the offender has departed
3. The offender may be anxious or drug affected, explain your actions to them eg "*I am going to open the cash drawer now*" and avoid sudden movements.
4. Speak only when spoken to by the offender. Conversation will prolong the incident.
5. Avoid direct eye contact with offender.
6. Note offender's conversation. Use of indecent language, accent, nicknames or speech impediment.
7. Unless told otherwise, keep head down or look away. Note offender's physical features, glasses, scars, tattoos or other prominent features.
8. Note weapons and types of weapons. Sawn off rifle, pistol, or knife etc including size and colour.
9. Note direction of travel when offender leaves.
10. Never take drastic action or chase offender.

STAY CALM AND OBEY DIRECTIONS

<u>Version 1.0</u>	<u>3 March 2011</u>

After a Robbery

Cashiers Supervisor or next available senior staff member

1. Immediately activate alarm and **telephone 0-000**. If anyone is injured ask for the **Ambulance first**, if required. Otherwise ask for **Police**.

Advise Ambulance

- a. Location – Flinders Uni, Registry Building, Ground Floor, Cashiers Office

- b. Advise nature of injuries.
- c. Follow any instructions issued.

Provide first aid if required. Nearest First Aid Officers are -
Chris Euripides on 13024 or Adrienne Tilling on 12094

Advise Police;

- d. An Armed Robbery has occurred and if there are any injuries.
 - e. The name and exact location of where the robbery occurred.
 - f. Number and description of offenders.
 - g. Time the robbery took place.
 - h. Whether any weapons were seen and what type.
 - i. The offenders direction of travel
2. **Telephone Security on 12880** advising of the robbery and that Police have been contacted. Security should already be responding to the alarm activation.
 3. Immediately close Cashiers area and place a closed due to robbery sign on the front door and Cashiers window. Suggested wording for the sign is 'Due to a robbery, Cashiers is closed until further notice. For Urgent fee enquiries please call Student Finance on 82013143. Fees can be paid online at <http://stusadmin.flinders.edu.au/login>
 4. Relocate cashier staff and customers into accounts office next door and await Police and security arrival. Security officer to meet Police in front of Registry Building and guide them in. A senior staff member should remain with any injured person unable to be moved.
 5. **Notify the Director, Financial Services on 12457 (PA 13948. He will alert senior management. VP (SF&R) 12701.**
 6. Secure area where the offender has been and do not touch or move anything. The area is a crime scene and must be preserved. Security to manage building access/egress, notify affected staff by EWIS and control road traffic issues if necessary.
 7. Ensure all witnesses remain until Police arrive. If witnesses have to leave, obtain their name, address and telephone number so Police can contact them.
 8. Ask witnesses not to discuss details of the crime with each other.
 9. If possible, witnesses (staff and customers) should independently write a description of the offender and what actually occurred in as much detail as they can remember. Cashiers Supervisor will provide witnesses with the appropriate form for completion. [Please prepare a pro forma that can be used and append to this document]
 10. **Contact Health and Counselling on 12118 and OH&S Unit on 13024** to attend and debrief witnesses after Police have spoken to them.
 11. **Contact MACO media liaison on 12092** and advise them of robbery and that Police are attending.
 12. Do not discuss how much money was taken or missed by the offender.
 13. Do not discuss or make statements to the Media.
 14. Ensure all information about the robbery is communicated to Police including suspicious behaviour or vehicle seen in the area prior to the robbery. Coloured tape strips are located near exit doors that will assist in describing the offender's height.
 15. When advised by police, balance each till to ascertain actual loss amount.

