



# Emergency Response Procedures

In a life-threatening emergency

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**1** **Call 000**  
for Ambulance, Fire or Police

**2** **Call Security**  
**+61 (3) 834 46666**





## Emergency contacts

Ambulance, Fire or Police	000
University Security	+61 (3) 834 46666 or 1800 246 066 (free call)
Healix Emergency International Travel Assistance	+61 3 8592 2300
University Counselling Service	+61 (3) 834 46927
Employee Assistance Program	1300 360 364

## Emergency response procedures overview

This guide explains how to respond to emergencies at the University of Melbourne.

During emergencies, instructions from Wardens, Security Guards and Emergency Services personnel take precedence over normal management procedures.



## Emergency roles

Chief Warden	<ul style="list-style-type: none"><li>• Co-ordinate emergency response and delegate duties</li><li>• Liaise with security, emergency services and wardens</li></ul>
Warden	<ul style="list-style-type: none"><li>• Assist building occupants with emergency response including facilitating evacuations or establishing a shelter in place</li></ul>
First Aiders	<ul style="list-style-type: none"><li>• Provide first aid to injured persons</li></ul>
Occupants	<ul style="list-style-type: none"><li>• Follow emergency response procedures and direction from wardens and security personnel</li></ul>
Event organiser, Front of house staff, Lecturer	<ul style="list-style-type: none"><li>• Assist occupants with emergency response</li><li>• Assist wardens during an evacuation or shelter in place</li></ul>

**Wardens have the authority to delegate duties during emergencies**



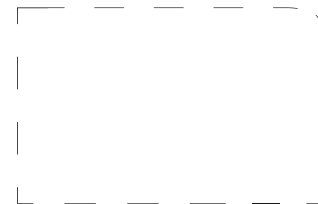
## Evacuation procedure

1. Upon hearing **BEEP, BEEP, BEEP**, prepare for emergency evacuation
  - a. Switch off or make safe equipment, chemicals and substances, if safe to do so
  - b. Secure valuables and personal belongings, if safe to do so
2. Upon hearing evacuation tone **WHOOP, WHOOP, WHOOP** or instruction to evacuate, leave immediately via the nearest safe emergency exit
3. Assist occupants with disability or mobility impairment, if safe to do so
4. Assemble at designated assembly area and continue to follow warden instructions
5. Remain at designated assembly area until all-clear is declared by emergency services, Security or Chief Warden

Occupants unable to evacuate initiate *Occupants with disability or mobility impairment procedure*



Do not use lifts in an emergency evacuation unless designated and signed for use during fires  
Check evacuation diagrams and procedures near lifts and exits to familiarise yourself with building emergency procedures and assembly area.



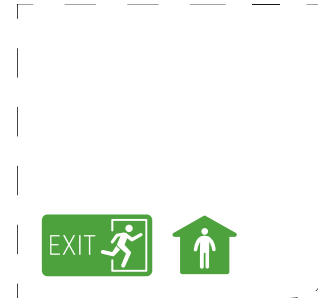


## Shelter in place procedure

1. Maintain **silence**, when sheltering from violent acts
2. If safe to do so:
  - a. Call 000 for Police and Security on 834 46666
  - b. Alert other occupants
  - c. Lock or secure building entrances, access doors, individual rooms and offices
  - d. If appropriate, barricade entries and doors
  - e. Cover windows
  - f. Move to a **secure area** below the window line
  - g. Arrange for isolation of ventilation systems, when sheltering from air-borne contaminant
3. Maintain “shelter in place” until confirmation of all-clear is declared by emergency services, Security or Chief Warden
4. Render post incident assistance:
  - a. Account for all persons involved
  - b. Initiate *First aid response procedure*, if required
  - c. Initiate *Traumatic event response procedure* if required



- ! Set mobile phones and other devices to silent.
- Restrict unauthorised access to building or room.





