



EMERGENCY RESPONSE

For life threatening emergencies first call

000

then dial **1300 737 003**

Prepared and distributed by Campus Safety and Security

**EMERGENCY
WARDEN TEAM**

EVACUATION

FIRE

**INTERNAL
EMERGENCY**

BOMB THREAT

**WHITE POWDER/
SUSPICIOUS PACKAGE**

PERSONAL THREAT

ARMED OFFENCES

**PERSONAL INJURY/
MEDICAL EMERGENCY**

FIRST AID

INTRODUCTION

The objective of this brochure is to provide a guide to students and staff responding to different emergencies which they may confront in the course of their presences at the University. The brochure should be kept at your desk in your office to be referred to should one of the identified emergencies occur.

Please become familiar with the contents of the brochure. In the event of an emergency it will be your quick reference guide for effective action.

Please bring it to the attention of new colleagues when they join the staff.

Campus Safety and Security operate 24/7.

EMERGENCY PHONE NUMBERS

For external or mobile phone lines use the prefix 0:

→ Emergency (Police, Fire and Ambulance) 000

→ Call 1300 737 003 from a university landline for direct contact with Security.

Or from another landline or mobile:

CAMPUS SAFETY AND SECURITY CONTACTS 24/7		
CAMPUS	SECURITY LOCATION	PHONE
Bankstown	Building 10	(02) 9772 6444
Campbelltown	Building 21	(02) 4620 3444
Hawkesbury	Building J9	(02) 4570 1361
Nirimba	Precinct gatehouse	(02) 9852 4001
Olympic Park Homebush	Building 1	(02) 4736 0431
Parramatta	Building EA	(02) 9685 9169
Parramatta City	Building X6	(02) 9683 8111
Penrith	Building J	(02) 4736 0431

EMERGENCY WARDEN TEAM (EWT)

The Emergency Warden Team consists of Chief Warden, Deputy Chief Warden and Floor wardens, as well as outside emergency agencies.

The role of the EWT is to ensure the safety of the building's occupants should an emergency arise.

During emergencies, instructions/directions from EWT personnel must be followed to ensure the overall safety of students, staff and visitors.

Familiarise yourself with the various emergency alarms and signals, break glass alarms, evacuation routes, emergency exits, assembly areas, Wardens and First Aid Officers in your area and building.



Chief/Deputy Chief Warden
White Helmet



Warden
Red Helmet



Floor/Area Warden
Yellow Helmet



First Aid Officer
Green Helmet

Your warden is:

Their phone number is:

EVACUATION

DON'T PANIC

At all times during an emergency follow the instructions of the Emergency Wardens.

1. On hearing the alert alarm 'beep beep', immediately prepare to leave the building – secure confidential materials and valuables, collect immediate personal belongings, shut down experiments, switch off computers, electrical appliances, equipment and machinery, stand by and await further instructions.
2. If the evacuation alarm 'whoop whoop' sounds continuously, or if instructed to do so by a Warden, leave the building by the nearest and safest exit route. Close all doors behind you (but not lock) as the Fire Brigade may require access.
3. If possible take hand held personal belongings (such as handbags and briefcases) with you when you leave. Do not return to collect belongings unless the all clear has been given.
4. Assist where possible people with disabilities to leave the building. People in wheelchairs that are unable to exit the building are to be left at the side of fire stairs and are only to be moved by emergency service

personnel – at no time are you to attempt to carry the person and/or chair down the stairs.

5. Walk quickly and calmly to the designated assembly area for your building or as advised by a Warden or Security Officer.

DO NOT USE THE LIFTS

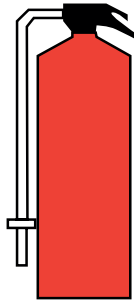
6. Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire Brigade Officer or Security.
7. Do not re-enter the building until informed that it is safe to do so by a Warden or Fire Brigade Officer or Security.

