



**WESTERN SYDNEY**  
UNIVERSITY



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International College

**Emergency Response  
Guidelines**



## Purpose

These guidelines enable the Western Sydney University International College (WSUIC) community to manage and respond to Emergencies (that are not defined as a 'crisis' in the WSUIC's Critical Incident Policy and WSUIC's Critical Incident Management Plan) The guidelines exist to assist WSUIC in responding to serious events or issues in a timely manner with care, support, respect and flexibility. They also ensure that professionally trained staff who possess up to date training in response and/or psychological first aid, are involved at the appropriate time in managing or responding to an incident/emergency, and are able to provide information, resources and support to students, staff, family members and others involved when required. These guidelines should be followed in compliance with, all relevant legislation and WSUIC's policies.

## Scope

The scope of these guidelines extends to the WSUIC's campus at 100 George St and any WSUIC operations that are co-located on Western Sydney University grounds.

## Definitions

### *Emergency*

Means an unplanned event, which may jeopardise the safety of person/s on or near a site owned or occupied by WSUIC, WSU/Navitas, result in significant damage to property or equipment, significantly disrupt the normal business operations of WSUIC or its contractors, result in death or catastrophic injury to a person/s on campus. An emergency may require an immediate response from WSUIC in cooperation with Western Sydney University/Navitas and Emergency Services. The impact on operations potentially ranges from moderate to severe. An Emergency has the potential to escalate to a Crisis depending on its impact.

### *Crisis*

Crisis is an inherently abnormal, unstable and complex situation that represents a threat to the strategic objectives, reputation or existence of an organization and require a considered, coordinated and immediate response to prevent the situation from significantly worsening and to minimise future ramifications. Crisis incidents may be physical, such as major fires, or they may be intangible such as a political issue with potential to significantly damage WSUIC and or Western Sydney University's or Navitas' operations and/or reputation. This category will be assessed and determined by WSUIC's College Director and Principal and managed by Crisis Management Leadership Team which will include the below mentioned.

- WSUIC's College Director and Principal
- Western Sydney University Director, Campus Safety & Security
- Western Sydney University /Navitas Media Unit
- Navitas CEO, University Partnerships Australasia
- Navitas EGM, University Partnerships Australasia
- Additional member/s as deemed appropriate



### *Desktop exercises*

An activity simulating an emergency event through activation of alarms and deployment of personnel, in order to —

- i. review/test the planning process and procedures;
- ii. Identify needs and planning inadequacies;
- iii. demonstrate capabilities and communication; and
- iv. foster working together as a team.

### **Key legislation which informs the development of this document:**

- AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines
- AS/NZS 4801:2001 Occupational Health and Safety Management Systems – Specification with guidance for use
- AS/NZS 3745:2010 Planning for Emergencies in Facilities
- AS 1851: 2005 Maintenance of Fire Protection Systems and Equipment
- AS 5050:2010 Business Continuity – Managing Disruption-related Risk
- NSW - Work Health and Safety Act 2011
- NSW - Work Health and Safety Regulation 2011

### **Statement**

An emergency could occur at a number of levels within the WSUIC, and may affect the operations as whole, or a specific office or work area. WSUIC's Critical Incident Coordinating Team (CIC Team) as defined in Critical Incident Management Policy, oversees the emergency prevention and preparedness. The Emergency Response and Recovery Management Guidelines outline the correct emergency response procedure for different types of emergencies.

### **Emergency action summary**

In the event of an emergency:

1. REMAIN CALM
2. Quickly assess the extent of the Emergency
3. Notify Critical Incident Management Team and personnel in the immediate area
4. Do not attempt any action that would jeopardise your safety or the safety of any other person
5. Contact Campus Safety and Security on 1300 737 003 and provide the following information:
  - Who is calling and your present location
  - The specific nature and location of the emergency
  - The phone extension you are calling from
  - If known, the nature and extent of any injuries to persons



6. If it is safe to do so, and your assistance is not required at the emergency site, remain at the phone you are calling from until assistance arrives.
7. When instructed to evacuate the area, proceed in a calm, orderly manner to the designated safe areas.
  - o DO NOT assemble near any building or other structure
  - o Take your personal belongings e.g coat, handbag, briefcase with you
  - o Don't lock doors as you leave
  - o Under no circumstances re-enter the buildings until authorised to do so by the Emergency Controller or their representative.
8. Please remain calm as assistance will be sent to your location.

### **Emergency recovery**

After an emergency it may be necessary for the scene to be preserved to allow for an external investigation. For information on whether a scene needs to be preserved, contact WSUIC's CIC Team or Campus Safety and Security.

### **Re-entering a building**

Once a building has been evacuated, re-occupation of the building can be authorised by the emergency controller and/or an external emergency services representative. In determining the suitability of the area to be re-occupied and to resume normal operations the following factors should take into consideration:

- o Any hazards and the ongoing health and safety of occupants
- o Advice regarding the structural integrity and/or serviceability of buildings and/or equipment
- o Any subsequent potential emergencies if operations are re-instituted
- o The need to preserve the scene if there is to be a subsequent investigation by police and/or SafeWork NSW.

Where applicable and appropriate the decision to re-occupy and/or commence operations will be taken in consultation with staff.

### **Report**

At the first practicable opportunity following the conclusion of an emergency, but no later than 24 hours after the emergency, the responsible manager and/or supervisor must ensure that a report regarding the emergency and organisational response is sent to the CIC Team, who are responsible for further reporting to Navitas and WSU. The Quality and Compliance Manager is responsible for lodging the incident report through Tickit within 24 hrs.

### **De-Brief**

Within 7 days of the conclusion of the emergency, the CIC Team will conduct a formal review of the events and processes affecting the emergency to ensure that the Emergency Response Guidelines remain appropriate and competent. Where deficiencies or weaknesses are identified, a written strategy will be developed to rectify these together with a timeframe.



## EMERGENCY COLOUR CODING

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

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

## EMERGENCY AND CRISIS CATEGORIES

The following table categorises Incidents as per Australian Standards AS 3745-2010 colour coding.

CATEGORY	INCIDENT OR EVENT
FIRE	<a href="#">Bush Fire</a>
	<a href="#">Explosion – Minor</a>
	<a href="#">Explosion – Major</a>
	<a href="#">Fire – Minor</a>
	<a href="#">Fire – Major</a>
	<a href="#">Fire Alarm</a>
MEDICAL EMERGENCY	<a href="#">Deceased Person</a>
	<a href="#">Drug Overdose</a>
	<a href="#">Electric Shock</a>
	<a href="#">Health Issue - Serious/Disease Outbreak</a>
	<a href="#">Injury - Minor</a>
	<a href="#">Injury - Major</a>
	<a href="#">Suicide</a>
	<a href="#">Attempted Suicide</a>
BOMB THREAT	<a href="#">Bomb - Threat</a>
	<a href="#">Bomb - Found</a>
	<a href="#">Bomb - Mail</a>
INTERNAL EMERGENCY	<a href="#">Mail/Package - Suspicious</a>
	<a href="#">Air Supply Contamination</a>
	<a href="#">Biological/Radiological Hazard</a>
	<a href="#">Confined Spaces Emergency</a>
	<a href="#">Environmental Pollution</a>
	<a href="#">Gas Leak</a>
	<a href="#">Lift Failure</a>
	<a href="#">Motor Vehicle Accident - On Campus</a>
	<a href="#">Power Failure</a>
	<a href="#">Structural Damage to Building/s</a>
	<a href="#">Toxic/Chemical Release</a>
	<a href="#">Trespass</a>
	<a href="#">Water Leak</a>