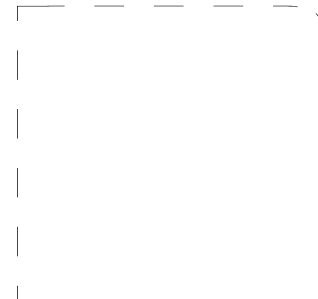
## Medical emergency procedure

1. Call 000 for an Ambulance – the operator will ask you to describe the condition of the injured person and will provide further advice. Remain on the phone
2. Call 834 46666 for Security and report the emergency
3. Initiate *first aid procedure*
4. Avoid moving the injured person
5. Assist emergency services access to building  
Note: Security guards can provide this assistance where available
6. Brief paramedics on the injured person's condition
7. Arrange for a support person to attend hospital with injured person
8. Inform injured person's manager
9. Initiate *Traumatic event response procedure* if required



Automated external defibrillators (AEDs) are used on a person experiencing a suspected sudden cardiac arrest. AEDs are located in signed buildings and can be used by anyone.

! Do not contact next of kin if an apparent deceased person. Police are to notify next of kin. Preserve the scene.



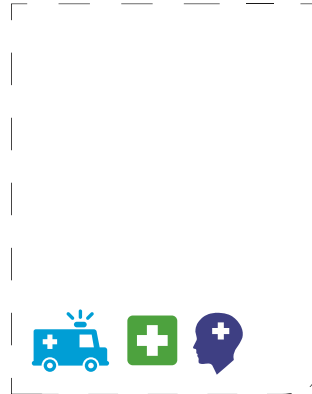


## First aid procedure

1. Protect your own health and safety
2. Seek assistance from First Aider
3. Provide reassurance to others
4. Initiate *Medical emergency procedure*, if required
5. Assist injured person to medical services, if required
6. Inform injured person's manager

First aid contact list can be found on or near First Aid kits. Security guards are first aiders

First aid contact list can be found located in laboratories, workshops, kitchens and other common areas



## Traumatic event response procedure

- Witnessing, responding or awareness of an emergency incident may result in psychological trauma due to the things a person sees or experiences i.e. trauma, injury or death
- Exposure to a traumatic incident may affect people in different ways
- Services are available to support staff and students following traumatic events:
  - o University Counselling Service (students and staff) 8344 6927
  - o Employee Assistance Program (staff and family) 1300 360 364



## Occupants with disability or mobility impairment procedure

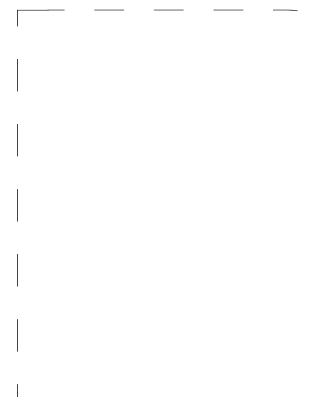
### Person with assistance required

1. Notify Warden or other occupants
2. Evacuation:
  - a. Implement Personal Emergency Evacuation Plan (PEEP)
  - b. If safe to do so, exit the building with assistance of Wardens or other occupants
  - c. If not safe to exit, proceed to nominated refuge or fire isolated area
  - d. Alert Warden or other occupants to remain with you during the emergency
  - e. Remain in nominated refuge or fire isolated area until Emergency Services arrive
3. Follow *Shelter in place procedure*, if required



### Person providing assistance

1. Offer assistance and confirm nature of assistance required. PEEP may provide guidance
2. If unable to provide assistance, notify Warden or emergency services
3. If the occupant can move assist them to exit. Do not attempt to carry anyone up or down stairs
4. If safe to do so, remain with occupant in nominated refuge or fire isolated area. If unable to remain, notify Warden or Emergency Services
5. Assist with *Shelter in place procedure*, if required







## Isolation procedure

If safe to do so, control risks by:

1. Using emergency stop buttons to isolate energy sources and gas supply
2. Using local or remote valves to isolate gas and air supply
3. Using local taps or main valves to isolate water supply
4. Isolating electrical supply and equipment that would be hazardous if left live
5. Isolating incompatible chemical or substances
6. Isolating ignition sources and combustible material



## Restrict access procedure

If safe to do so, physically restrict access to hazardous areas:

1. Close doors
2. Define access restrictions with barricades and barrier tape
3. Inform others of access restrictions with signs
4. Enforce access restrictions e.g. use warden or security guard

## Fire, smoke

1. Call Security on 834 46666, the Chief Warden and alert people around you

### **If safe to do so:**

2. Rescue any person in immediate danger and initiate *First Aid procedure*, if required
3. Initiate *Isolation Procedure* and close doors to isolate fire
4. Use fire extinguishers if the fire is small and is likely to be contained

### **Additionally, if the fire cannot be extinguished or is out of control:**

5. Active 'Manual call point'
6. Call Fire Brigade on 000 and Security on 834 46666
7. Initiate Evacuation procedure in steps