<u>Version 1.0</u>	<u>3 March 2011</u>
<u>Version 1.1</u>	<u>16 March 2011</u>

FLINDERS UNIVERSITY ASSEMBLY AREAS

Building	Primary External Assembly	Secondary External Assembly	Primary Internal Assembly	Secondary Internal Assembly
Registry	Lawn by Registry Flagpoles	Plaza – west end under pergola.	Common rm. (level 1)	Gym
Library	Plaza – west end under pergola.	Lawn by Function Centre	Noel Stockdale rm. 1.67	New café (Level 1)
SSN	Lawn area adj. to lake near North 3 Theatre	Plaza – west end under pergola.	North 3	SSN Common rm. level 2
Law	Outside building on lawn area adj. to lake	East end car park 4	North 4	Social Sciences South Common rm. level 1
Engineering	Car Park 15a	Outside building on lawn area adj. to lake	South Corral	Engineering Common rm. level 2
Earth Science	Lawn area between lake and Earth Sciences	Lawn adj. to SILC building	Atrium	Bay view common room
Biology	Anchor Court	Car park 8 or Lawn adj. to lake	Lecture Theatre B12	Common rm. or room 103
Sports centre	Lawn by Registry Flagpoles	Car Park 1 adj stairs below sports centre	Gym	Group fitness level 3
Sturt	Oval, SE corner	Car park 13, eastern end.	S202 & N335	Common rm. North Wing
Union	Plaza – west end under pergola.	Outside building on lawn area adj. to lake	New café (Level 1)	Sage
Humanities	Plaza – west end under pergola.	Lawn area adj. to lake near North 3	North 1	Common rm. level 1

		Theatre		
SSS	Lake area south of building	East end of car park 4	Common rm.	Lecture theatre 104
Drama	Lawn outside Drama	Plaza – west end under pergola.	Matthew Flinders Theatre	Dance studio

FLINDERS UNIVERSITY ASSEMBLY AREAS

Building	Primary External Assembly	Secondary External Assembly	Primary Internal Assembly	Secondary Internal Assembly
Education	Outside building on lawn area adj. to lake	Car park 2	MPC 1.01	Room 323 level 3 main entrance
IST	On lawn adj. to South 3 theatres	Car park 15a, northern end	South 3 Lecture theatre	Engineering common rm. level 2
Physics	Lawn outside McHughes.	Anchor Court or area near lawns	Lecture Theatre 2105	Level 3 common room
Student centre	Lawn by Registry Flagpoles	Lawn area at north end of lake	Gym	Basement
Health Science	Lawn by Registry Flagpoles	Car Park 1 adj stairs below sports centre	New medical lecture theatre auditorium 1.01	Gym
SILC	Lawn outside SILC	Car Park 15a, northern end	Teaching space	Earth sciences atrium
Function Centre	Lawn outside Function Centre	Lawn outside Drama	Function room downstairs	
Mc Hughes cafe	Lawn outside McHughes.	SW corner of car park 9	Café area	
URRSA	SW corner of car park 9	URRSA courtyard	Front office	
Maintenance	SW corner of car park 9	URRSA courtyard	Common room	
Flinders Press	SW corner of car park 9	URRSA courtyard	Reception area	
Mark Oliphant	South car park	North car park	Atrium	
Childcare centre	Garden	Next closest building	Stay in own houses	
Flinders Housing	Hall – Lawn area to front (North) of hall	Village 1-42 car park 17, Village 43-82 car park 19	Hall - Refectory	Village - Community Centre
City Presence	Victoria Sq. NE corner		Ground floor reception	

COMMUNICATIONS

Emergency Services & Utilities

POLICE	(0) 000
Patrol assistance	131 444
Communication for Patrol cars	8207 4490
Crime Stoppers	1800 333 000
Sturt Police Station	8207 4700
Wakefield Police station (City)	8463 7400
Victor Harbour Police station	8552 2088
Renmark Police station	8586 6606
Port Lincoln Police station	8688 3020
Alice Springs Police station	8951 8888
Darwin Police station	131 444
Adelaide LSA (Local service Area)	8463 7000
Federal Police	8416 2811
FIRE	(0) 000
MFS Metropolitan Fire Service	8223 3000
Control	8204 3666
General business	8204 3600
After Hours General	8204 3790
St. Marys fire station	8204 3840
CFS Country Fire Service	8463 4200
CFS Bushfire hotline	1300 362 361
AMBULANCE	(0) 000
Non emergency	1300 881 700
General enquires	1300 136 272
STATE EMERGENCY SERVICES	1300 300 177
NATIONAL SECURITY HOTLINE	1800 123 400
UTILITIES	
Electricity – Office of the Technical Regulator	
Accident Reporting	1800 558 811
Gas – Office of the Technical Regulator	
Accident Reporting	1800 558 811
ETSA Utilities	
Emergency Only	13 13 66
Origin Energy – Gas Leaks	1800 808 526
Water Service Difficulties & Emergencies	8381 0300
SAFEWORK SA	1800 777 209 (24 hrs)
Enquires	8303 0400