LECTURE THEATRES/LABORATORIES

It is the responsibility of the lecturer/tutor to ensure that their class is evacuated and to maintain control of the students during an emergency until released by the EWT.

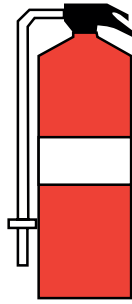
CAFES/PUBLIC THEATRES/PUBLIC VENUES

Persons responsible for the area are to take responsibility and to provide information to patrons during emergency situations and evacuations.



Air - Water or Hose Reel

All carbonaceous material such as paper, wood, textiles etc.



Dry Chemical Powder

Flammable liquids, gas and fires involving live electrical equipment



Carbon Dioxide

Flammable liquids, fires involving live electrical equipment and kitchen cooking fires

FIRE/SMOKE

IF YOU DISCOVER A FIRE

- 1.** If safe to do so ensure the immediate safety of, and alert, anyone within the vicinity of the fire.
- 2.** Raise the alarm if not already sounding, using a break glass alarm panel or by shouting 'Fire, fire, fire' if a panel is not available. The alarm system automatically notifies the Fire Brigade and Security.
- 3.** Ring:
 - Fire Brigade 000 first. Give your name, address, building, level, room number, type and extent of fire/smoke.
 - Second, call Security on 1300 737 003.
- 4.** Obey all instructions from Wardens.
- 5.** Evacuate the immediate area and go to emergency assembly area.

FIRE FIGHTING (SMALL FIRES ONLY)

- 6.** If safe to do so and if trained in the use of fire equipment – attempt to extinguish the fire.
- 7.** Choose the correct fire extinguisher. Do not use water or foam on an electrical fire.
- 8.** Know where your fire fighting equipment is located and how to use it.

EVACUATE

- 9.** Evacuate the building as instructed to do so by a Warden or if smoke and fire are present.
- 10.** Walk quickly and calmly to the assembly area.
- 11.** Close doors and windows as you exit – do not lock doors. Leave lights on.

DO NOT USE THE LIFTS

- 12.** Remain in the assembly area in groups until instructed to leave by a Warden or Fire Brigade Officer. Do not re-enter the building.

INTERNAL EMERGENCY

Internal Emergencies may include:

Building or bridge collapse, major gas leak, hazardous material spill.

If you encounter a spill on campus notify Security on 1300 737 003. If you work in an area which uses or stores chemicals, familiarise yourself with the local area arrangements/procedures on chemical spills and hazardous waste.

Points to consider for effective management of a chemical spill:

- The safety of yourself and others comes first.
- Always consider a spill as hazardous until proven otherwise.
- Identify the chemicals and hazards involved as quickly as possible. Material Safety Data Sheets (MSDS) should provide this information and should be kept for all chemicals used/stored.
- Dispose of the contaminated equipment and materials in accordance with the University's hazardous waste disposal procedures.

RAISE THE ALARM

1. Ensure the immediate safety of anyone within the vicinity of the spill.
2. Deploy Containment Kit ASAP.
3. Evacuate the immediate area around the spill.
4. Report the spill to your supervisor and Security on 1300 737 003.

ISOLATE THE HAZARD

5. Anyone who has been exposed must, **if safe to do so**, be moved to a safe decontamination area. The treatment of serious injury must take precedence over decontamination and containment. Contact 000 for life threatening injuries.

If unsure of the hazards presented and associated risks to safety and health, consult your supervisor, or Technical/Laboratory Officer or Security prior to taking any action.

6. Restrict unnecessary movement into and through the area to avoid spreading contamination.

CLEAN-UP

7. Do not re-enter the area until it has been decontaminated by personnel trained and equipped specifically in chemical safety.

EVACUATE

8. Evacuate the building as instructed to do so by the emergency personnel.
9. Walk quickly and calmly to the assembly area or as advised by the emergency personnel.
10. Remain in the assembly area.

