

Coffs Harbour Education Campus

363 Hogbin Drive, Coffs Harbour, NSW 2450

X Stadium Drive



**Southern Cross
University**



TAFE_{NSW}



**COFFS HARBOUR
SENIOR COLLEGE**

EMERGENCY MANAGEMENT PLAN AND PROCEDURES

Reference Manual

Issue Date: July 2025

CONTENTS

	Page
About this Manual	4 – 6
Section 1 – Emergency Management Plan	
Introduction	7
Relationship with Other Plans and Policy Guides	8
Audit, Review and Committee Administration	9
Emergency Control Organisation Structure	10 – 11
Emergency Control Organisation Identification	12
First Response	13
Escalation of Incident	14
Evacuation Plan	15
Evacuation Process – Day	16
Evacuation Process – Night	17
Emergency Plan – Occurrence Notifications	18
Emergency Plan – Post-Incident Considerations	19
Section 2 – Emergency	
Air Supply Contamination	20
Armed Hold-Up	21 – 23
Assault	24
Aviation Emergency	25
Bomb – Threat – Found – Mail	27 – 32
Chemical Spill	33
Civil Disorder	34
Confined Spaces Emergency	35
(Apparently) Deceased Person	36
Drug Overdose	37
Earthquake	38-39
Electric Shock	40
Explosion	41
Fire Alarm	42
Fire – Building	43 – 44
Fire – Bush	45-46
Fire – Safety	47

CONTENTS

Flood	48
Food Poisoning	49
Gas Leak	50
Hostage/Siege	51
Lockdown	53 – 57
Medical Emergency	58
Motor Vehicle Accident	59
Power Failure	60 – 61
Sexual Assault	62
Storm/Severe Weather	63
Structural Damage to Building	64
(Apparent) Suicide	65
Suspicious Mail and Packages	66 – 68
Syringes (Found)	69
Threats	70
Violent or Threatening Person	71 – 73
Water Leak (Minor Flooding)	74
Water Supply Interruption	75

Section 3 – Appendices

Campus Emergency Numbers	76
Warden List	77 – 78
First Aid Officers	79
Campus Map	80

ABOUT THIS MANUAL

PURPOSE		
This manual is a fundamental element of the Site Emergency Management Program and is intended for use by management as a reference framework for achieving and maintaining an effective level of emergency preparedness, and as a management guide during an emergency.		
STRUCTURE		
1	The Emergency Management Plan	This section details the organisational structure, systems, resources and processes that may be activated in whole or in part in the event of an emergency.
2	Critical Incident Response Procedures and Guidelines	This section details in alphabetical order the First Response procedures and/or guidelines for various critical incidents.
3	Appendices	This section serves as a repository for assorted reference information which may be subject to frequent amendments.
USAGE		
This manual is intended for management use only. Whilst certain elements of information contained within this manual will be of use to general staff, the document as a whole is not intended for general distribution but will be available on the Coffs Harbour Education Campus website.		
REVIEW		
The contents of this manual will be reviewed annually.		
AMENDMENTS		
Any amendments will need to be endorsed by the Coffs Harbour Education Campus (CHEC) Emergency Planning Committee.		

ABOUT THIS MANUAL

SITE	This manual relates to the following location.	Coffs Harbour Education Campus and Coffs Harbour Technology Park Ltd.
ADDRESS		363 Hogbin Drive, Coffs Harbour, NSW, 2450

DOCUMENT ISSUE AND CONTROL

COPY	LOCATION	ACCOUNTABILITY
1 of 2	Facilities & Business Operations Manager	Andrew Meadows
2 of 2	Facilities Coordinator	Karli Anshaw
<i>This manual is a controlled document and is subject to audit. It must NOT BE REMOVED from the above locations.</i>		

ENQUIRIES

	Primary Contact	Alternate Contact
NAME	Andrew Meadows	Karli Anshaw
TITLE	Facilities & Business Operations Manager	Facilities Coordinator
ADDRESS	363 Hogbin Drive, Coffs Harbour, NSW, 2450	363 Hogbin Drive, Coffs Harbour, NSW, 2450
MOBILE	0474 810 421	0448 139 648
EMAIL	andrew.meadows5@tafensw.edu.au	karli.anshaw3@tafensw.edu.au

ABOUT THIS MANUAL

DEFINITIONS AND ABBREVIATIONS

Term	Abbreviation	Definition
Campus Emergency Control Centre	CECC	The site command post at which the Campus Emergency Coordinator is located in the event of an evacuation or major incident.
Coffs Harbour Senior College	CHSC	Abbreviation for partner/sector.
External Meeting Point	EMP	The external location where Building Wardens can report to in the event that the MECP has been evacuated and they are unable to report to the Emergency Response Officer following an evacuation.
Emergency		<p>Any incident which could:</p> <ul style="list-style-type: none"> ▪ Jeopardise the safety of or traumatisise persons on or near the site ▪ Result in significant damage to property or equipment on-site ▪ Significantly disrupt normal site operations.
Emergency Control Organisation	ECO	The collective name given to staff who perform Warden and other emergency related roles.
Emergency Management Team	EMT	The collective name given to those staff who perform the roles of Campus Emergency Coordinator, Emergency Response Officer, and Communications Officer (and their respective deputies).
Emergency Planning Committee	EPC	A group of site representatives responsible for overseeing an appropriate level of emergency preparedness on-site.
Emergency Procedures		Procedures that have been designed so that all responding on-site personnel will act in a coordinated manner which will complement and support the actions and deeds of the emergency services.
Evacuation Assembly Area		A safe location which evacuees proceed to in the event of an evacuation.
Master Emergency Control Point	MECP	The Command Post where the Campus Emergency Coordinator will locate to in the event of a serious incident. For the purpose of this document the nominated Master Emergency Control point is the Security Office (A.G.4)
Warden Meeting Point	WMP	A building-specific location where Area Wardens report to their Building Warden on completion of their evacuation duties. Typically located near to the entrance where the Fire Indicator Panel is located.

1.1 Introduction

PURPOSE

The purpose of the Emergency Management Plan is to enable management and staff to quickly and decisively respond to an actual or potential emergency which could threaten the safety of persons, cause major damage to property or equipment, or significantly disrupt site operations.

The Plan provides for appropriately trained management and staff to assume the primary response role for incidents or emergencies occurring on site which are within the capabilities of internal resources to control, which have no external impact, and which do not necessitate the deployment of resources from external authorities or agencies.

The Plan also provides for management and staff to act in a support role in circumstances where external intervention is necessary.

The Plan caters for all modes of site operations and response procedures are intended to complement the roles and responsibilities of responding combat agencies.

OVERVIEW

The Emergency Management Plan encompasses the following key elements:

CONSIDERATION		DETAIL	
COMPLIANCE		Responsibility of the Emergency Planning Committee. Review not less than once every 12 months or following an Emergency.	
INFORMATION	TYPE		DISTRIBUTION
	Emergency Reference Manual		<ul style="list-style-type: none">▪ Campus Emergency Coordinator▪ Master Emergency Control Point
	Warden Checklist Cards		Wardens
	Emergency Information Cards		Strategic locations throughout the buildings.
EDUCATION	TYPE		FREQUENCY
	Warden Training	Once every	12 months
	Emergency Management Committee Meeting	Once every	Quarter (3 months)
EXERCISES	Evacuation Exercise	Once every	12 months (minimum)
	Lockdown Exercise	Once every	12 months (minimum)

RELATIONSHIP WITH OTHER PLANS AND POLICY GUIDES

Whilst the Campus Emergency Coordinator would activate the Campus Emergency Management Plan to deploy and coordinate local, first-response resources and activities, other sector-specific policies and procedures and/or reporting requirements may subsequently be applied. The Chief Coordinator is responsible for the escalation and coordination of such secondary responses as appropriate.

The decision to close the campus in the event of an Immediate Emergency situation is given to the Chief Coordinator. The decision to close the campus in the event of Imminent Danger would be referred to the SCU Vice Chancellor, TAFE NSW Regional Facilities Manager - North and the Principal of Coffs Harbour Senior College (DoE).

