

# Emergency Guide

Ballarat Campus\*

## Assess

the situation for immediate dangers to your safety and take appropriate steps

## Alert

people around you and call **1800 333 732**  
(calling also ensures emergency services are called if required)

## Assist

any person in need if safe to do so

\* This guide only applies to on-campus emergencies

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# Active Armed Offender

## Escape

- If under direct attack, seek cover, then move away as soon as safe.
- Leave belongings behind (take your phone if possible).
- Do not gather in open areas or at assembly points.

## Hide

- If you can't escape, lock or barricade yourself inside a room.
- Turn off lights, silence devices, stay quiet, and keep out of sight.
- Stay put until Police give instructions.

## Tell

- If safe, call **000**, then Campus Security (**1800 333 732**) with your location and details.
- More information – Australian National Security:  
<https://www.nationalsecurity.gov.au/what-can-i-do/what-to-do-in-an-attack>

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# Bomb Threat

## Phoned threat

- Stay calm, don't hang up.
- Use the **Bomb Threat Checklist** to record details.
- If threat is specific or immediate, evacuate the area and prevent re-entry.
- Call Campus Security (**1800 333 732**)

## Written or emailed threat

- Do not handle or forward.
- Place physical items in a clear plastic sleeve.
- Notify your manager/supervisor and security immediately.

## Suspicious item found

- Don't touch it.
- Evacuate and prevent re-entry.
- Call security and follow warden instructions.

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# Building Evacuation

**Alert tone: "Beep... Beep..." - Prepare to evacuate**

**Evacuate tone: "Whoop... Whoop..." - Evacuate Immediately**

During Evacuation:

- Leave via nearest safe exit – do not use lifts.
- Close doors (but don't lock).
- Proceed to the designated assembly area and report to your Area Warden (yellow vest or helmet).
- Follow warden or emergency services instructions.

More information –

**Health and Safety Operations Manual;  
List of Wardens and Designated Assembly Points**

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# Chemical Spill or Gas Leak

## Assess

- Evacuate and avoid inhalation or contact.

## Alert

- Notify people nearby; activate nearest break-glass alarm if needed.
- Call security on **1800 333 732**

## Assist

- Help affected people only if safe.
- Send someone to guide emergency services.

Report the incident to the Health, Safety and Wellbeing Department via [Donesafe](#)

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# Explosion

## At the immediate site of an explosion

- Get out of the area if at all possible

## If you are in a building

- Get under a sturdy table or desk if objects are falling around you
- Exit as quickly as possible using stairs, not lifts
- Do not stop to retrieve personal items or make phone calls
- Help people in need if possible

## Once you are out of the building

- Keep moving away from the blast site and look for emergency services
- Limit your use of phones and other communications devices as much as possible

## If you are trapped

- Cover your nose and mouth with anything suitable (cloth, scarf, etc.)
- Signal your location to rescuers using flashlight, whistle, or tapping on pipe or wall

## Caring for the injured

- Provide assistance to the most severely injured people
- In particular, control bleeding by applying direct pressure to the bleeding site

More comprehensive information is available from [Australian National Security](#)

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# Fire or Smoke

## Assess

- Assess/Protect yourself first.
- If there is immediate danger, evacuate as directed by the Area Warden.

## Alert

- Activate the nearest fire / break glass alarm.
- Call Security **1800 333 732** to report the incident.
- Notify the Area Warden if possible.

## Assist

- Only attempt to use a fire extinguisher if you are trained, it is safe to do so, and the Area Warden authorises it.
- Assist any person in need if safe to do so
- Send someone to guide the fire brigade to the exact scene of the incident Report the incident to the Health, Safety and Wellbeing Department via [DONESAFE](#)

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# Injury or Illness

## Minor injury or illness

- Contact the [University First Aider](#)
- Assist the casualty (e.g. by making them comfortable and giving them some privacy)
- Ensure the injury/illness is reported via [DONESAFE](#)

## Major injury or illness

- Assess the situation for possible dangers to your safety and take appropriate action
- Alert people around you
- Call Campus Security on **1800 333 732** or instruct someone to do it for you
- Send someone to guide the ambulance to the exact scene of the incident
- Report the incident to the Health, Safety and Wellbeing Department via [DONESAFE](#)