<b>PERSONAL THREAT</b>	<a href="#">Armed Hold Up</a>
	<a href="#">Assault</a>
	<a href="#">Sexual Assault</a>
	<a href="#">Hostage/Siege</a>
	<a href="#">Threats – Written or Taped</a>
	<a href="#">Violence - Minor</a>
	<a href="#">Violence - Major</a>
	<a href="#">Violent or Threatening Person</a>
	<a href="#">Communications Failure</a>
	<a href="#">Motor Vehicle Accident Off Campus</a>
<a href="#">Storm/Severe Weather</a>	
<b>EVACUATION</b>	<a href="#">Evacuation</a>

## WARDEN IDENTIFICATION

In an Emergency, Evacuation / Building Wardens wear coloured hard hats and high visibility vests that identify them as members of the Wardens.

Colour coding for hard hats is as follows:

ROLE	IDENTIFICATION
Chief Warden	White Hard Hat, Red/Yellow High Visibility Vest
Deputy Chief Warden	White Hard Hat, Red/Yellow High Visibility Vest
Floor/Area Warden	Yellow Hard Hat, Red/Yellow High Visibility Vest
Warden	Red Hard Hat, Red/Yellow High Visibility Vest
First Aid	Green Hard Hat with white cross, Red High Visibility Vest



# FIRE



# BUSH FIRE

## THREAT

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

## PERSON DISCOVERING FIRE

- Alert persons in the vicinity of the fire
- Notify the Campus Emergency Number Ext 1300 737003 and WSUIC's CIC Team.
- Extinguish the fire – **only if safe to do so** and competent in use of applicable firefighting equipment

## IF THE FIRE IS TOO DANGEROUS TO FIGHT –

- Activate nearest Break Glass Alarm
- Evacuate the immediate vicinity
- Turn off ignition sources and gas in any threatened buildings but **only if safe to do so**
- Evacuate any threatened building and close all windows and doors
- Meet and update Wardens at designated evacuation point
- If evacuation point is in danger of being overcome by smoke, flying embers or heat, then a partial or full campus wide evacuation will be directed by Campus Safety & Security or by Emergency Services attending
- In the event of a campus wide evacuation, WSUIC's CIC Team and Campus Safety & Security will advise the safest route out of the campus, in conjunction with attending emergency services

## INITIAL RESPONSE

- Establish the exact location of the fire
- Establish the extent and trend of the fire
- Establish if there are any persons immediately at risk
- Contact Emergency Services & provide the name and contact details of the informant
- Ensure that all persons are evacuated from any threatened buildings
- Update Security upon arrival who will in turn update emergency services





# EXPLOSION - MINOR

## THREAT

A minor explosion has occurred on the Campus.

## WARDEN RESPONSE

- Establish the exact location of the explosion
- Establish if there are any persons injured or trapped
- Inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security – Ext 1300 737 003 and WSUIC's CIC Team.
- Provide first aid or inform nearest first aider **only if safe to do so**
- Evacuate all persons.
- Deploy appropriately trained personnel to combat any small fires pending the arrival of the Fire Brigade
- Those suffering minor injuries should be treated at the Assembly Area.
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)
- Attempt to account for all persons in the affected area at the time of the explosion - any persons unaccounted for should be brought to the attention of emergency services
- All efforts must be made to preserve the physical and legal integrity of all evidence Nothing must be touched without the permission of the Senior Security Officer present
- Make no comment to media, referring them WSUIC's CIC Team who should further refer them to WSU Office of Public Affairs/Navitas.
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services

## INITIAL RESPONSE

- A 'no-go' zone should be placed around the scene. Only authorised persons should be permitted inside this restricted area
- Details of witnesses should be documented and referred to the Police
- Provide comfort, counselling, communications and transport as required to those affected by the explosion



# EXPLOSION - MAJOR

## THREAT

A major explosion has occurred on Campus.

## WARDEN RESPONSE

- Establish the exact location of the explosion
- Establish if there are any persons injured or trapped
- Inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security – Ext 1300 737 003 and WSUIC's CIC Team.
- Provide first aid or inform nearest first aider **only if safe to do so**
- Evacuate all persons.
- Consider your safety in the treatment of seriously injured persons
- Those suffering minor injuries should be treated at the Assembly Area.
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)
- Attempt to account for all persons in the affected area at the time of the explosion - any persons unaccounted for should be brought to the attention of emergency services
- All efforts must be made to preserve the physical and legal integrity of all evidence Nothing must be touched without the permission of the Senior Security Officer present
- Make no comment to media, referring them WSUIC's CIC Team who should further refer them to WSU Office of Public Affairs/Navitas.
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services

## INITIAL RESPONSE

- A 'no-go' zone should be placed around the scene. Only authorised persons should be permitted inside this restricted area
- Details of witnesses should be documented and referred to the Police
- Provide comfort, counselling, communications and transport as required to those affected by the explosion



## **FIRE - MINOR**

### **THREAT**

There is a minor fire on Campus.

### **PERSON DISCOVERING FIRE**

- Alert persons in the vicinity of the fire
- Inform Emergency Services – 000 and provide your name and contact details
- Notify the Campus Safety & Security – Ext 1300 737003 and WSUIC's CIC Team.
- Extinguish the fire – **only if safe to do so** and competent in use of applicable firefighting equipment

### **IF THE FIRE IS TOO DANGEROUS TO FIGHT –**

- Activate nearest Break Glass Alarm
- Evacuate the immediate vicinity (use the nearest available safe exits)
- Attempt to contain fire and smoke by closing all windows and doors as area is evacuated
- Leave the area by the nearest safe exit

### **INITIAL RESPONSE**

- Establish the exact location of the fire
- Establish the extent and trend of the fire
- Establish if there are any persons injured or trapped
- Deploy appropriately trained personnel to combat any small fires pending the arrival of the Fire Brigade
- Ensure that all persons are evacuated from the building



## **FIRE - MAJOR**

### **THREAT**

There is a major fire on campus.

### **PERSON DISCOVERING FIRE**

- Alert persons in the vicinity of the fire
- Activate nearest Break Glass Alarm
- Inform Emergency Services – 000 and provide your name and contact details
- Notify the Campus Safety & Security - 1300 737 003 and WSUIC's CIC Team.
- Extinguish the fire – **only if safe to do so** and competent in use of applicable firefighting equipment

### **IF THE FIRE IS TOO DANGEROUS TO FIGHT –**

- Evacuate the immediate vicinity (use ALL available safe exits)
- Attempt to contain fire and smoke by closing all windows and doors as area is evacuated
- Leave the area by the nearest safe exit

### **INITIAL RESPONSE**

- Establish the exact location of the fire
- Establish the extent and trend of the fire
- Establish if there are any persons injured or trapped
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)
- Attempt to account for all persons in the affected area at the time of the fire - any persons unaccounted for should be brought to the attention of emergency services
- All efforts must be made to preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the Senior Security Officer present
- Make no comment to media, referring them WSUIC's CIC Team who should further refer them to WSU Office of Public Affairs Navitas.
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services
- Consider if a broader evacuation is required.