BOMB THREAT

GENERAL

Above all – keep calm and do not alarm others

1. If the threat is by telephone:

Prolong the call – keep the person talking and ask:

- When is the bomb going to explode?
- Where did you put the bomb?
- When did you put it there?
- What does it look like?
- What kind of bomb is it?
- What will make the bomb explode?
- Did you place the bomb?
- Why did you place the bomb?
- What is your name?
- What is your address?

If possible note:

- Caller's voice
 - accent (European, thick, posh etc.)
 - any impediments (stutter, lisp etc.)
 - tone of voice (loud, soft etc.)
 - speech (fast, slow etc.)
 - diction (clear, muffled, nasal etc.)
 - manner (calm, excitable, angry etc.)
 - did you recognise the voice?
- Any background noise which could possibly identify the caller's location.

2. If the threat is by email:

Do not forward the email to other staff.

- Contact Security on 1300 737 003.
- Forward the email to Security only
security@westernsydney.edu.au

3. If a suspicious object is found:

- Do not touch.
- Report the find to Security on 1300 737 003.
- Keep areas clear.

Basic rules:

- Treat the threat as genuine until proven otherwise.
- Record exact information.

RAISE THE ALARM

1. Phone Security on 1300 737 003.

EVACUATE

2. Be prepared to evacuate – await further instructions from Security.
3. Evacuate the building as instructed to do so by the Building Warden.

Persons should be requested to remove all personal belongings (such as briefcases, bags and other personal articles) when evacuating.

LECTURE THEATRES/LABORATORIES

It is the responsibility of the lecturer/tutor to maintain control over their class during an emergency until released by the EWT.

WHITE POWDER SITUATION

If you believe you have received or discovered a powdery, unknown substance at the University, you must:

1. Inform Security on 1300 737 003 immediately, preferably by phone from the area where you are.
2. Isolate the substance by putting something over it, like a waste paper bin.
3. Make sure Security are aware of your telephone extension number; keep the extension open.
4. Isolate yourself and others who may have come into direct contact with the substance (without leaving the immediate area if possible).
5. Try to wash your hands and face.
6. Refrain from eating and drinking until you have been given the all clear as doing so may hamper any medical treatment.

Security will notify relevant agencies and will secure the perimeter of the building; no person will be allowed in or out of the building.

The NSW Police will determine the level of the threat.

If necessary, the Fire Brigade will attend. Officers in full chemical suits may be used to obtain a sample of the powder.

This is then taken for testing. If test results are negative all persons will have their details taken before being allowed to leave. If the test results are positive, appropriate public health emergency response plans will be activated.

SUSPICIOUS MAIL OR PACKAGE

IF SUSPICIOUS MAIL OR PACKAGE HAS NOT BEEN OPENED

1. Place item in a plastic bag and seal it. Place this bag and its contents in a second plastic bag and seal that bag.
2. Stay in your office or immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming potentially contaminated. It is unlikely you will be in immediate danger.
3. Phone Security on 1300 737 003.
Advise:
 - exact location of incident – building, level, room number
 - number of people potentially exposed
 - description of the package/device
 - action taken (e.g. package sealed or covered, area isolated).
4. Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
5. If possible (without leaving your work area) wash your hands.
6. Wait for help to arrive.

IF SUSPICIOUS MAIL OR PACKAGE HAS BEEN OPENED

1. Do not disturb the item any further. Do not pass it around. If any material has spilt from the item, and if feasible to do so, do not attempt to clean it or brush it from your clothing.
2. If possible place an object over the package without disturbing it (such as a waste bin).
3. Follow steps 3 to 6 above.
4. If possible, have the building ventilation system shut down and turn off any fans or equipment that are circulating air around your workplace.
5. Wait for help to arrive.

IF IT IS SUSPECTED THAT THE ITEM IS AN EXPLOSIVE DEVICE

1. Phone Security on 1300 737 003 immediately.
2. Do not touch or move the item.
3. Evacuate the immediate area as directed.
4. Follow instructions from Security.