*Note: Automatic External Defibrillators (AED) are available at [Berwick](#), [Camp Street](#), [Gillies Street](#), [Gippsland](#), [Horsham](#), [Melbourne](#), [Mt Helen](#), [Mt Rowan](#), and [SMB](#)*

For further information, refer to the [Health and Safety Operations Manual](#)

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# Mental Health Crisis

Mental health crises may be induced by illness, trauma or substance overuse

## Assess

- Assess whether the person experiencing the crisis presents risks to you or others
- If risks are present, refer to the [Violent Incident](#) page
- If there is no immediate risk:

## Alert

- Call Campus Security on **1800 333 732**
- Seek assistance from a workmate, especially one who has attended Mental Health First Aid training

## Assist

- Reassure the person experiencing the crisis that specialised help is on its way and that you will stay with them until then
- Talk and listen to them directly, calmly, and in a non-judgemental manner
- Send someone to guide assistance services to the exact scene of the incident

Report the incident to the Health, Safety and Wellbeing Department via [DONESAFE](#)

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# People with Special Needs

## Mobility impairments

- As lifts are not to be used in case of fire, people who are wheelchair-bound may need special assistance to evacuate buildings:
  - Report the matter to the [Area Warden](#) (yellow helmet, cap or vest)
  - The Warden will assign a fit and responsible person to stay with the mobility-impaired person
  - The mobility-impaired person and attendant will make use of alternative escape routes, if available
  - If not, the attendant will move the mobility-impaired person to a safe location (e.g. fire-isolated stairs) and remain with them
  - Emergency Services will be promptly notified of details

## Other impairments

- During emergencies, offer assistance to people with impairments if safe to do so

*Note: staff or students with impairments can request the development of a Personal Emergency Evacuation Plan through their Institute/Directorate and/or the Health, Safety and Wellbeing Department*

For further information, contact the Health, Safety and Wellbeing Department via [Workday](#)

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# Suspicious Mail

## Suspect mail item

- Do not touch the item!
- Seek to identify the sender and to confirm the content of the item
- If unable to confirm the content of the item, evacuate everybody from the immediate area and prevent re-entry
- Contact the [Area Warden](#)
- Call Campus Security on **1800 333 732**

## Mail item contaminated with suspicious substance

- If item has been handled but NOT OPENED, place it in a plastic bag and seal it. Place in a second plastic bag and seal that bag.
- If item has been OPENED, do not disturb it any further. Do not pass it around. Do not try to clean up any spilt material, or brush it from your clothing. If possible place an object over it without disturbing it such as a large waste bin.
- Stay in your office or immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area.
- Call Campus Security on **1800 333 732**
- Keep your hands away from your face, eyes, nose and mouth
- If possible (without leaving your work area) wash your hands
- Wait for help to arrive

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# Violent Incident

*Note: this page relates to offenders threatening violence for a separate primary goal (e.g. robbery). For armed offenders whose primary intent is to harm people (e.g. terrorists), see [Active Armed Offender](#)*

## If you can safely escape from a violent offender, do so

### If a violent offender is directly threatening you

- Stay calm and obey instructions, telling the offender what you are doing and avoiding any sudden movement
- Take a mental picture of the offender and any threat made or weapon produced
- Note the movements of the offender, what he/she is touching and the direction taken after the incident
- Call Campus Security on **1800 333 732** as soon as it safe to do so

### After the incident

- Lock the area, preserve the crime scene and avoid touching any item touched by the offender
- Provide support to one another and care for any injured or distressed person
- Do not discuss events until interviewed by Police and write down all you can remember about the offender and the incident
- Seek counselling if you feel it may help, even some time after the event

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# Emergency Numbers

## Phone numbers

Emergency Phone Number* .....	<b>1800 333 732</b>
Security (non-emergency assistance) .....	<b>6333 or 5327 6333</b>
Employee Assistance Program .....	<b>1300 687 32</b>

\*Note: Any person at the scene of an emergency at Federation University can choose to call **000** directly. If you do so, also promptly advise Campus Security as it will ensure the best possible response to the emergency.

## Useful links

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List of [University First Aider](#)

Online presentation on [Incident and Emergency Management](#)

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