Flinders University Emergency Numbers

The Emergency Control Coordinator is normally the Security Manager, in his absence the role and responsibilities will be undertaken by the following personnel in order:

EMERGENCY CONTROL COORDINATORS(in order)

Order	Position	Name	Extn.	Mobile
1	Security Manager	Mick Papps	15090	0439 883 696
2	Senior Security Officer	Phil Jones	13373	0431 500 859
3	Senior Security Officer	Wayne Wyett	15594	0431 500 861
4	Services Manager	Mark King	12120	0421 140 955
5	Emergency Services Officer	George Kontos	12880	0412 866 023
6	Maintenance Manager	Mark Moses	13151	0414 190 093
7	Director Buildings & Property	David Banks	13140	0458 692 386

CHIEF & DEPUTY WARDENS

POSITION	NAME	PHONE	LOCATION
CHIEF Warden	Raphael Russell-Livingstone	13179	BIOLOGICAL SCIENCES
Deputy Warden	Lyn Spencer	13536	
Deputy Warden	Brett Norsworthy	13179	
Deputy Warden	Dick Edyvean	12189	
CHIEF Warden	Chris Moore	12173	CENTRAL LIBRARY
Deputy Warden	Gill Blacket	12162	
CHIEF Warden	Gail Jackson	12212	EARTH SCIENCES
Deputy Warden	Samantha De Ritter	13937	
CHIEF Warden	George Filipov	12444	EDUCATION
Deputy Warden	Kane Ploenges	13183	
CHIEF Warden	Alex Wiseman	13615	ENGINEERING
Deputy Warden	Geoff Cottrell	13841	
CHIEF Warden	Maryanne Bach	13835	FLINDERS PRESS
Deputy Warden	Vacant		
CHIEF Warden	Geoffrey Sauer	12511	FUNCTION CENTRE
Deputy Warden	Katherine Reaiche	13148	
Deputy Warden	Rob Wild	15087	
CHIEF Warden	Glenda Neild	15892	HEALTH SCIENCES
Deputy Warden	Emma Traver	13800	
CHIEF Warden	Raelene Burnley	18533	HEALTH SCI LECTURE
Deputy Warden	Simeon Sharo	18411	THEATRES
CHIEF Warden	Michelle Szep	13200	HUMANITIES
Deputy Warden	Lynn Hill	15876	
CHIEF Warden	Paul Calder	12827	INFO SCIENCE & TECH
Deputy Warden	Rino Calaycay	13640	
Deputy Warden	Carl Mooney	12271	
Deputy Warden	Denise De Vries	12135	

CHIEF & DEPUTY WARDENS

POSITION	NAME	PHONE	LOCATION
CHIEF Warden	David Worswick	15549	LAW/BUSINESS
Deputy Warden	Jo Heffernan	13539	
CHIEF Warden	Tanya James	12178	MAINTENANCE
Deputy Warden	Michael Edwards	12177	
CHIEF Warden	Cameron Mackness	15575	MATTHEW FLINDERS TH
Deputy Warden	Andrew Bailey	12488	
CHIEF Warden	Bill Drury	12289	PHYSICAL SCIENCES
Deputy Warden	Bob Northeast	12203	
Deputy Warden	Anne Zanotti	15550	
CHIEF Warden	Leanne Dicker	13153	REGISTRY
Deputy Warden	Chris Euripides	13024	
CHIEF Warden	Melchior Mazzone	12245	SOCIAL SCIENCES NORTH
Deputy Warden	Steve Fildes	12321	
Deputy Warden	Karen Smith	12333	
Deputy Warden	Liz Raymond	15482	
CHIEF Warden	Justin DeRosa	13513	SOCIAL SCIENCES SOUTH
Deputy Warden	Robyn Shepherdson	12206	
CHIEF Warden	Wendy Gower	12549	SPORTS CENTRE
Deputy Warden	David Trott	12842	
CHIEF Warden	Chris O'Grady	12118	STUDENT CENTRE
Deputy Warden	Brendan White	15967	
CHIEF Warden	Kerrie Arthur	13434	STURT BUILDINGS
Deputy Warden	Roxanne Bart	15031	
CHIEF Warden	Duty Tutor	16300	UNIVERSITY HALL
Deputy Warden	Peter O'Neill	16023	
Deputy Warden	Helen Fletcher	16002	
Deputy Warden	Janet Armitage	16193	
CHIEF Warden	Peter Badenoch	12022	UNION BUILDING
Deputy Warden	Liz Rexter	12062	