# FIRE ALARM

## THREAT

A fire alarm has been activated on campus.

## PERSONS ON SITE

- Proceed to Evacuation Assembly Area and await further instructions

## EMERGENCY WARDENS

- Deploy 'sentries' to safe locations outside building entrances (if applicable)
- Evacuate and check designated areas
- Assist as required, staff, students and visitors

## WARDEN RESPONSE

- Obtain back-up and proceed to building in alarm
- Attend Fire Indicator Panel and determine zone in alarm
- Liaise with Campus Safety & Security
- Investigate source of alarm
- If no evidence of a fire:
  - Return to Fire Indicator Panel
  - Update Emergency Controller
  - Update Fire Brigade on arrival
- If evidence of a fire:
  - Ensure that all persons are evacuated from the building
  - **If safe to do so**, coordinate local firefighting efforts deploying appropriately trained personnel to combat any small fires pending the arrival of the Fire Brigade
- If too dangerous to fight fire:
  - Attempt to contain fire by closing (but not locking) doors and windows (if safe to do so)
  - Ensure that persons are kept away from building and Fire Brigade ingress route
  - Leave building – meet and update Fire Brigade on arrival.



# **MEDICAL EMERGENCY**



## DECEASED PERSON

### THREAT

A deceased person has been located on Campus.

### PERSON FINDING THE DECEASED

- Confirm the person is deceased but **only if safe to do so**
- Do not disturb the body or the surrounding area
- Notify Campus Safety & Security - 1300 737 003 and WSUIC's CIC Team.
- Inform Emergency Services – 000 and provide your name and contact details
- Prevent unauthorised access to the area

### INITIAL RESPONSE

- Establish the exact location of the person(s)
- Remain calm
- Isolate the site where the Incident has occurred
- Segregate any witnesses in private area away from Incident scene
- Segregate any friends/colleagues of the deceased in private area away from Incident scene
- Avoid contact with blood and other body fluids by using personal protective equipment
- If practicable, ensure that the body cannot be disturbed until emergency services arrive
- Confirm that Emergency Services have been notified
- Do not interfere with any evidence
- Comfort witnesses/colleagues. Advise H.R and consider E.A.P
- Collect accurate information about the Incident



# **ELECTRIC SHOCK**

## **THREAT**

A person on the Campus has received an electric shock.

## **PERSON FINDING THE VICTIM**

- Avoid direct contact with the affected person while they are in contact with the current
- Break the contact by switching off the current but **USE EXTREME CAUTION** in doing this
- If the above action is not possible, stand on something dry (blanket, rubber mat, newspapers) and break the contact by pushing the affected person free with a wooden pole or board, or pulling with a loop of rope around an arm or a leg or by grabbing their clothing, avoiding zippers and other metal objects.
- Delegate a person to contact Campus Safety & Security 1300 737 003 and WSUIC's CIC Team.

## **INITIAL RESPONSE**

- Avoid direct contact with the affected person while they are in contact with the current
- Check that power has been disconnected, if not immediately disconnect power source
- If necessary, provide first aid or inform nearest first aider
- Inform Emergency Services – 000 and provide your name and contact details
- Isolate area – keep onlookers away from any possibly live or energised equipment
- Ensure that evidence material or any post incident investigation is not interfered with





# **HEALTH ISSUE – SERIOUS DISEASE OUTBREAK**

## **THREAT**

There is a serious health issue, or a general health threat, such as an outbreak of Legionella, meningitis, Covid -19, SARS, an Avian Influenza pandemic or food poisoning affecting the Campus.

## **INITIAL RESPONSE**

- Confirm the exact location of the hazard (Building, Level and Room No.)
- Confirm the name and telephone number/location of the informant and notify WSUIC's CIC Team.
- If the matter requires the urgent attention of emergency services
  - Inform Emergency Services – 000 and provide your name and contact details.
- Take immediate actions to secure the safety and well-being of all at incident location
- Isolate the area of contamination
- Inform Campus Safety & Security – 1300 737 003
- If required, seek information regarding containment from the Department of Health
- If it is safe to do so, provide first aid or inform nearest first aider
- Ensure that evidence material or any post incident investigation is not interfered with



## **INJURY - MINOR**

A person has sustained a minor injury on the Campus.

### **INITIAL RESPONSE**

- Establish the exact location of the Incident or Event
- If required inform Emergency Services - 000 & provide your name and contact details
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- Ensure the area is safe, looking for any potential slip, trip or fall
- If necessary, provide first aid or inform nearest first aider
- Avoid contact with blood and other body fluids by using protective gloves
- Ensure that evidence material or any post Incident investigation is not interfered with

## **INJURY - MAJOR**

### **THREAT**

A person has sustained a major injury on the Campus.

### **INITIAL RESPONSE**

- Establish the exact location of the Incident or Event
- Inform emergency Services if required - 000 and provide your name and contact details
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- Ensure the area is safe prior to providing first aid & provide first aid where able
- Avoid contact with blood and other body fluids by using personal protective equipment
- Identify extent of injuries and advise Campus Safety & Security / emergency services upon arrival
- If required, move the person to a safe location, but only if absolutely necessary and only to prevent further injury
- Ensure that evidence material or any post Incident investigation is not interfered with



# SUICIDE

## THREAT

A person has committed suicide on the Campus.

## PERSON FINDING THE DECEASED

- Confirm the person is deceased but **only if safe to do so**
- Do not disturb the body or the surrounding area
- Inform Emergency Services – 000 and provide your name and contact details
- Notify WSUIC's CIC Team and Campus Safety & Security - 1300 737 003
- Prevent unauthorised access to the area

## INITIAL RESPONSE

- Establish the exact location of the person(s)
- Remain calm
- Isolate the site where the death has occurred
- Segregate any witnesses in private area away from Incident scene
- Segregate any friends/colleagues of the deceased in private area away from the scene
- Avoid contact with blood and other body fluids by using personal protective equipment
- If practicable, ensure that the body cannot be disturbed until emergency services arrive
- Do not interfere with any evidence
- Comfort witnesses/colleagues. Advise H.R and consider E.A.P if appropriate



# ATTEMPTED SUICIDE

## THREAT

A person has attempted suicide on the Campus.

## PERSON FINDING THE VICTIM

- Confirm specific information (name, location, behavior) **only if safe to do so**
- Inform Emergency Services – 000 and provide your name and contact details
- Notify WSUIC's CIC Team and Campus Safety & Security - 1300 737 003
- Prevent unauthorised access to the area

## INITIAL RESPONSE

- Establish the exact location of the victim(s)
- Remain calm
- Isolate the site where the incident has occurred
- Ensure no one is in immediate danger
- Administer First Aid as necessary (avoid contact with blood or other body fluids by using personal protective equipment)
- Call emergency services for medical advice, ambulance/police support: Phone 000
- Segregate any witnesses in private area away from Incident scene
- Segregate any friends/colleagues of the offender in private area away from the scene
- Do not interfere with any evidence
- Comfort witnesses/colleagues. Advise H.R and consider E.A.P if appropriate



# **NEEDLESTICK INJURY**

## **THREAT**

A person has been injured by a syringe on the Campus.