Some sector-specific policies which may apply are listed below, and are available in the supplementary document folder which accompanies this plan, or on the individual sector websites:

- TAFE NSW Critical Incident Management Plan
- Department of Education Incident Notification and Response Procedure
- SCU Emergency and Crisis Management Policy
- SCU Emergency Procedures – Lismore and Gold Coast
- SCU Work Health Safety Policy
- SCU Workplace Health and Safety Risk Management Procedures
- SCU Student Critical Incident Management Policy
- TAFE Critical Incident Trauma Management Plan
- CHEC Armed Hold-up Procedures
- Other Memorandum, Legal and Government Bulletins issued from time to time relevant to current Incident and Emergency Management practices.

AUDIT, REVIEW AND COMMITTEE ADMINISTRATION

The Emergency Planning Committee

The Emergency Planning Committee is incorporated in the Work Health Safety (WHS) Committee and it responsible for overseeing on an ongoing basis:

- The effectiveness and accuracy of the Emergency Management Plan, Procedures and relevant information.
- The appointment of Emergency Control Organisation personnel.
- Staff training in emergency preparedness.
- Co-ordination of evacuation exercises.
- Post emergency/exercise review.

Composition

The Facilities and Business Operations Manager will hold a key position on the WHS Committee and act as a Project Manager for initiating action on Emergency Planning responsibilities, including the appointing of Emergency Organisation Personnel. The Committee will consist of all the WHS representatives of the partners and a commercial tenant representative of the Coffs Harbour Technology Park.

Meetings

The Committee will meet a minimum of once every 12 months, on a day and time to be nominated by the Chairperson. This frequency can be adjusted and nominated on Page. 7 of this document on agreement of the Emergency Planning Committee.

The Committee will also convene as soon as practicable after an emergency situation to review organisational response and at other times when matters affecting the emergency preparedness of the site occur.

A note taker will be appointed by the Chair to record Minutes. Copies of the Minutes will be distributed to the Committee members and a master copy will be retained on file.

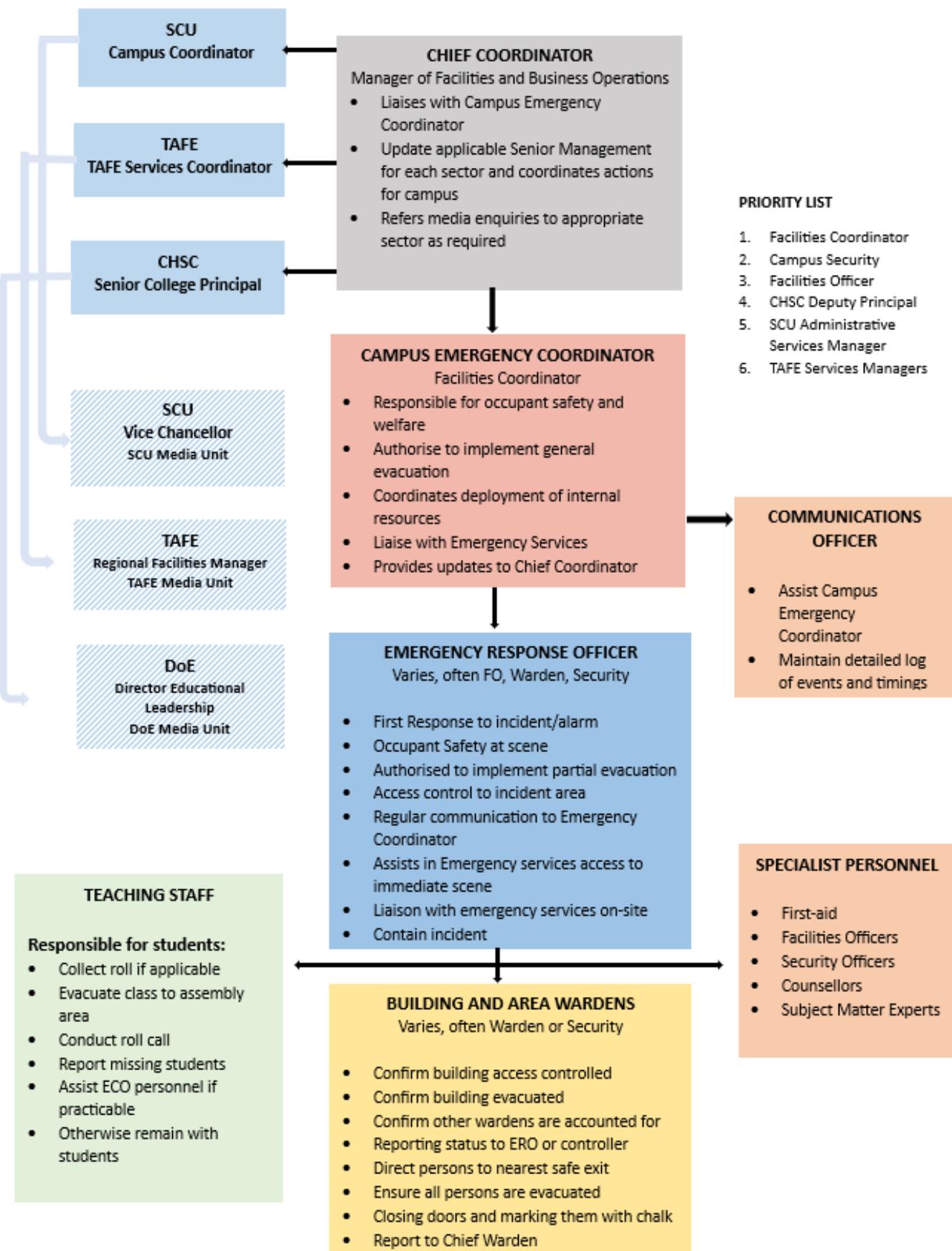
Meeting Agenda

The Meeting Agenda will include reports from Committee representatives concerning:

- Any emergency or critical incident which has occurred at the site and an evaluation of the site's organisational response to the event.
- Staff training in emergency preparedness which detail names, positions and date they last attended training.
- Details, evaluation and issues arising from the most recent site emergency and evacuation exercise/s.
- Most recent audit of site emergency systems and equipment.
- Proposed amendments to the Site Emergency Reference Manual.
- A review of the Site Emergency Reference Manual to ensure that all information contained within remains pertinent and accurate.
- Any other issues impacting on Site Emergency Preparedness.

EMERGENCY CONTROL ORGANISATION STRUCTURE

09.00 TO 17.00 MONDAY TO FRIDAY (EXCLUDING PUBLIC HOLIDAYS)



Emergency Control Organisation – Other Times

Outside the above times, whilst the Campus is operating, the Emergency Response Officer will be responsible for coordinating the initial response to an emergency and updating the Campus Emergency Coordinator at the first reasonable opportunity.

Selection Guidelines – Emergency Control Organisation Personnel

In selecting persons to perform Emergency Control Organisation roles, the following selection guidelines should be considered:

ALL Emergency Control Organisation Personnel should:

- Be physically capable.
- Have leadership qualities and command authority.
- Have maturity of judgement, good decision-making skills and be capable of remaining calm under pressure.
- Generally, work in one area and be in attendance during working hours (in particular, normal duties should not frequently take them away from the building/site).
- Be good communicators.

Emergency Management Team

Persons selected for Campus Emergency Coordinator and Emergency Response Officer roles should:

- Meet the above criteria, plus:
- Have a good knowledge of the site/building layout and operations, and
- Have undergone appropriate training relative to their roles and responsibilities within the ECO.

Maintenance of Warden Coverage**Responsibility for Maintenance of Sufficient Wardens**

Overall campus-wide responsibility for the maintenance of sufficient warden personnel and accurate list of all wardens' rests with the Chair – Emergency Planning Committee/Work Health Safety representatives.