PERSONAL THREAT

VIOLENT/THREATENING PERSON

If life threatening – Contact Police 000

1. **If safe to do so**, note and report such persons – phone Security on 1300 737 003.
2. If confronted, obey instructions if safe to do so:
 - Do not argue or provoke the person.
 - Do not attempt to physically subdue the person.
 - Back away and alert others to move away also.
 - Make it easy for the person to leave the building/area.

If the person appears psychotic (unusual behaviours, saying odd things):

- Try and create a calm, non-threatening atmosphere.
- Reduce distractions, turn off noisy equipment and computer monitors.
- Talk slowly, quietly, firmly and simply.
- Avoid direct eye contact, do not get too close.
- If you can get the person to calm down, try and get them to sit down with you.

- Do not try to reason with acute psychotics. They may be acting this way because hallucinations and voices that they are hearing are very real to them.
 - Express empathy for the person's emotional distress, but do not pretend that the delusions or voices are real for you.
 - Comply with reasonable requests.
3. Observe carefully:
 - any articles touched by the person
 - physical details and attire
 - points which may aid description (including mannerisms)
 - direction that the person took if they left the area.
 4. Phone Security on 1300 737 003 and provide details of the incident as soon as possible, advise of any unusual behaviours – seek advice on next step.
 5. Record information for Police.
 6. Be prepared to evacuate or secure the building/area – await further instructions from Security.

LECTURE THEATRE/LABORATORIES

It is the responsibility of the lecturer/tutor to maintain control over their class during an emergency until released by the EWT.

CIVIL DISORDER/ILLEGAL OCCUPANCY

1. Phone Security 1300 737 003 and request assistance.
2. Notify the Building Warden.
3. **If safe to do so** – initiate action to:
 - restrict entry to the building
 - confine presence to the ground floor
 - restrict contact between demonstrators and building occupants
 - evacuate the building if possible.

Notify nominated managers and/or supervisors.

Be prepared to evacuate – await further instructions from Security.

CIVIL DISTURBANCE

In the event of a siege/hostage situation or a civil disturbance, take the following steps:

1. Remain calm.
2. Raise the alarm as soon as possible.
3. Contact Security on 1300 737 003 and Police 000 and convey:
 - building name and room number
 - what the situation is
 - **what is occurring now**
 - people being shot or injured
 - shots being fired
 - explosions
 - physical violence
 - **what has occurred**
 - people shot or injured
 - shots fired
 - explosions
 - physical violence

- how many persons are involved
 - if anyone has been injured
 - whether any weapons are involved and if so, exactly what sort (guns, knives, needles etc.) if known
 - a contact number.
4. Keep students/staff/visitors with you.

ACTIVE SHOOTER

An active shooter is defined as *'... an armed person who has used deadly physical force on other persons and continues to do so while having unrestricted access to additional victims'*.

In an active shooter situation:

1. Take immediate steps to ensure your safety and that of others:
 - Escape the situation if safe to do so.
 - Take refuge in offices or teaching rooms:
 - Lock/barricade doors.
 - Stay out of sight.
 - Keep quiet.
 - Cover viewing panels in doors.
 - Stay there until the all clear is given by Police or Security.
 - Do not open doors to unknown persons.
 - Turn off computers and silence your phone/s.

DO NOT TRY TO BE A HERO

Render First Aid to injured persons only if safe to do so.

After the incident

Do not leave the area until you have been cleared by Police to leave.