## **PERSON RECEIVING INJURY**

- Wash effected area around the puncture for at least 30 seconds using soap and warm water
- Immediately seek medical attention
- Contact WSUIC's CIC Team and Campus Safety & Security 1300 737 003

## **INITIAL RESPONSE**

- Confirm the exact location of the hazard (Building, Level and Room No.)
- Have someone remain at the scene to ensure the safety of others until Campus Safety & Security arrive
- Dispose of the syringe by placing in a sharps container
- The syringe should be handled only with approved tongs
- CAUTION: Do not handle in a way which is likely to cause injury



# **BOMB THREAT**



# BOMB - THREAT

## THREAT

A bomb threat has been received on the Campus.

## PERSON RECEIVING THREAT

- Remain calm
- Take the threat seriously
- Obtain as much detail about the bomb as possible i.e.
  - **WHERE** Exactly is it – which building?
  - **WHEN** Will it explode?
  - **WHAT** Does it look like?
  - **WHAT** Will make it explode?
  - **DID** You place the bomb?
  - **WHY** Did you place the bomb?
  - **WHO** Are you?
  - **HOW** Can we contact you?
- When the call is complete **DO NOT** hang up the phone
- Notify WSUIC's CIC Team and Campus Safety & Security – 1300 737 003 on a land line - **DO NOT** use a mobile phone or two-way radio
- Complete the 'Bomb Threat Check List' (Annexure 1)

## INITIAL RESPONSE

- Confirm the name and telephone number/location of the informant
- Evacuate the building upon advice only from the Police / Security Operations Manager
- If evacuating in response to a suspected bomb being discovered or as a precaution:
  - Evacuation should be initiated no later than 30 minutes prior to any detonation deadline
  - Persons should take bags & personal belongings with them
  - Where practicable, doors & windows should be left open
  - Persons must not assemble in any location that is line of sight to a possible danger area
  - Building re-entry should only be considered and after consultation with police and security
- When evacuation is not considered necessary in response to a bomb threat, staff should always be given the option of leaving the building along with their students and any visitors
- Notify staff resident in the building/area affected by the call and advised of what action is being taken in relation to the call



# BOMB - FOUND

## THREAT

A suspected bomb has been located on the Campus.

## PERSON FINDING SUSPECTED BOMB

- DO NOT** touch, tilt or tamper the suspect object
- Remain calm
- Note the appearance, sound and exact location of the object
- Keep other persons away from the object
- Inform Emergency Services – 000 and provide your name and contact details
- Notify WSUIC's CIC Team and Campus Safety & Security – 1300 737 003 on a land line - **DO NOT** use a mobile phone or two-way radio
- Evacuate the area
- If possible, leave internal doors (not fire doors) and windows open

## SAFETY PRECAUTIONS

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

## PERSON DISCOVERING ITEM

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

## INITIAL RESPONSE

- Observe object and note appearance – DO NOT TOUCH
- Ensure that persons are evacuated from the immediate vicinity
- Inform Emergency Services – 000 and provide your name and contact details
- Evacuate potential danger area and cordon-off
- If located in an outside room with windows - cordon off outside area
- Complete an WH&S Incident Report





# **BOMB - MAIL**

## **THREAT**

A suspected mail bomb has been located on the Campus.

## **PERSON DISCOVERING**

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

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

## **SAFETY PRECAUTIONS**

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

## **PERSON DISCOVERING ITEM**

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

## **INITIAL RESPONSE**

- Observe object and note appearance – DO NOT TOUCH
- Ensure that persons are evacuated from the immediate vicinity
- Inform Emergency Services – 000 and provide your name and contact details
- Do not use 2-way radio or mobile phone in vicinity of suspect object
- Evacuate potential danger area and cordon-off
- If located in an outside room with windows - cordon off outside area



# MAIL/PACKAGE - SUSPICIOUS

## THREAT

The Campus has received suspicious mail or a suspicious package

## RECOGNITION POINTS

### Origin

- Unusual postmark
- Unknown source

### Labelling

- Poor Handwriting or Typing
- Misspelling of common words
- Restrictive markings

## Physical Characteristics

- Unusual size, shape, weight, feel, sound or smell
- Excessive tape
- Excessive postage
- Discoloration, stains or powdery deposits
- Perforations or protruding objects

## PERSON DISCOVERING ITEM

- Carefully place on nearest level surface
- Do not open, smell, touch, tilt, tamper or taste
- Isolate the area – move/keep people away from suspect article
- Inform applicable Supervisor/Manager
- Advise WSUIC's CIC Team and Campus Safety & Security – 1300 737 003 – include following information:
  - Exact location in building
  - Description of the suspicious article
  - Initial actions on discovery
  - Number of persons in affected area

## INITIAL RESPONSE

- Inform Emergency Services – 000 and provide your name and contact details
- Do not handle unnecessarily or roughly
- Do not smoke in the immediate vicinity
- Do not subject to open flame, excessive heat or direct sunlight
- Do not immerse in water
- Evacuate immediate vicinity – move persons to area where they would not be exposed to potential blast/fragmentation danger
- Keep people away from potential danger



# INTERNAL EMERGENCY



# AIR SUPPLY CONTAMINATION

## THREAT

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

## INITIAL RESPONSE

### Evacuate all persons from the affected area

Providing it is safe to do so:

- Ensure that the suspect air handling system is immediately shut down
- If necessary, evacuate the area/s serviced by the suspect system
- Inform Emergency Services – 000 and provide your name and contact details
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff
- Attempt to account for all persons in the affected area at the time of the fire - any persons unaccounted for should be brought to the attention of emergency services
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services
- If necessary, provide first aid or inform nearest first aider
- Cordon off the suspect plant or room(s) to prevent unauthorised access  
Where practicable, naturally ventilate the affected area/s



# **BIOLOGICAL/RADIOLOGICAL HAZARD**

## **THREAT**

The site suffers from a serious radioactive or biological release.

## **PERSON DISCOVERING**

- Treat the entire area as contaminated
- Evacuate the immediate vicinity. Persons should assemble in a safe area, upwind from any possible airborne hazard, where they are not exposed to further risk
- Notify WSUIC's CIC Team and the Campus Safety & Security – 1300 737 003
- Prevent unauthorised access to hazardous area

## **INITIAL RESPONSE**

- Confirm the exact location of the hazard (Building, Level and Room No.)
- Inform Emergency Services – 000 and provide your name and contact details
- Isolate area and identify substance / hazard if possible
- If necessary, provide first aid or inform nearest first aider
- Keep a log of times and actions
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff
- Attempt to account for all persons in the affected area at the time of the fire - any persons unaccounted for should be brought to the attention of emergency services
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services
- Assist specialist personnel and Emergency Services if applicable and safe to do so
- Ensure that evidence material or any post Incident investigation is not interfered with
- Where the health risk is high, ensure safe evacuation of non-essential personnel from site and from potentially affected adjacent areas
- Secure the incident location and any high-security materials and assets



## CONFINED SPACES EMERGENCY

A person has become trapped in a confined space.

### WARNING - CONFIRM AREA SAFE PRIOR TO

#### APPROACHING INITIAL RESPONSE

- Establish the exact location of the incident
- Inform Emergency Services – 000 and provide your name and contact details
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- Isolate the area
- If necessary, provide first aid or inform nearest firstaider
- Provide re-assurance and comfort to the victim
- Disperse spectators
- Assist specialist personnel and emergency services if applicable and safe to do so

## ENVIRONMENTAL POLLUTION

Major environmental pollution caused by campus activities.