Emergency Response and Recovery teams

Executive	Property	Information Systems	Financial	Student Support	Marketing & Communications	OH&S and Human Resources
Vice Chancellor Michael Barber (12061)	Director B&P, David Banks (13140) 0458 692 386	Director, Information Services, Dean Gawler (12920)	Director, Financial Services Daniel Flaherty (12457)	Director Academic & Student Services Steve Jones (12763)	Director Marketing & Communications Office Diane Ranck (12962)	Manager, OH&S Stuart Allan (13703)
Vice President Strategic Finance & Resources Shane McGregor (12701)	Manager, Security Mick Papps (15090) 0439 883696	Manager, Customer Services Steve Cox (13161)	Assoc. Director Jason Farren (15904)	Head of Counselling & Health Service Andrew Wood (12118)	Head, News & Media Peter Gill (12092)	OH&S Consultants: Kerry Jauntis (13117) Adrienne Tilling (12094)
Executive Deans:	Maintenance Manager Mark Moses (13151) 0414 190 093	Manager, Infrastructure Services Kevin Knox (13369)	Procurement Manager Rob Ackland (13306)	Counsellors: Lesley Bretag Anne Hayes Karen Simpson Andrea Rohde (12118)	Manager, Admin & HR Bronwyn Emery (13112)	Director, Human Resources John White (12300)
Educ, Humanities, Law & Theology Prof. Richard Maltby (13169)	Manager, Planning & Projects Elvio Comelli (13090) 0434 564 184	ISD Customer Service Centre (12345)	Insurance Officer Mike Stevens (12618)	Dean of Flinders Housing Helen Fletcher (16000)	Manager, Flinders Press Robert Breen (13150)	Manager, HR Client Services Judi Wetherell (12060)
Health Sciences Prof. Michael Kidd (13909)	Services Mark King (12120) 0421 140 955		Exec. Officer Legal & Contracts ? (15196)	Residences Manager Gary Shaw (16378)		
Science & Engineering Prof. Warren Lawrance (13693)	Asset Manager Peter Lockett (12151) 0421 897873			Assoc. Dean, Village Melissa Stuckley (16193)		
Social Sciences Prof. Phyllis Tharenou (12438)	Security (12880) 0412 866023 Grounds Supervisor Steve Hoare (12210) 0411 207 040 Maintenance Operations Officer Jeff Ash (13728) 0414 190052			Assoc. Dean, Hall Paul Tosch (16379)		

Media component – Critical Incident Response

In the event of a high level (Code Black) incident – such as an assailant on campus – it is critical the Head of News and Media in the Marketing and Communications Office (MACO) is contacted in the first round of University contacts by the Emergency Control Coordinator.

This is vital to ensure the Emergency Control Coordinator and University executive are freed up to manage the real needs of the incident without being impeded by the media.

Media Audit

It is essential that MACO audit all incoming and outgoing media calls associated with the media management strategy. A template to activate such an audit follows.

The key to success for this task is for the MACO media team and reception staff to be insistent on obtaining correct spelling of names, mobile contact numbers and email, nature of journalist's request, and to onpass these details to an authorized spokesperson.

The Head of News and Media recommends that a trial of this response tactic using internal staff to "call in" and test responses. Practicing the response will raise confidence levels in managing this task.

Media Statements

A series of media statements would be issued as the critical incident develops. The first statement would request that the media, particularly broadcast outlets, warn students and staff to avoid the campus. Subsequent statements would provide further details as they come to hand.

Examples of the media statements and receptionist responses to media enquiries are available.

Media Centre

For a serious incident, the Dierdre Jordon Village Community Centre would be established as a Media Centre because it has the space and telecommunications aspect required for 'live' television feeds. It should also be accessible in the event that University Drive and other access roads have been blocked by Police and Emergency Services.

The Media Centre will be the rendezvous point for all media representatives on campus and will work in close coordination with the SA Police Media Unit. In the event that the SA Police Media Unit identifies another location for a Media Centre, the MACO media team will staff that room.