Responsibility for Checking and Updating Warden List

The Campus Emergency Coordinator will check with Wardens on a 12 monthly basis to confirm the accuracy of the Warden List and, where practicable, make any adjustments.

Warden Vacancies

On being advised of any warden vacancies that cannot be filled, the Chair – Emergency Planning Committee/Work Health Safety representatives will write to the applicable Manager requesting an appropriate warden nomination.

Production of Updated Warden List

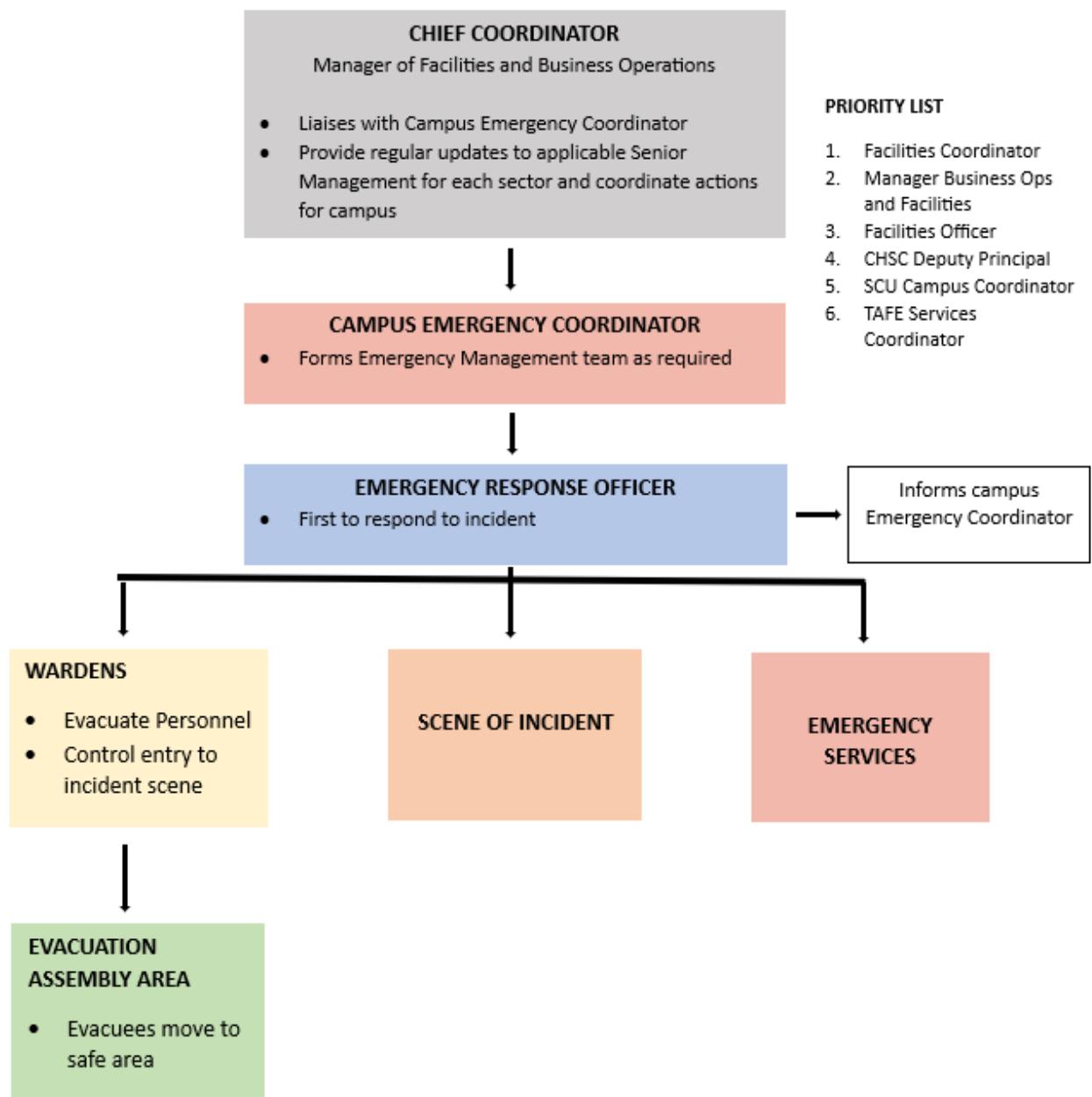
The Campus Emergency Coordinator will ensure that an updated warden list is produced and distributed to warden personnel once every 12 months. Copies of this list will be forwarded to all manual holders for insertion in the Emergency Procedures Manual.

EMERGENCY CONTROL ORGANISATION IDENTIFICATION

In an emergency, ECO personnel wear colour-coded safety hats as follows:

ROLE	IDENTIFICATION
Campus Emergency Coordinator	White
Emergency Response Officer	White (with blue strip)
Building Warden	YELLOW Safety Hat
Area Warden	RED Safety Hat
First Aid	GREEN Safety Hat
Security	BLUE Safety Hat (marked “Security”)

FIRST RESPONSE



ESCALATION OF INCIDENT

IN THE EVENT OF AN EMERGENCY CALL 000

PERSON DISCOVERING EMERGENCY

- Keep persons away from any immediate danger
- Inform campus security as soon as possible 1800 004 357
- Confirm nature of emergency, exact location, situation, time and contact details.
- Inform emergency response officer (warden/security)

PRIORITY LIST

1. Facilities Coordinator
2. Campus Security
3. Facilities Officer
4. CHSC Deputy Principal
5. SCU Administrative Services Manager
6. TAFE Services Manager
7. Finance Business Analyst
– CHEC Partnership

EMERGENCY RESPONSE OFFICER

- Attend scene
- Attain information
- Action as necessary

IF ASSESSED TO BE A SERIOUS INCIDENT

- Life threatening
- Major damage
- Significant disruption
- Reputation consequences
- Legal consequences

Inform and update Campus Emergency Coordinator

CAMPUS EMERGENCY COORDINATOR

- Responsible for occupant safety and welfare
- Implement general evacuation if required
- Coordinate deployment of internal resources as needed
- Liaise with Emergency Services
- Provide updates to Chief Coordinator

ACTIONS REQUIRED:

- Call 000
- Proceed to command post
- Deploy specialists as necessary
- Inform Chief Coordinator

Inform Chief Coordinator

Form Emergency management team if required for serious incident

CHIEF COORDINATOR

Manager of Facilities and Business Operations

- Liaises with Campus Emergency Coordinator
- Provide regular updates to applicable Senior Management for each sector and coordinate actions for campus