### WARNING - CONFIRM AREA SAFE PRIOR TO

#### APPROACHING PERSON DISCOVERING

- Treat the entire area as contaminated
- Evacuate the immediate vicinity. Persons should assemble in a safe area, upwind from any possible airborne hazard, where they are not exposed to further risk
- Notify WSUIC's CIC Team and the Campus Safety & Security – 1300 737 003
- If during business hours, notify Capital Works & Facilities - Ext: 1720
- Prevent unauthorised access to hazardous area

#### INITIAL RESPONSE

- Confirm the exact location of the hazard (Building, Level and Room No.)
- Confirm that the applicable specialist/s have been informed
- Inform Emergency Services – 000 and provide your name and contact details
- Isolate area
- If necessary, provide first aid or inform nearest firstaider
- Keep a log of times and actions
- Assist specialist personnel and emergency services if applicable and safe to do so
- Ensure that evidence material or any post Incident investigation is not interfered with



# **GAS LEAK**

## **THREAT**

There is a gas leak on the Campus.

## **PERSON DISCOVERING LEAK**

- WARNING - CONFIRM AREA SAFE PRIOR TO APPROACHING**
- Do not enter any confined area where there is a risk of being overcome by gas
- Where applicable, evacuate persons from the affected area and assemble them in a well-ventilated area where they are not exposed to further risk.
- Notify WSUIC's CIC Team and the Campus Safety & Security – 1300 737 003
  - Exact location in building
  - Description of the suspicious article
  - Initial actions on discovery
  - Number of persons in affected area
- Prevent unauthorised access to hazardous area

## **INITIAL RESPONSE**

- Where applicable, evacuate persons from the affected area and assemble them in a well-ventilated area where they are not exposed to further risk
- Inform Emergency Services – 000 and provide your name and contact details
- If safe & trained to do so, isolate gas supply
- Ensure no naked flames or smoking throughout the building
- Ventilate the affected area
- If major leak, evacuate the building
- Do not allow any electrical equipment to be operated in the immediate vicinity and do not touch any electrical equipment



## LIFT FAILURE

### THREAT

A Campus lift has failed.

### INITIAL RESPONSE

- Ascertain if someone is in the lift
- If so, ascertain their condition (e.g. disturbed, calm, etc)
- Reassure the occupant
- Do not attempt to release persons from the lift car
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, inform Emergency Services – 000 and provide your name and contact details
- If person is calm, then ensure that lift contractor is notified and await their attendance
- Continue to reassure the occupant

## MOTOR VEHICLE ACCIDENT ON CAMPUS

A motor vehicle accident involving a vehicle utilised by staff/students on WSUIC's business occurs on the Campus.

### INITIAL RESPONSE

- Establish the exact location of the accident
- Identify if there are any injuries
- If necessary, provide first aid or inform nearest first aider but **only if safe to do so**
- If there is an injury or substantial damage, inform Emergency Services – 000 and provide your name and contact details
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- Isolate the area until emergency services arrive
- Obtain details of those involved i.e. names, addresses, telephone numbers, vehicle details etc.
- Obtain details of events
- Identify any witnesses and request them to remain until police arrive
- Where witness(es) cannot wait for Police attendance, their details are to be noted
- Ensure that evidence material or any post Incident investigation is not interfered with





# POWER FAILURE

## THREAT

The Campus is experiencing a power failure.

## PERSONS AFFECTED

- Students should remain in their classrooms
- Teachers should wait at doorway until advised on the anticipated duration of the power failure and any instructions regarding whether to evacuate or not

## INITIAL RESPONSE

- Establish whether power failure is building, site or locality - specific
- Inform WSUIC's CIC Team and Campus Safety & Security -: 1300 737 003 who will inform timetabling in the event that a class is in progress or scheduled

## AFTER HOURS

- Inform Capital Works and Facilities via Campus Safety & Security – 1300 737 003
- Ensure all staff are informed
- Evacuate buildings
- Assist as required
- Complete the following Power – Dependent Systems checklist

## POWER-DEPENDANT SYSTEMS

SYSTEM/SERVICE	OPERATIONAL OR NON-OPERATIONAL
PABX	
Lifts	
Computers	
Security Alarms	
Fire Alarms	
Emergency Lighting	
Refrigeration Systems	



# STRUCTURAL DAMAGE TO BUILDINGS

## THREAT

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

## WARNING - CONFIRM AREA SAFE PRIOR TO

### APPROACHING PERSON DISCOVERING DAMAGE

- Alert all persons in the immediate vicinity using the Break Glass fire alarm
- Inform Emergency Services – 000 and provide your name and contact details
- Notify WSUIC's CIC Team and the Campus Safety & Security - 1300 737003

### IF THE DAMAGE POSES AN IMMEDIATE DANGER –

- Activate nearest Break Glass Alarm
- Evacuate the immediate vicinity (Use ALL available safe exits)

## INITIAL RESPONSE

- Establish the exact location of the building
  - Establish the extent of the damage
  - Establish if there are any persons injured or trapped
  - Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)
  - Attempt to account for all persons in the affected area at the time of the damage being identified - any persons unaccounted for should be brought to the attention of emergency services
  - All efforts must be made to preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the Senior Security Officer present
  - Make no comment to media, referring them to WSUIC's CIC Team and who will refer them to WSU- the Office of Public Affairs/Navitas.
  - Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services
- Consider if a broader evacuation is required



# TOXIC/CHEMICAL RELEASE

## THREAT

A chemical spill or atmospheric release occurs at a Campus, creating an environmental and/or health issue, with the potential to cause soil, ground water, or airborne contamination.

## WARNING - CONFIRM AREA SAFE PRIOR TO

### APPROACHING PERSON DISCOVERING

- Treat the entire area as contaminated
- Evacuate the immediate vicinity. Persons should assemble in a safe area, upwind from any possible airborne hazard, where they are not exposed to further risk
- Inform Emergency Services – 000 and provide your name and contact details
- Notify WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- Prevent unauthorised access to hazardous

area **Evacuate all persons from the**

**affected area Providing it is safe to do so:**

- Ensure that the air handling system is immediately shut down
- If necessary, evacuate the area/s serviced by the suspect system(s)
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff
- Attempt to account for all persons in the affected area at the time of the fire - any persons unaccounted for should be brought to the attention of emergency services
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services
- If necessary, provide first aid or inform nearest first aider
- Cordon off the suspect plant or room(s) to prevent unauthorised access
- Where practicable, naturally ventilate the affected area/s

## INITIAL RESPONSE

- Confirm the exact location of the hazard (Building, Level and Room No.)
- If necessary, provide first aid or inform nearest first aider
- Keep a log of times and actions
- Assist specialist personnel and Emergency services if applicable and safe to do so
- Ensure that evidence material or any post Incident investigation is not interfered with



# TRESPASS

## THREAT

A person or persons are trespassing on the Campus. A trespasser is regarded as someone who comes onto campus with no reasonable or lawful purpose, is not invited, could not be considered a member of the WSUIC and whose presence is not approved or authorised.

