

# Emergency Guide

Ballarat Campuses\*

## Assess

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

## Alert

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

## 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, first take cover then run away as soon as you can
- Leave most of your belongings but take your mobile phone if possible
- Make good use of available cover and concealment opportunities
- Provide guidance to people unfamiliar with the University
- Do not congregate in open areas, do not wait at Designated Assembly Points

## Hide

- If you cannot safely escape, shelter in place and barricade yourself in
- Turn lights off and silence mobile phones/other devices that may identify your presence
- Move away from doors and windows, remain quiet and stay there until Police instruct you otherwise or if necessary for safety reasons
- Keep assessing and re-assessing better options for escape or shelter

## Alert

- If safe, contact Police (**000**) to advise of your location and other details of the situation

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

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# Bomb Threat

## Phoned bomb threat

- Do not hang up Use the [Bomb Threat Checklist](#) to collect critical information
- If the threat is immediate, specific and concerns your area:
  - Evacuate everybody from the area and prevent re-entry
  - Contact your [Area Warden](#) and call the Emergency Phone Number (**1800 333 732**)
  - Report the matter to your Manager/Supervisor
- If the threat is less urgent, report the matter immediately to your Manager/Supervisor

## Written bomb threat

- Avoid unnecessary handling (letter) or circulating (electronic communication)
- Place any physical document and related items into a clear plastic sleeve
- Report the matter immediately to your Manager/Supervisor

## Discovery of suspicious item

- Do not touch the item!
- Seek to identify the owner/sender and to confirm the content of the item
- If unable to confirm details of the item, evacuate everybody from the immediate area and prevent re-entry
- Contact the [Area Warden](#) and call the Emergency Phone Number (**1800 333 732**)

For further information, you can attend [training](#) on the management of bomb threats

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# Building Evacuation

## Upon hearing the “Alert tone”

- Make all equipment safe (turn off hazardous equipment and services) and secure confidential information and valuables, if safe to do so
- Prepare yourself and others around you to evacuate promptly from the building by the nearest safe exit route

## Upon hearing the “Evacuate tone” or if ordered by your Area Warden

- Evacuate promptly from the building by the nearest safe exit route
- Assemble at the [Designated Assembly Point](#)
- Report to the [Area Warden](#) (yellow helmet, cap or vest) and await further instructions

*Note: In case of fire, do not use lifts, do not delay your evacuation to collect personal belongings, close all doors (but do not lock them)*

*In case of bomb threat, take all personal belongings and leave doors and windows open*

For further information, refer to:

- the [Incident and Emergency Management Procedure](#)
- the list of [Wardens and Designated Assembly Points](#)

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# Chemical Spill or Gas Leak

## Assess

- Ensure you take the necessary steps to protect your safety and that of others
- Evacuate the area

## Alert

- Tell people around you about the spill/leak, activate the nearest Break Glass Alarm, etc.
- Call the Emergency Phone Number on **1800 333 732**

## Assist

- Assist any person in need if safe to do so
- Send someone to guide emergency services to the exact scene of the incident

Report the incident to the [Risk, Health and Safety Department](#)

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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

- Ensure you take the necessary steps to protect your safety and that of others
- Evacuate the area if necessary

## Alert

- Tell people around you about the fire/smoke, activate the nearest Break Glass Alarm, etc.
- Call the Emergency Phone Number on **1800 333 732** or instruct someone to do it for you

## Assist

- 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 [Risk, Health and Safety Department](#)

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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 ([Injury Report Form](#))

## Major injury or illness

- Assess the situation for possible dangers to your safety and take appropriate action
- Alert people around you
- Call the Emergency Phone Number 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 [Risk, Health and Safety Department](#)

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

For further information, refer to the [Incident and Emergency Management Procedure](#)

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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 the Emergency Phone Number 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 [Risk, Health and Safety Department](#)

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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 School/Directorate and/or the Risk, Health and Safety Department*

For further information, contact the [Risk, Health and Safety Department](#)

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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 the Emergency Phone Number on **1800 333 732**

## Mail item contaminated with suspicious substance

- Place item in a plastic bag and seal it Place in a second plastic bag and seal that bag
- 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 the Emergency Phone Number 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 the Emergency Phone Number 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</b> or <b>5327 6333</b>
Employee Assistance Program .....	<b>1300 687 327</b>

## Useful links

List of [Wardens and Designated Assembly Points](#)

List of [University First Aiders](#)

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

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