SCU Campus Coordinator

SCU
Vice Chancellor
SCU Media Unit

TAFE TAFE Services Coordinator

TAFE
Regional Facilities Manager
TAFE Media Unit

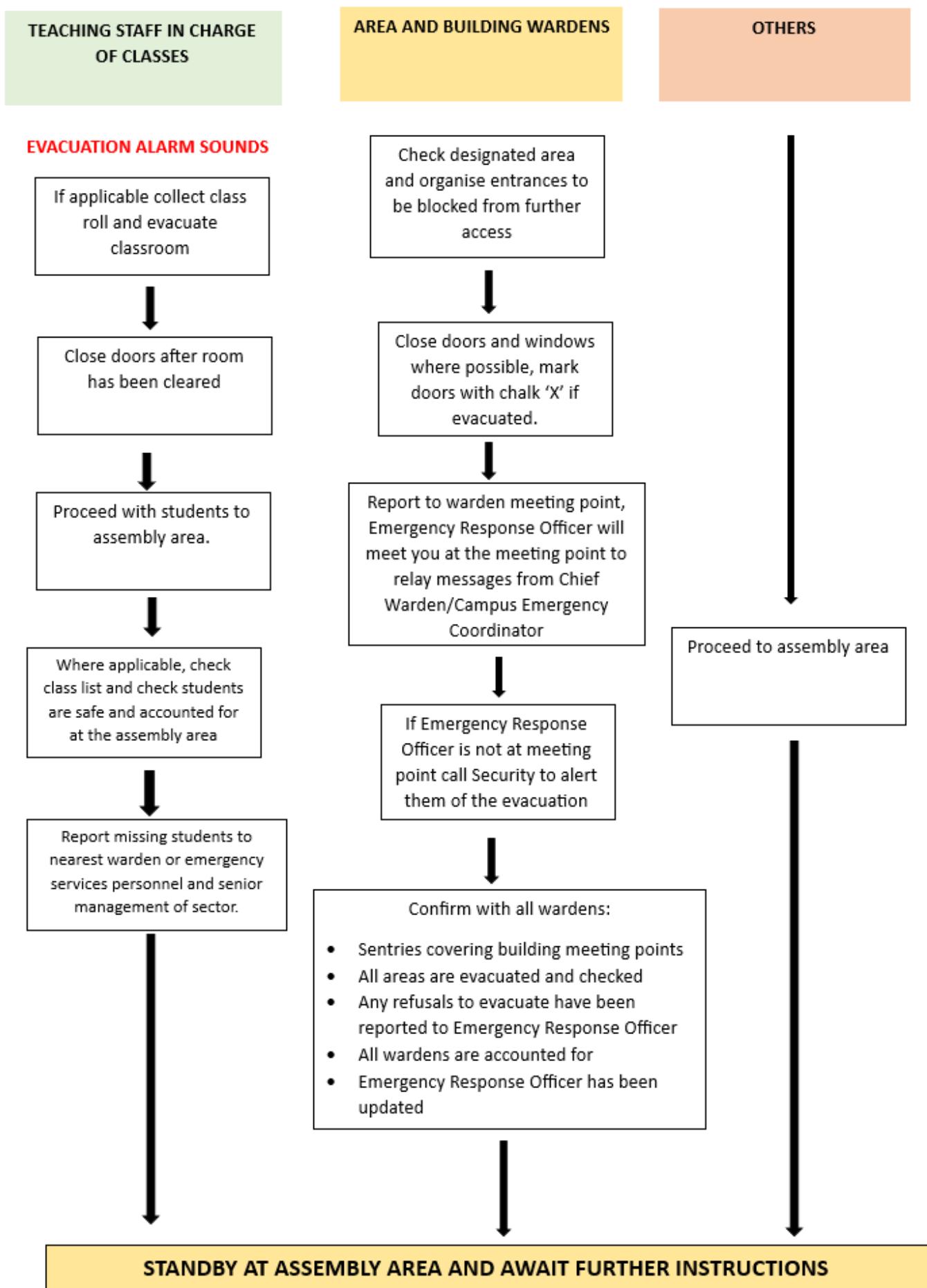
CHSC Senior College Principal

DoE
Director Educational Leadership
DoE Media Unit

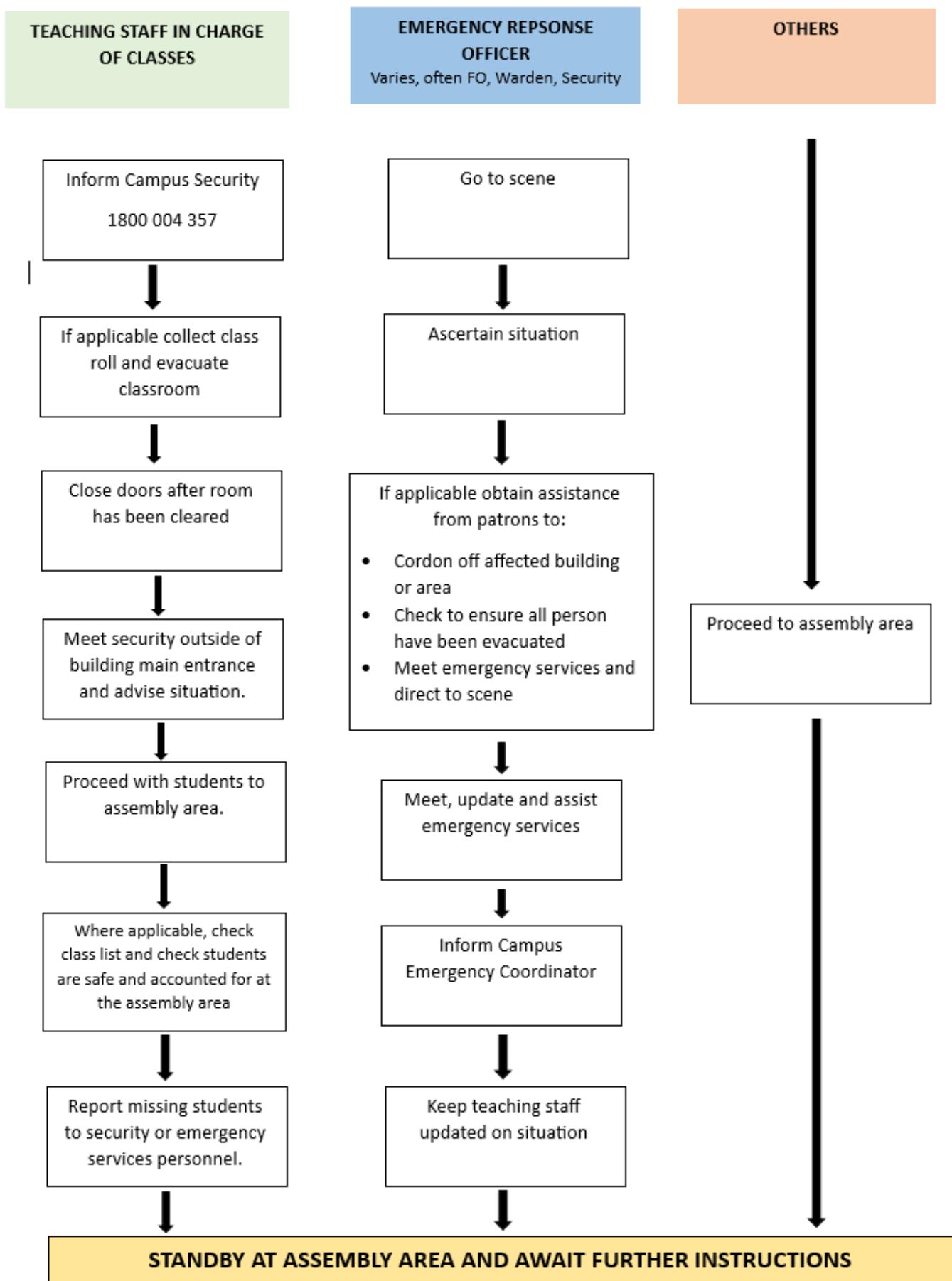
1.5 Evacuation Plan

ELEMENT	INFORMATION
AUTHORITY TO EVACUATE	
Partial Evacuation	Emergency Response Officer/Building Warden/Area Warden
General Evacuation	Campus Emergency Coordinator
EVACUATION TRIGGERS	
	Activation of fire alarm tones from Fire Indicator Panel
	Evacuation directive issued by warden or emergency services personnel.
	If evacuation becomes an obvious necessity for personal safety.
EVACUATION ASSEMBLY AREAS	
Unless otherwise instructed, and providing it is safe to do so, persons should proceed to the nearest Evacuation Assembly Area. Emergency Information Cards in each building identify the Evacuation Assembly Area (and alternate) for the building.	
(A listing of Evacuation Assembly Areas is contained in the Appendices to this Manual.)	
WARDEN MEETING POINTS	
Each building has a designated Warden Meeting Point. Typically, this is outside the entrance to the building where the Fire Indicator Panel is located. In the event of an evacuation, and providing it is safe to do so, the Warden Meeting Point is where:	
<ul style="list-style-type: none"> ▪ The Building Warden will be positioned. ▪ Area Wardens should report to Campus Emergency Coordinator after completing their evacuation duties. ▪ The Emergency Response Officer will meet the Building Warden to ascertain the situation. 	
(A list of Warden Meeting Points is contained in the Appendices to this Manual.)	
EXTERNAL MEETING POINT	In the event that a Building Warden is unable to report the evacuation status of his/her building to the Emergency Response Officer, he/she should report to the Warden stationed at the External Meeting Point located at: Corner of Doug Knight Drive (near the ponds) .
COMMAND POSTS Primary External	(Master Emergency Control Point) Security Office Block A.G.4 Corner of Doug Knight Drive (near the ponds)
RE-ENTRY	Persons should remain at the Evacuation Assembly Area until advised by the Emergency Services, Emergency Response Officer (or a delegated Warden) that it is safe to re-enter the building or area.