## PERSON ENCOUNTERING TRESPASSER

- Do not approach the trespasser
- Notify WSUIC's CIC Team and the Campus Safety & Security – 1300 737 003
- Make a mental note of the description of the trespasser i.e. male/female, height, age, clothing etc.

## INITIAL RESPONSE

- Establish the exact location of the trespasser
- In the absence of any other criminal offence for which the person is suspected of involvement in, the objective is to ensure that the person leaves the premises/property without confrontation
- In the absence of evidence to the contrary, assume that the person trespassed with innocent intentions
- Politely ascertain if the person has a lawful excuse for being on the premises/property
- Where practicable, when dealing with a trespasser, obtain assistance from other staff
- If satisfied that the person is trespassing, advise them that they are not authorised to be on the property and request them to leave
- If they refuse, politely advise them that they are trespassing and Police will be called
- If they still refuse to leave, notify Police, obtain back-up from other staff (where practicable) and ideally remain in the vicinity of the trespasser until Police arrive
- Where possible, the removal of a trespasser should be dealt with only by Police and unless absolutely critical to the safety of yourself or others, do not attempt to physically intervene in the trespassers removal
- Take a mental note of the person/s description



# **WATER LEAK**

## **THREAT**

The Campus has been affected by a water leak.

## **INITIAL RESPONSE**

- Evacuate the affected area
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003 who will in turn contact Capital Works & Facilities
- If practicable, isolate the source of flooding/water leakage
- Prevent unauthorised access to the affected area
- In the event that material and documents are water soaked find a location to which they can be transferred. This location should:
  - Be adequately ventilated
  - Have easy access to exterior of building and be on the ground floor
  - Water soaked materials should not be placed in an area where they might cause collateral water damage to other materials e.g... Rugs, carpets etc.
  - Follow up action may involve the pumping out of the affected area and the removal of undamaged materials



# **PERSONAL THREAT**



# ARMED HOLD-UP

## THREAT

An armed hold-up has occurred on the campus

## PERSONS INVOLVED

During the Incident:

**DON'T BE A HERO** - stay calm. Your safety and the safety of those around you are of paramount importance. If you are not directly involved stay clear.

**DON'T ARGUE** - obey the offenders' instructions. But do only what you are told and no more. Do not volunteer any information.

**BE DELIBERATE** in your actions. If you are ordered to do something by the perpetrator. Avoid sudden movements.

**DON'T STARE** at the perpetrator. Avoid direct eye contact.

**MAKE A MENTAL NOTE** of everything you can about the perpetrator. In particular note speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos.

Try and **OBSERVE ANY VEHICLE** used by the perpetrator

If you can without risk take note of the registration number, type, colour and any distinguishing features. After the perpetrator has left:

**HELP** any person who has been injured

Activate **DURESS ALARM** (if applicable) or **your nearest emergency contact point** **INFORM** the WSUIC's CIC Team and Campus Safety & Security – 1300 737 003

**LOCK DOORS** to secure crime scene

**RECORD** your observations in writing as quickly as you can after the Hold-Up. (The Police need individual impressions of what happened, uninfluenced by others.)

## INITIAL RESPONSE

- Establish the exact location of the armed robbery
- Inform Emergency Services – 000 and provide your name and contact details
- Confirm if any persons injured and ensure appropriate medical treatment is provided
- Confirm offenders have left and obtain brief description
- If necessary, provide first aid or inform nearest firstaider
- Obtain names, addresses and telephone numbers from all persons involved together with brief details of Incident including description of offender/s, estimated value of cash/valuables stolen
- Ask witnesses to remain until the Police arrive
- Provide a quiet place for witnesses to sit down and offer them a cup of coffee or tea.
- Obtain names of attending police and their station
- Remain on site until otherwise directed by Campus Safety & Security, managers or other senior staff
- Ensure that evidence material or any post Incident investigation is not interfered with



# ASSAULT

## THREAT

An assault has occurred on campus

## INITIAL RESPONSE

- Assess the situation
- Remain calm
- Obtain assistance
- Do not provoke the assailant or aggravate the situation
- If safe to do so, assist the victim (e.g. determine if first aid or medical attention is required and action accordingly)
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the Incident:
  - Full details of victim
  - Circumstances surrounding the Incident
  - Witnesses
  - Description/details of assailant/s
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- Ensure that evidence material or any post Incident investigation is not interfered with

## If Serious Assault:

- Inform Emergency Services – 000 and provide your name and contact details
- In advising the Police - include:
  - Description of offender/s
  - Any weapon/s
  - Vehicle/s
  - Last known whereabouts
  - Direction of travel
- If necessary, provide first aid or inform nearest firstaider
- Cordon off the scene of the Incident
- Identify any witnesses and request them to remain until police arrive
- Where witness(es) cannot wait for Police attendance, their details are to be noted
- If offender is still present on-site, ensure that victim and witness(es) are isolated from the person

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





# SEXUAL ASSAULT

## THREAT

An act of sexual assault has occurred on campus

## INITIAL RESPONSE

- Assess the situation
- Remain calm
- Obtain assistance
- Do not provoke the assailant or aggravate the situation
- If safe to do so, assist the victim (e.g. determine if first aid or medical attention is required and action accordingly)
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the Incident:
  - Full details of victim
  - Circumstances surrounding the Incident
  - Witnesses
  - Description/details of assailant/s
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- Ensure that evidence material or any post Incident investigation is not interfered with

## If Serious Assault:

- Inform Emergency Services – 000 and provide your name and contact details
- In advising the Police - include:
  - Description of offender/s
  - Any weapon/s
  - Vehicle/s
  - Last known whereabouts
  - Direction of travel
- If necessary, provide first aid or inform nearest firstaider
- Cordon off the scene of the Incident
- Identify any witnesses and request them to remain until police arrive
- Where witness(es) cannot wait for Police attendance, their details are to be noted
- If offender is still present on-site, ensure that victim and witness(es) are isolated from the person
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance



# HOSTAGE/SEIGE SITUATION

## THREAT

A hostage/siege situation is occurring on the Campus.

## INITIAL RESPONSE

- Assess the situation
- Remain calm
- Inform emergency services - 000 and provide your name and contact details Note:
  - Description of offender/s
  - Any weapon/s
  - Vehicle/s
  - Last known whereabouts
  - Direction of travel
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737003
- Do not provoke the assailant or aggravate the situation
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the Incident:
  - Full details of victim(s)
  - Circumstances surrounding the Incident
  - Witnesses
  - Description/details of assailant/s
- Ensure that evidence material or any post incident investigation is not interfered with
- Cordon off the scene of the Incident
- Identify any witnesses and request them to remain until police arrive
- Where witness(es) cannot wait for Police attendance, their details are to be noted
- If offender is still present on-site, ensure that victim and witness(es) are isolated from the person
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.



# **THREATS - WRITTEN OR TAPED**

## **THREAT**

A staff member has received a written or taped threat.