ARMED HOLD-UP

Note and report suspicious persons to Security 1300 737 003. If possible use one of the Suspicious Persons Checklists available from Security to help you note:

- height/build/sex
 - appropriate age (early 20s, late 30s etc.)
 - complexion/hair colour and length; beard or moustache
 - clothing (short or long sleeved shirt, pants; colour)
 - other accessories/features – tattoos, scars, baseball cap, balaclava, backpack etc.
1. If you are confronted, obey instructions – your life is more important.
 2. Observe carefully:
 - any articles touched by intruders
 - physical details and attire worn by intruders
 - points which may aid in description (accents, mannerisms, weapons)
 - which way intruders leave, and how (vehicle make, colour, style and rego number).
 3. Record information for Security and NSW Police.
- At any time, raise the alarm – have someone call Security immediately on 1300 737 003.

PERSONAL INJURY

PERSONAL INJURY – MINOR

1. Contact the nearest First Aid Officer within the building.
2. If unable to contact First Aid Officer, call Security on 1300 737 003.
3. Inform supervisor.

PERSONAL INJURY – MAJOR/LIFE THREATENING

1. Send someone to phone for an Ambulance 000.
2. Care for injured person(s) – call for assistance.
3. Then phone Security on 1300 737 003.
Provide all information:
 - Name
 - location (building, level, room number)
 - nature and type of injury
 - state of consciousness of the injured person(s)
 - age and gender of the injured person(s)
 - if possible, the names of the injured person(s)
 - any relevant information – breathing/not breathing, chest pains, bleeding.
4. Ensure the area is clear for emergency personnel.
5. Inform your supervisor.

Familiarise yourself with the current First Aid Officers and location of first aid kits in your area. This information is also available from your Safety Officer, Safety and Health Representative or Building Warden.

ASSAULT:

1. Phone Security on 1300 737 003 and/or Police 000. Provide details of the assault as soon as possible.
2. Do not wash, shower, change clothes or clean up in any way before obtaining medical assistance and talking to the Police. You could destroy vital evidence.
3. Do not drink alcohol or take tranquilisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.
4. Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police Officers are aware that a person who has been assaulted is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you.







FIRST AID OFFICERS IN YOUR BUILDING ARE:

Name:	Phone:
_____	_____
Name:	Phone:
_____	_____
Name:	Phone:
_____	_____

LOCATIONS OF AUTOMATIC EXTERNAL DEFIBRILLATORS

CAMPUS	ROOM (WHERE AVAILABLE)
Bankstown campus	Building 9.G.01 (Library entrance)
Campbelltown campus	Building 24.2.37 (entrance near stairwell)
	Building 3.1.01 (entrance near stairwell)
Hawkesbury campus	Building G1.G.01 (building entrance)
	Building K16.G.02 (in corridor)
Nirimba Education Precinct	Building G1.G.01 (in Security Vehicle)
Parramatta City campus	Building 1, Concierge desk
Parramatta South campus	Building EN.G.02 (opposite stairwell)
	Building EZ.G.01 (red alarmed box)
	Building EHA (building entrance near fire mimic panel)
Kingswood campus	Building K.1.01 (near Security Office)
	Building O.1.06 (Library entrance)
	Building T Library (ground floor)
	Building T Library 5th Floor (lunch room)
Werrington North campus	Building AD.G.E1 (right of entrance)
ALL CAMPUSES	Security Vehicle

RESUSCITATION CHART

D anger	Ensure the scene is safe for yourself, others and the casualty	
R esponse	Check response by Talk and Touch	Talk and Touch
S end	If unresponsive, send for help by calling 000	
A irway	Ensure airway is Open and Clear If obstructed, roll on to side and clear airway	
B reathing	Look listen and feel for breathing. If not breathing normally, give 2 breaths	
C ompressions	Check for signs of life If unresponsive and not breathing give 30 compressions	
D efibrillation	Attach Automatic External Defibrillator (AED) If available turn on AED and follow prompts	

Additional Compression Breathing Information	
Adults and children over 1 year	Use 2 hands
Infants less than 1 year	Use 2 fingers
Compress in the middle of the chest 1/3 the depth of the chest	
Give 30 compressions at a rate of 100 per minute and then give 2 breaths	
Repeat 30 compressions and 2 breaths sequences	

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000

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