EVACUATION PROCESS – DAY



EVACUATION PROCESS – NIGHT



1.6 EMERGENCY PLAN – OCCURRENCE NOTIFICATIONS

OCCURRENCE	REMARKS
Campus Management Notifications In the event of an emergency or critical incident, the Emergency Response Officer must inform:	<ol style="list-style-type: none"> 1. Campus Emergency Coordinator if unable to contact, then contact 2. Chief Coordinator 3. Sector Leaders
Institutional Notifications The SCU Vice Chancellor, TAFE NSW Regional Facilities Manager – North and CHSC Principal must be immediately informed by the Campus Emergency Coordinator or Chief Coordinator in any of the following circumstances:	<ul style="list-style-type: none"> ▪ Death or serious injury to any person on-site. Or death of a staff member, student employed by or participating in CHEC partners' activities off-site. ▪ Criminal activity of a serious nature against or involving persons or property associated with the Site or the partners of CHEC. ▪ Any incident which could cause serious harm to persons or property on or near to the Site or result in adverse media coverage or criminal or civil proceedings against CHEC employees.
Emergency Services If Emergency Services are responding to an incident on site:	<ul style="list-style-type: none"> ▪ Entry will be via the Emergency Services entrance from Hogbin Drive. ▪ This entry point is left accessible to vehicles. ▪ The Emergency Response Officer must delegate a person to meet and direct arriving Emergency Services vehicles from this point.
The Campus Emergency Coordinator is responsible for providing the following support:	<ul style="list-style-type: none"> ▪ Advice on technical or operational matters associated with the activities of the campus. ▪ Appropriate plans, data sheets and other reference material.
Trauma Management	The Campus Emergency Coordinator is responsible for communication to the sectors so they can make appropriate decisions regarding counselling for any critical incident for persons requiring this support. Each sector to refer to their own Specific Trauma Management Procedures.
Media	All media enquiries should be referred to the Chief Coordinator who will refer enquiries on to each sector to manage.

1.7 EMERGENCY PLAN – POST-INCIDENT CONSIDERATIONS

Termination of Emergency

Once Emergency Services have concluded their involvement, control of the affected area will be handed back to the Campus Emergency Coordinator.

In determining the suitability of the area to be re-occupied and to resume normal operations, the Campus Emergency Coordinator* should consider:

- Any residual/lingering hazards.
- Any structural or process weaknesses caused by the original event which could initiate a subsequent emergency if operations are reinstated.
- The need to preserve the scene if there is to be a subsequent investigation.
- Occupant safety.
- Industrial relations ramifications.

Where applicable, the decision to re-commence operations will be taken in consultation with specialist staff following a risk assessment.

** or Emergency Response Officer After Hours.*

Preservation of the Incident Scene

In any emergency situation, where there is the possibility of a subsequent statutory investigation or coronial inquiry, the Campus Emergency Coordinator must ensure that all evidence relating to the incident including documents, computer information, personnel and materials is preserved.

The Campus Emergency Coordinator must ensure that there is no interference with evidence and that any cleaning up or changes to the scene including building repairs, apart from that necessary to bring the emergency under control, does not occur without approval of investigating officers.

Serious Incident Report

The Emergency Response Officer must ensure that a Serious Incident Report is completed **prior to shift completion**.

Debrief

Within 7 days of the conclusion of the emergency, the Emergency Planning Committee will conduct a formal review of the events and processes affecting the emergency to ensure that the Campus Emergency Plan and organisational preparedness remain appropriate and competent.

Where deficiencies or weaknesses are identified, a written strategy will be developed to rectify these, together with a time frame.

This review will involve debriefing relevant personnel and compiling an appropriate report under the authority of the Chair – Emergency Planning Committee.

Air Supply Contamination

(Providing it is safe to do so.)

A

EMERGENCY RESPONSE OFFICER

- Ensure that the suspect air handling system is immediately shut down.
- If necessary, evacuate the area/s serviced by the suspect system.
- Notify Facilities Officer.
- Cordon off the suspect plant to prevent unauthorised access.
- Where practicable, naturally ventilate the affected area/s.
- Notify the Campus Emergency Coordinator.

CAMPUS EMERGENCY COORDINATOR

- Notify Chief Coordinator
- Notify Council
- Notify Health Department
- Notify applicable staff
- Ensure that appropriate tests/medical assessments are conducted

CHIEF COORDINATOR

- Notify TAFE NSW Regional Facilities Manager - North, Senior College Principal, and SCU Vice Chancellor where appropriate
- Coordinate responses from appropriate Senior Officers
- Refer media enquiries to sector managers.

Armed Hold-Up

(Providing it is safe to do so.)

A

Note: CHEC Armed Hold-up Procedures is to be used where appropriate.

See Supplementary Document Folder

PERSONS INVOLVED

During the Incident

DON'T BE A HERO – stay calm

Your safety and the safety of those around you is of primary importance. If you are not directly involved, stay out of it.

DON'T ARGUE – obey the offender instructions

But do only what you are told and no more. Do not volunteer any information.

BE DELIBERATE in your actions

Be deliberate in your actions if you are ordered to do something by the offender. Avoid sudden movements.

DON'T STARE at the offender

Avoid direct eye contact.

MAKE A MENTAL NOTE of everything you can about the offender

In particular, note speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos.

Try and OBSERVE ANY VEHICLE used by the offender

Once the offender has left, if you can without risk, and if nobody else has already done so, take particular note of the registration number, type, colour and any distinguishing features.

After the offender has Left

HELP any person who has been injured.

Activate **DURESS ALARM** (if applicable)

INFORM the Campus Security

LOCK DOORS to secure crime scene

RECORD your observations in writing as quickly as you can after the Hold-Up. (The Police need individual impressions of what happened, uninfluenced by others.)

Armed Hold-Up*(Providing it is safe to do so.)***A****EMERGENCY RESPONSE OFFICER****Initial Report****ASCERTAIN THE FOLLOWING INFORMATION:**

- Is anyone injured?
- Is the offender/s still on site?
- Exact location of the incident (Building, Level and Room Number)
- Name of the informant

CONTACT THE FOLLOWING PERSONS:

- Campus Emergency Coordinator
- Police (Call 000)
- Ambulance (if required)

Response Actions

- Confirm offenders have left** and obtain brief description (ensure Police are updated)
- Confirm if any persons injured** and ensure appropriate medical treatment is provided.
- Secure the area** where the incident occurred and don't allow anyone into the area. Nobody should be allowed into this area until released by Police.
- Inform** appropriate senior management.
- Obtain names, addresses and telephone numbers** from all persons involved, together with brief details of incident (including description of offender/s, estimated value of cash/valuables stolen.). Ask them to remain until the Police arrive. Explain to them that their view of what happened, however fleeting, could prove vital when pieced together with other evidence.
- Provide a quiet place** for them to sit down and offer them a cup of tea.
- Ask Security to check CCTV if applicable to the area, Security to follow CHEC CCTV procedures**
- Obtain names of attending Police** (and station) and prepare a brief incident report for the Campus Emergency Coordinator (where applicable) before leaving the site.

Armed Hold-Up

(Providing it is safe to do so.)

A**POST INCIDENT****Counselling**

The Campus Emergency Coordinator will inform Sector Managers for them to arrange counselling as required.

Security Review

A Security Review should be undertaken of the activity and location (including physical and procedural security elements) to determine if security can be improved, and the risk of a repeat incident reduced.