### **PERSON DISCOVERING**

- Carefully place the item on nearest level surface
- Do not handle any further

### **SAFETY PRECAUTIONS**

- DO NOT touch, tilt or tamper

### **PERSON DISCOVERING ITEM**

- Avoid further handling
- Contact WSUIC's CIC Team and Campus Safety & Security - 1300 737 003 and advise:
  - Exact location in building
  - Description of the threats
  - Initial actions on discovery

### **INITIAL RESPONSE**

- Examine the threat material and ascertain the nature of its delivery and/or discovery
- Further unnecessary handling should be avoided
- All materials must be saved including any envelope or container
- Every possible effort should be made to retain evidence such as possible fingerprints, hand writing or typed writing, paper and post marks
- The material should be placed in a clean, clear plastic bag and handed to Campus Safety & Security
- Ensure that evidence material or any post Incident investigation is not interfered with



## **VIOLENCE - MINOR**

### **THREAT**

A person causes physical harm to students, staff and visitors

### **INITIAL RESPONSE**

- Establish the exact location of the Incident
- Inform Emergency Services if required - 000 & provide your name and contact details
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- If safe to do so secure the incident location for external emergency personnel
- Ensure the area is safe, look for any potential offender(s)
- If necessary, provide first aid or inform nearest first aider
- Avoid contact with blood and other body fluids by using protective gloves
- Ensure that evidence material or any post Incident investigation is not interfered with

## **VIOLENCE - MAJOR**

### **THREAT**

A person causes serious physical harm to students, staff and visitors

### **INITIAL RESPONSE**

- Assess the situation
- Remain calm
- Inform WSUIC's CIC Team and Emergency Services – 000 and provide your name and contact details
  - o in advising the Police include:
    - Description of offender/s
    - Extent of victim injuries
    - Any weapon/s involved
    - Vehicle/s used
    - Last known whereabouts
    - Direction of travel
- Obtain assistance
- Do not provoke the assailant or aggravate the situation
- If safe to do so, assist the victim
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the incident:
  - Full details of victim
  - Circumstances surrounding the incident
  - Witnesses
  - Description/details of assailant/s



- Inform Campus Safety & Security – 1300 737 003
- Ensure that evidence material or any post Incident investigation is not interfered with

**If Serious Assault:**

- If necessary & only if safe to do so immediately provide first aid or inform nearest first aider
- Cordon off the scene of the incident
- Identify any witnesses and request them to remain until police arrive
- Where witness(es) cannot wait for Police attendance, their details are to be noted
- If offender is still present on-site, ensure that victim and witness(es) are isolated from the person
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete



# **VIOLENT OR THREATENING PERSON**

## **THREAT**

A person on the Campus is behaving in a violent or threatening manner.

## **PERSON ENCOUNTERING VIOLENT OR THREATENING PERSON**

- Do not argue with or provoke the person
- Do not attempt to physically subdue the person
- Back away from the person and alert others to move away also
- Avoid sudden moves
- Do not surround the person
- Make it easy for the person to leave the building/area
- Inform Emergency Services – 000 and provide your name and contact details
- Notify WSUIC's CIC Team and Campus Safety & Security - 1300 737 003
- Make a mental note of the person's description
- Remember that assuring your physical safety is the primary goal

## **INITIAL RESPONSE**

- Ascertain the following information from the informant:
  - Exact location of the Incident
  - Is the person armed
  - Does the person appear to be affected by drugs or alcohol?
  - Are there other persons in the vicinity?
  - What are the other persons doing at the moment (e.g. evacuating, hiding, confronting the person etc?)
  - Does the informant know the identity of the violent/threatening person?
  - If not, can the informant provide a brief description of the violent/threatening person
  - Name and location/contact no. of the informant
- Remind staff to:
  - Do not argue with the violent/threatening person
  - Do not attempt to physically subdue or contain the person



# EXTERNAL EMERGENCY



## **COMMUNICATIONS FAILURE**

### **THREAT**

The Campus internal phone system has failed.

### **PERSON DISCOVERING FAULT**

- During business hours**
  - Inform IT Services Desk – Ext 5111 or (02) 98525111
  - Inform Capital Works & Facilities - Ext 1720 or (02) 4570 1720

### **INITIAL RESPONSE**

- Check for obvious fault like disconnected cables, lines etc.
- Check for general hardware failure
- Outside business hours inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003

## **MOTOR VEHICLE ACCIDENT OFF CAMPUS**

### **THREAT**

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

### **INITIAL RESPONSE**

- Identify if staff have sustained any injuries – if so, ensure Emergency Services are contacted - 000
- Inform WSUIC's CIC Team and Campus Safety & Security – Ext 1300 737 003
- Obtain details of those involved i.e. names, addresses, telephone numbers, vehicle details etc.
- Obtain details of Events, including location of accident, contact numbers and severity of accident
- In the event of a serious motor vehicle accident – Campus Safety & Security are available to attend the scene to ensure welfare of staff and transport them back to their work locations / residential address





# **STORM/SEVERE WEATHER**

## **THREAT**

The Weather Bureau has issued a severe storm warning

## **STUDENTS AND FACULTY**

- Persons caught outside during a severe electrical storm should avoid high ground, wire fences and tall objects such as towers and light poles due to the risk of lightning strike
- Do not use electrical equipment during an intense electrical storm (this includes computers and telephones).
- Do not go outside if there is a risk of lightning strike, hail or flying debris/objects

## **INITIAL RESPONSE**

- Close doors and windows
- Bring indoors or firmly secure any objects outside which could become airborne in strong wind gusts and cause damage

## **CAMPUS SAFETY & SECURITY**

- Determine if it is necessary to issue the order to 'Hold-In-Place' Campus occupants
- Determine if and when it is appropriate to allow persons to leave the site and go home



# EVACUATION



## EVACUATION

### THREAT

An Emergency or Crisis requires that all persons are evacuated for safety reasons.

### PERSON INVOLVED

Persons should evacuate in any of the following circumstances:

- On hearing the Fire Alarm
- On hearing the Emergency Warning System Evacuation Tone
- On hearing an Evacuation Announcement
- On being instructed to evacuate by a member of Campus Safety & Security or by any member of the Emergency Services
- If evacuation becomes an obvious necessity

