

Emergency Guide

Ballarat and Wimmera Campuses*

Assess

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

Alert

people around you and call **6911** (5327 6911)
(calling 6911 or 5327 6911 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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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 ring the Emergency Phone Number (**6911** or 5327 6911).
 - 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 ring the Emergency Phone Number (**6911** or 5327 6911).

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 if necessary.

Alert

- Tell people around you about the spill, activate the nearest Break Glass Alarm, etc.
- Call the Emergency Phone Number on **6911** or 5327 6911.

Assist

- Assist any person in need if safe to do so.
- Despatch 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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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 **6911** or 5327 6911 or instruct someone to do it for you.

Assist

- Assist any person in need if safe to do so.
- Despatch 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 **6911** or 5327 6911 or instruct someone to do it for you.
- Despatch 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 **6911** or 5327 6911.
- 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.
- Despatch 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 **6911** or 5327 6911.

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 **6911** or 5327 6911.
- 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

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

If a violent offender is directly threatening you

- Stay calm.
- 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 **6911** or 5327 6911 as soon as it safe to do so.

After the incident

- Lock the area. Preserve the crime scene. Avoid touching any item touched by the offender.
- Provide support to one another. Care for any injured or distressed person.
- Do not discuss events until interviewed by Police. 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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Phone numbers

Emergency Phone Number	6911 or 5327 6911
Security (non-emergency assistance)	6333 or 5327 6333
Employee Assistance Program	1300 687 327

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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