Assault**A****EMERGENCY RESPONSE OFFICER****Initial Actions**

- Assess the situation
- Remain calm
- Obtain assistance
- Do not provoke the assailant or aggravate the situation
- If safe to do so, assist the victim (e.g., determine if first aid or medical attention is required and action accordingly)
- Disperse any casual spectators, but ask witnesses to remain
- Note details concerning the incident if they can be obtained safely:
 - Any details of victim
 - Circumstances surrounding the incident
 - Witnesses
 - Description/details of assailant/s

If Minor Assault

- Refer the matter to the Campus Emergency Coordinator for follow up
- Complete a report for the Campus Emergency Coordinator detailing the incident and any action taken
- Advise Campus Emergency Coordinator who will notify head of sector.

If Serious Assault

- Immediately notify the Police. Include:
 - Description of offender/s
 - Any weapon/s
 - Vehicle/s
 - Last known whereabouts, and
 - Direction of travel
- Cordon off the scene of the incident
- Identify any witnesses and request them to remain until Police arrive
- Where witness(es) cannot wait for Police attendance, their details are to be noted, where available
- If offender is still present on-site, ensure that victim and witness(es) are isolated from the person
- If offender is still present on-site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discreet surveillance
- Inform the Campus Emergency Coordinator who will notify head of each sector.
- Implement sector discipline procedures if appropriate.

Aviation Emergency

A

Coffs Harbour Education Campus is located within close proximity to the Coffs Harbour Airport; therefore, we need to be aware of emergency procedures in the event of an aviation emergency

Control and Communication:

The lead control agency in the event of an aviation emergency is the NSW Police, who coordinate response actions.

Once an aviation emergency occurs the Chief Warden and Campus management will maintain open communication channels with the control agency.

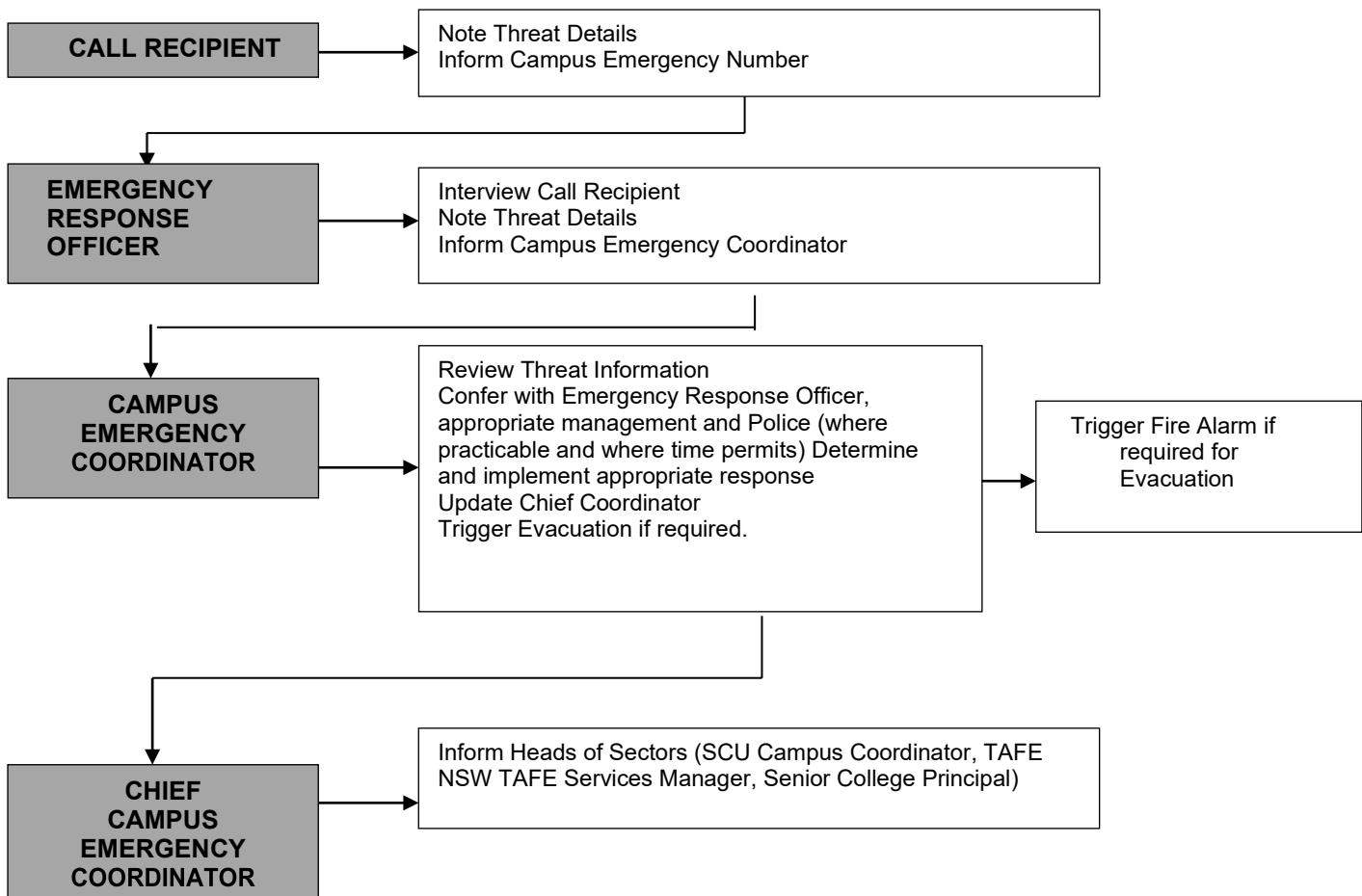
Response:

Depending on the emergency a full or partial Campus evacuation or lockdown may be initiated by either the control agency (NSW Police) or Campus Management. Take direction from a Warden or emergency services.

Refer to Evacuation and Lockdown FAQs for further information.

Aviation Emergency Management:

In the event of an aviation emergency, the airport operator will enact the Aerodrome Emergency Plan (AEP). These plans cover response, communication and recovery and ensures that they enact control, combat and appropriate emergency services/support agencies.

Bomb Threat**B****Bomb Threat Response Plan**

Bomb Threat**B****GENERAL GUIDELINES****Response**

Bomb threat calls must always be treated seriously. Action in relation to any call should always be assessed by the Campus Emergency Coordinator who will determine the level of response required, where practicable, in consultation with Police and senior management.

Police

Police should always be informed of any bomb threat calls received.

Minimum Response

Wherever time permits, a search of any area mentioned in the threat, relevant building/s exterior, exit routes and Assembly Area/s should always be undertaken in response to a specific bomb threat.

Appropriate Inspection Personnel

Because improvised explosive or incendiary devices can be easily disguised, persons who are familiar with the area to be searched are more likely to quickly discover an unusual item or object.

Staff Notification

Whenever a bomb threat call is received, staff residing in the building/area affected by the call should be notified of the call and advised of what action is being taken in relation to the call.

Evacuation

If evacuating in response to a suspected bomb being discovered or as a precaution (where time permits):

- Evacuation should be initiated no later than 30 minutes prior to any detonation deadline
- Persons should take bags and personal belongings with them
- Where practicable, doors and windows should be left open
- Persons must not assemble in any location that is in line of sight to a possible danger area
- Building re-entry should only be considered after a thorough search has been conducted by volunteers and after consultation with police and building occupants.

When evacuation is not considered necessary in response to a bomb threat, staff should always be given the option of leaving the building along with their students and any visitors.

Useful Information to Obtain from Call Recipient

Note: Observations will vary depending on medium of threat (mail, verbal, phone etc.)

TIME OF CALL	
WHAT DID THE CALLER SAY?	
<p>Where Exactly is it – which building?</p> <p>When Will it explode?</p> <p>What Does it look like?</p> <p>Did You place the bomb?</p> <p>Who Are you?</p> <p>How Can we contact you?</p>	
HOW DID THE CALLER SOUND?	
<ul style="list-style-type: none"> ▪ Angry ▪ Calm ▪ Irrational ▪ Drug/Alcohol affected ▪ Abusive 	
CALLER PROFILE	
<ul style="list-style-type: none"> ▪ Sex ▪ Nationality ▪ Age ▪ Voice ▪ Familiarity 	
CALL INFORMATION	
<ul style="list-style-type: none"> ▪ Background noise ▪ Mobile Phone/Pay Phone etc. 	