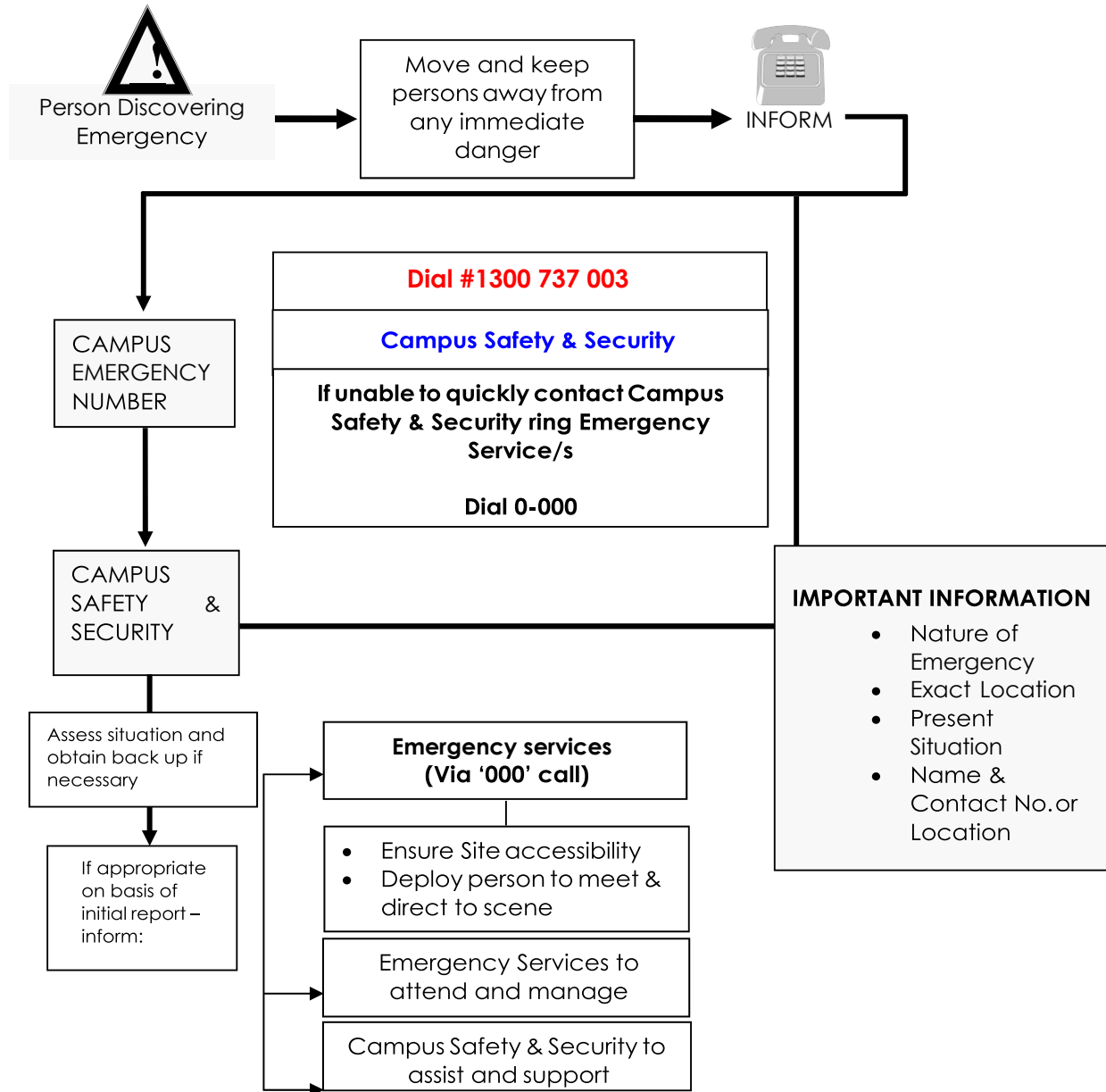
### INITIAL RESPONSE

- Establish the nature of the Emergency or Crisis
- Establish the exact location of the Emergency or Crisis
- Inform Emergency Services – 000 and provide your name and contact details
- Inform WSUIC's CIC Team and Campus Safety & Security – 1300 737 003
- Meet Building Wardens
- Initiate the evacuation if required
- Evacuate all occupants to the designated assembly area
- Prevent unauthorised access to the area
- Assist Police/Emergency Services on arrival
- Ensure all person are accounted for
- Wait for further advice from Campus Safety & Security



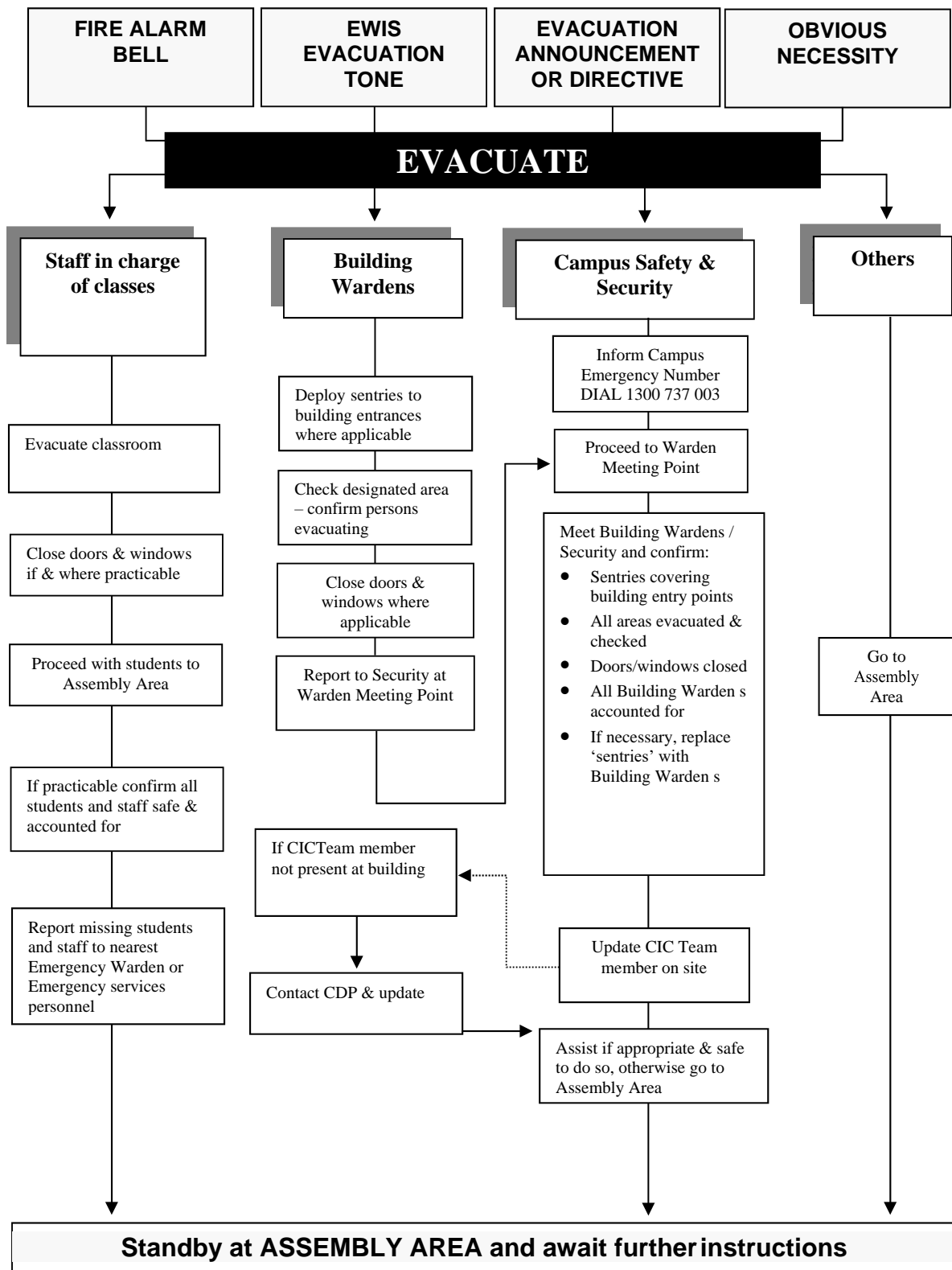
## EMERGENCY RESPONSE & EVACUATION PLAN

### EMERGENCY – INITIAL REPORTING & RESPONSE





## EVACUATION PLAN





## **BOMB THREAT CHECKLIST**

Remember to keep calm

### **IMPORTANT QUESTIONS TO ASK**

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

### **NOTE EXACT WORDING OF THE THREAT**

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

### **SPECIFIC BOMB QUESTIONS**

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

### **NOTES REGARDING THE CALLER**

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

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

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

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