## Explosion

1. Call Security on 834 46666, the Chief Warden and alert people around you

**If safe to do so:**

2. Rescue any person in immediate danger and initiate *First Aid procedure*, if required
3. Initiate *Isolation Procedure* and close doors to isolate fire, if required
4. Use fire extinguishers if the fire is small and is likely to be contained

**Additionally, if the fire cannot be extinguished or is out of control:**

5. Active 'Manual call point'
6. Call Fire Brigade on 000 and Security on 834 46666
7. Initiate Evacuation procedure in steps



**FIRE**

## Physically threatening behaviour

1. Activate duress alarm, if safe to do so
2. Make it easy for the person to leave the area
3. Do not attempt to physically suppress the offender.
4. Talk slowly, quietly, firmly, simply and avoid any quick or sudden movements
5. Keep a safe distance from the offender, alert bystanders and leave the area, if safe to do so
6. Call Police on 000 and Security on 834 46666, if safe to do so

## Inappropriate non-threatening behaviour

If safe to do so:

1. Engage in conversation
2. Be aware the situation may escalate
3. Calm the person if possible
4. Listen to their concerns and direct them to support services e.g. employee assistance program or counselling, if required
5. Seek assistance from colleague
6. Call Security on 834 46666

## Civil disorder or protest

1. Call Security on 834 46666 and monitor the situation
2. Initiate *Restrict access procedure*
3. If safe to do so, secure critical records, equipment, valuable items and objects that could be used as weapons
4. Follow instructions from Security, Chief Warden and emergency services



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## Active armed aggressor

Initiate immediate actions – run, hide, and tell

### 1. Run

- a. If there is considerable distance between you and the armed aggressor, quickly move away from the sound of the gunfire or armed aggressor
- b. If the armed aggressor is in your building and it is safe to do so, leave the building and move to a secure place to hide
- c. Leave belongings behind
- d. Take others with you, but do not remain behind if others choose not to leave

### 2. Hide

Hide silently in a safe place

- a. If the armed aggressor is near and you cannot evacuate safely, hide out of the armed aggressor's view
- b. Choose a hiding place with thicker walls and fewer windows
- c. Spread out and try not to hide in groups
- d. If possible secure your hiding place by locking doors, barricading with furniture and closing windows and blinds
- e. Turn off lights, silence electronic devices and remain silent
- f. Remain in place until all-clear is declared by emergency services

### 3. Tell

If safe to do so:

- a. Call police on 000, Security on 834 46666, inform people in immediate vicinity and Chief Warden
- b. Initiate *Restrict access procedure* to the site, and prevent others from entering the area where the aggressor may be
- c. Inform manager or others if you are safe
- d. Initiate *Traumatic event response procedure* if required



THREAT

## Motor vehicle incidents

1. Call 000 for Police, if required
2. Initiate *First aid procedure* or *Medical emergency procedure*, if required
3. Initiate *Restrict access procedure*, if required
4. Call Security on 834 46666
5. Initiate *Traumatic event response procedure*, if required



## Apparent missing person

1. Attempt direct contact with missing person through phone, email and social media
2. Call Police on 000 immediately for vulnerable persons e.g. health, age, or impairment
3. Call Security on 834 46666 to initiate additional checks
4. Call Police on 000 to report missing person
5. Initiate *Traumatic event response procedure*, if required



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## Electric shock

1. Avoid direct contact with the injured person until electrical source is isolated
2. Isolate electrical source by switching off the electricity supply or by contacting service provider
3. Initiate *First aid procedure* when electricity has been isolated
4. Call an Ambulance on 000, Security on 834 46666 and the Chief Warden
5. Always seek medical advice after an electric shock



MEDICAL

## Chemical spill, exposure or leak

If safe to do so:

1. Rescue any person in immediate danger and initiate *First Aid procedure*
2. Stop the source and contain the spill
3. If spill can't be controlled locally, evacuate the affected area
4. Ventilate the area if applicable
5. Call Security on 834 46666, manager and Chief Warden
6. Initiate *Isolation procedure*
7. Initiate *Restrict access procedure*
8. Prepare to evacuate the building – await instructions from Chief Warden



## Biohazard spill

If safe to do so:

1. Remove and isolate any contaminated clothing to maintain containment
2. Initiate *Isolation procedure*
3. Initiate *Restrict access procedure*
4. If spill can't be controlled locally, evacuate the affected area
5. Call Security on 834 46666, manager and Chief Warden
6. Be prepared to evacuate building – await instructions from Chief Warden





## Gas leak or O<sub>2</sub> deficient atmosphere

Do not enter affected areas and if safe to do so:

1. Evacuate the affected area
2. Initiate *Restrict access procedure*
3. Initiate *Isolation procedure*
4. Ventilate the affected area
5. Call Fire Brigade on 000, if required
6. Call Security on 834 46666 and manager for response advice



**SPILL**

## Electrical outage

Short duration (under 30 minutes):

1. Report outage to the Chief Warden
2. Minimise movement throughout building
3. Suspend work in fume hoods and biological safety cabinets
4. Keep fridges and freezers closed
5. Assume electrical appliances remain live
6. Check for any trapped passengers in lifts, if safe to do so

Longer duration (over 30 minutes)

7. Call Security on 834 46666
8. Initiate *Isolation procedure* for non-essential electrical appliances
9. Initiate *Evacuation procedure* following instructions from Chief Warden
  - o Take personal belongings and essential work materials
  - o Liaise with manager about work arrangements



Chief Wardens are to perform controlled evacuations using the public address system, avoid triggering evacuation alarms and establish a controlled building re-entry process to collect personal belongings

## Lift outage

1. Call Security on 834 46666 to report the outage
2. Advise trapped passengers that assistance has been requested
3. Initiate *Restrict access procedure* around affected lifts
4. Provide support to those trapped in the lift



## Water supply outage

1. Cease activities requiring emergency showers and emergency eye wash units
2. Cease activities requiring water to control risks e.g. grinding stone
3. Turn off taps
4. Call Campus Services on 46000 and manager

## Water leak or burst water pipe

Subject to the extent and location of the water leak, it may be necessary to:

1. Direct persons away from the affected area
2. Call Security on 834 46666 and Chief Warden
3. Initiate *Isolation procedure*
4. Initiate *Restrict access procedure*



! Assume water is electrified until deemed safe

OUTAGE

## Bomb threat

1. Call police on 000 and Security on 834 46666
2. Remain calm and treat all threats as genuine

If a bomb threat is received by telephone, you should:

1. Seek assistance from another person
2. Keep the caller on the line as long as possible
3. Keep the line open, even when the caller hangs up
4. Complete the Bomb Threat Checklist and give to police



Seek advice from police on access restrictions and evacuation requirements

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## Suspicious package

1. Avoid touching the package
2. Call police on 000, Security on 834 46666 and Chief Warden
3. Leave package and move out of surrounding area unless otherwise advised
4. Initiate *Restrict access procedure*
5. Initiate *Evacuation procedure*
6. Wash hands if package was handled and seek medical advice, if required
7. Avoid using electronic devices around the object



! Seek advice from police on access restrictions and evacuation requirements

BOMB

## Off-campus emergencies

1. Initiate pre-determined emergency response procedures

### **Off-campus or domestic travel**

- a) Initiate travel emergency plan

### **Fieldwork**

- a) Initiate fieldwork emergency plan
- b) Establish communication with local emergency services

### **International**

- a) Initiate international travel emergency procedure
- b) Employees contact Healix - Emergency Travel Assistance Program on +61 3 8592 2300  
Students contact Chubb Assistance on +61 2 8907 5995

2. Call Security on 834 46666 and manager

All Off-Campus travel should have emergency response plans in place

## Flood

### During emergency

1. If safe to do so evacuate to an assembly point or another safe place
2. Do not enter flood water
3. Call Security on 834 46666 for assistance
4. Initiate *Isolation procedure* for electricity and other plant
5. Initiate *Restrict access procedure* for affected area
6. Assume water is contaminated until the source is confirmed
7. Inform manager or others if you are safe



### Preparing for a likely flood

1. Call Campus Services on 40888 for preparation assistance
2. Secure chemicals, biologicals and other hazards
3. Relocate animals, equipment and other property to areas less likely to be affected
4. If possible arrange for isolation of non-essential electrical, gas and equipment
5. Arrange for sandbag around building entrance to prevent water intrusion



## Emergency contacts

Ambulance, Fire or Police	000
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Healix Emergency International Travel Assistance	+61 3 8592 2300
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