Precautionary Inspection – Coordination Guidelines

If initiating a Precautionary Inspection in response to a building-specific threat:

- Inform applicable Building Warden
- Request Building Warden to inform Area Wardens and meet at Warden Meeting Point
- Inform available maintenance staff and request attendance at Warden Meeting Point
- Proceed to Warden Meeting Point – Confirm location is safe
- Brief personnel on threat information and proposed response (Precautionary Inspection)
- Establish inspection areas (Internal and External)
- Assign Area Wardens to Internal areas and Maintenance staff to External areas
- Make a note of who is assigned to what areas
- Be sure that all personnel are aware of their respective areas of responsibility
- Request personnel to conduct inspection as follows:
 - Low-key inspection – no hats or vests
 - Be methodical
 - Discreetly inform staff as they proceed through their areas
 - Ask staff if they have observed anything suspicious
 - Remind staff not to evacuate at this stage
 - Advise staff that they will be informed of outcome and any further action
 - Return to Warden Meeting Point on completion of inspection
 - Confirm time by which they must report back to the Warden Meeting Point
- Review Safety Precautions if a suspicious object is discovered:
 - Do not touch
 - Keep people away
 - Immediately inform Emergency Response Officer
 - Do not use 2-way radios or mobile phone in close proximity
- Ask personnel if they have any questions
- Dispatch personnel and standby at Warden Meeting Point
- Update Campus Emergency Coordinator
- Review results of inspection with personnel
- Confer with Campus Emergency Coordinator
- Determine if any further action is warranted
- Update staff

What to Look For

When searching for a possible explosive or incendiary device, packages, bags, boxes or other items may be viewed as 'suspect' in any of the following circumstances:

- The item appears similar to the one described in the threat message
- The item is foreign to the premises and its origin is questionable
- The item is labelled suspiciously
- The physical characteristics of the item are suspicious in size, shape, weigh and sound
- The item cannot be vouched for as belonging to anyone on site
- There are signs of forced entry, footprints, scrapes or fresh diggings
- Pieces of tape, wire, string, or explosive wrappings etc. are present
- The condition of the room or area has been altered (e.g. furniture rearranged, doors closed which are usually open or windows open which are usually closed etc.).

Action on Discovering a Suspicious Object

In the event that an object is discovered which cannot be vouched for or if for any other reason is suspected of being a possible explosive or incendiary device, immediate actions are as follows:

Person Discovering

- DO NOT TOUCH** the object
- Note the appearance, sound and exact location of the object
- Calmly and discreetly keep persons away from potential danger area
- Inform the Emergency Response Officer (**DO NOT USE 2-WAY RADIOS OR MOBILE PHONE**)

Emergency Response Officer

- Evacuate the building.
- Where time permits, request all persons to take their personal belongings with them and leave internal doors open (not fire doors).
- Persons should **NOT** be permitted to gather in an area that is in line of sight to a suspected danger area.
- Inform Police, Campus Emergency Coordinator, Facilities Officer and Technical Officer.
- Shut down gas (if applicable).
- Cordon off the building.
- Liaise with Police on their arrival.
- Update Campus Emergency Coordinator.

MAIL BOMBS

Introduction

Mail bombs are essentially anti-personnel weapons, which are generally designed to explode at the moment of opening.

Activation

Activation may occur as a result of:

- Opening the package
- A rough tearing apart of the envelope
- The pulling of an envelope flap which has been tucked-in
- The action of using a letter opener
- Withdrawal of string or tape
- The removal of the contents
- Accident:
 - Tampering or careless handling
 - Submersion in liquid
 - Two-way radio or mobile phone transmission in vicinity
 - Smoking in close proximity

Recognition Points

Characteristic to look for in determining whether mail is suspect include:

- Excessive weight for size
- Uneven balance
- Stiffness of the envelope or package
- Protruding wires or strips
- Perforations or pinholes
- Noise of loose metal when moved
- Greasy marks
- Strong smell of almonds or marzipan
- Sound of ticking
- Powder deposits
- Restrictive markings
- Excessive taping
- Poor typing or handwriting
- Title but no name
- Misspelling of common words
- Visual distractions
- Incorrect title
- Excessive stamps
- Unknown source
- Unusual postmark

RESPONSE PLAN

Person Discovering

If a suspected mail bomb is discovered in the course of opening:

- Carefully place on nearest level surface
- Do not handle any further
- Evacuate the immediate vicinity
- Notify the Campus Emergency Number of Security

Emergency Response Officer

- Proceed to scene, observe object and note appearance – do not touch
- Ensure that persons are evacuated from the immediate vicinity
- Notify Police, Campus Emergency Coordinator and maintenance staff
- Do not use 2-way radio or mobile phone in vicinity of suspect object
- Evacuate potential danger area and cordon-off
- Shut down gas (if applicable)
- If located in an outside room with windows – cordon off outside area
- Liaise with Police on their arrival

Emergency Response Officer

Consult with senior management re: follow up action concerning alerting staff, other campuses, other sectors and implementing mail screening measures.

Safety Precautions

- Do not handle unnecessarily
- Do not smoke in the immediate vicinity
- Do not subject to open flame, excessive heat or direct sunlight
- Do not immerse in water
- Do not use two-way radios or mobile phones

Chemical Spill**C****WARNING****CONFIRM AREA SAFE TO APPROACH**

Do not enter any confined area where there is a risk of being exposed to toxic atmospheres

IMPORTANT

**The Fire Brigade is to be notified immediately for any hazardous chemical spill.
CALL '000'**

Advise Emergency Services if the spillage has caused evacuation, entered drainage systems or is of a size or nature that the emergency response team has no resources or training to safely and effectively manage.

EMERGENCY RESPONSE OFFICER

- On arrival at the scene ensure that the affected area has been evacuated
- Ensure that persons assemble in a well-ventilated, safe area, upwind from the spill
- Prevent unauthorised access to the area
- Do not allow any ignition sources or electrical equipment to be operated in the immediate vicinity of the spill
- Recovery of a minor spillage of a hydrocarbon will be the responsibility of the person responsible for the hydrocarbon. A minor spillage of a chemical, if it can be recovered safely, will be the responsibility of the person responsible for the chemical.

NOTE: If there is any concern about your safety or the safety of others, do not permit spillage recovery – leave for specialist Fire Brigade personnel.

- Consideration should be given to site environmental conditions and a decision made as to whether further evacuation of the area is required.
- The spill should be contained as soon as possible, using appropriate absorbents if it is believed safe to do so, based on information at hand. Particular attention should be paid to drains and these may need to be dammed using appropriate Bunding.
- The person responsible for the chemical should manage the spill as specified on the Materials Safety Data Sheet (MSDS) or by the manufacturer/supplier of the substance.
- Inform relevant sectors WHS Advisor.
- All waste should be removed consistent with regulatory requirements.
- Update the Campus Emergency Coordinator.

Civil Disorder**C****RESPONSE GUIDELINES**

On becoming aware of civil disorder in the vicinity of or within the campus, or there is a real likelihood of such an incident occurring or a rowdy person or group has trespassed on the site, the Campus Emergency Coordinator should be immediately notified.

The Campus Emergency Coordinator will notify the Chief Coordinator who will determine on the basis of the information available whether the following persons should be notified:

- Senior Sector Managers
- Emergency Services

Where time permits, the Campus Emergency Coordinator should consult with key persons and determine if appropriate personnel and property protection measures should be instituted.

If there is a risk to occupant safety or of unlawful building entry, then staff should be directed as follows:

- Take steps to restrict access to buildings or infiltration within buildings by the demonstrator/s.
- Remove themselves and students to safe areas within the buildings.
- Secure critical records, equipment and valuable items.
- Remove any potential weapons or missiles (e.g. rock, chairs etc.) that could be used by aggressive trespassers.
- Be mindful of possible diversionary tactics by demonstrators to mask criminal activity.

The Campus Emergency Coordinator should ensure that any group of demonstrators is kept under continuous discreet surveillance and attempt to ascertain size of group, composition, leaders identify, motive, intentions, mood, and location.

Removal of trespassers will usually be performed by Police in consultation with the Campus Emergency Coordinator.

From the moment that the possibility of civil disorder is first suspected, the safety of the site's occupants must be of paramount consideration to the Campus Emergency Coordinator and all necessary action undertaken (particularly providing advanced warning to the site's occupants) to assure this.

Pre-Planning

On being advised of a forthcoming event which could possibly result in civil disorder:

- Campus Emergency Coordinator must be notified and should confer with appropriate staff and emergency services representations.
- The Campus Emergency Coordinator should determine the appropriate response after identifying the risks and prepare a written action plan.

Confined Spaces Emergency**C****RESPONSE GUIDELINES**

- Inform Emergency Services (**call 000**)
- Evacuate the confined space – refer to entry/exit log to confirm all persons are safe and accounted for.
- DO NOT ATTEMPT TO RESCUE** a person from inside the confined space (Emergency Services will perform).
- Campus Emergency Coordinator must be informed.
- If safe to do so, gas cutting equipment and flammable materials should be removed from the confined space and immediate vicinity.
- NO PERSONS SHOULD BE ALLOWED TO ENTER** the confined space without permission from Fire Brigade or appropriate technical expert.

(Apparently) Deceased Person**D****EMERGENCY RESPONSE OFFICER**

- Remain calm.
- Isolate the site where the incident has occurred.
- Contact First Aid Officer
- Segregate any witnesses in a private area away from incident scene.
- Segregate any friends/colleagues of the deceased in a private area away from incident scene.
- Disperse any spectators.
- Avoid contact with blood and other body fluids by using protective gloves.
- If practicable install privacy screen and make sure that it cannot be disturbed.
- Inform Police (**call 000**)
- Inform Ambulance (**call 000**)
- Do not interfere with any evidence.
- Comfort witnesses/colleagues.
- Collect accurate information about the incident.

CAMPUS EMERGENCY COORDINATOR

- Inform applicable Sector Managers.
- Liaise with Emergency Services
- Inform the Chief Coordinator and relevant staff.

Drug Overdose

D

EMERGENCY RESPONSE OFFICER

- Contact First Aid Officer and Ambulance.
- Isolate the site where the incident has occurred.
- Segregate any witnesses in private area away from incident scene.
- Segregate any friends/colleagues of the patient in a private area away from incident scene.
- Disperse any spectators.

CAMPUS EMERGENCY COORDINATOR

- Liaise with Emergency Services and arrange liaison with relevant Sector Managers re: Next-of-Kin details and request Police to advise when notification has been made.
- Inform Chief Coordinator and relevant Sector Managers.

Earthquake

E

GENERAL GUIDELINES – Persons Involved

During the Event	
STAY CALM	Stay calm. The greatest risk is from falling debris.
SHELTER	<p>If you are inside when the earthquake starts, remain there. Take cover under a desk, table, door arch or against an inside wall. Keep well away from glass and external walls.</p> <p>If you are outside, move well away from buildings, high walls and electrical wires. The greatest risk from falling debris is immediately outside doorways and near external walls.</p>
NO IGNITION SOURCES	Because of the risk of ruptured gas pipes – do not use candles, matches, lighters or other naked flames during or immediately after the event.
FIREs	Immediately extinguish any fires.
HELP OTHERS	Render assistance to those around you that require it.
EVACUATE	If building is damaged, evacuate. Be careful of broken glass.

After the Event	
UTILITIES	Check utilities (water, gas, electricity) for damage, but do not turn on.
EVACUATE	Leave the building and stay out until the building has been inspected for structural integrity.
AFTER-SHOCKS	Prepare for possible after-shocks.
SEARCH AND RESCUE	This function will be performed by emergency services personnel.
INFORMATION	Monitor local radio for information and official instructions.
TELEPHONES	Do not use the telephone unless you require urgent assistance.

Earthquake

E

Earthquake

In the event of a more pronounced seismic event, the consequences may be far more extreme and could encompass any or all of the following:

- Structural collapse
- Gas leaks
- Fires
- Communications Failure
- Uncontrolled crowd movement
- Casualties
- Loss of critical personnel
- Failure of essential services
- Dilution of emergency service capabilities

Priorities

In the event of such a disaster, the Campus Emergency Coordinator's major priorities would include:

- Prompt re-establishment of command centre, control and communications
- Evacuation of non-essential personnel
- Combating fires
- Isolation of hazardous utilities
- Treatment of casualties
- Cordon off dangerous areas
- Accounting for staff, students and visitors
- Support to emergency services

Initial Response

In the event of an earthquake, subject to magnitude and impact, the Campus Emergency Coordinator may elect to:

- Establish the Outdoor MECP at the External Meeting Point
- Evacuate all building occupants to the Main Evacuation Assembly Area (co-located with External Meeting Point)
- Muster all Wardens – inventory communications and First Aid equipment
- Establish a First Aid Post at the External meeting Point
- Deploy Wardens to organise evacuees into building/class/office groupings
- Attempt to account for all personnel
- Determine and implement appropriate recovery strategy

Electric Shock**E****CAUTION**

Avoid direct contact with the affected person while they are in contact with the current

GENERAL RESPONSE GUIDELINES**Electric Shock****IMMEDIATE ACTIONS – Person Discovering**

- If safe to do so isolate electrical supply
- If safe to do so and suitably trained in low voltage rescue use techniques in accordance with training to remove person from power supply
- Delegate a person to **call 000**
- Perform first-aid if required and suitably trained or contact first-aid officer

IMMEDIATE ACTIONS – Emergency Response Officer

- Inform nearest First Aid Officer
- Proceed to scene – keep onlookers away from live or energised equipment.
- If safe to do so isolate electrical supply
- If safe to do so and suitably trained in low voltage rescue use techniques in accordance with training to remove person from power supply
- Ensure communication lines with Emergency Services are on-going, this may be you or someone else on scene
- Inform Campus Emergency Coordinator
- Attend scene – keep onlookers away from live or energised equipment.

IMMEDIATE ACTIONS – Campus Emergency Coordinator

- Inform Chief Emergency Coordinator
- Liaise with Emergency Services (**call 000**)
- Notify Sector Managers

SECTION 2

EMERGENCY PROCEDURES

Explosion

E

CAMPUS EMERGENCY COORDINATOR - CHECKLIST

ITEM	ACTION
Emergency Services	Ensure that Emergency Services are promptly informed (call 000).
Casualties	Seriously injured should be treated at the scene by First Aiders. Persons suffering minor injuries should be treated at the Assembly Area. Those that are obviously dead must not be moved.
Fires	Appropriately trained personnel should be deployed to combat any fires pending the arrival of the Fire Brigade.
Evacuation	Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by the Chief Warden).
Hazards	Appropriate staff should be deployed to isolate/shut down hazardous processes or equipment that could pose additional hazards to rescue and recovery operations.
Search and Rescue	Emergency Services will normally perform this task. However, steps should be taken to attempt to quickly account for all persons in the affected area at the time of the explosion. Any persons unaccounted for should be brought to the attention of Emergency Services.
Access Control	Only essential vehicles and personnel should be permitted on site.
Senior Management	Appropriate senior management should be informed as soon as possible.
Security	A 'no-go' zone should be placed around the scene. Only authorised persons should be permitted inside this restricted area. This reduces the risk of evidence being destroyed or interfered with, or persons being unwittingly exposed to danger, or sightseers hampering rescue efforts.
Evidence	All efforts must be made to preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the senior Emergency Services officer present.
Media	Refer media enquiries to the Chief Coordinator who will refer them to the appropriate sector.
Building Damage	Action should be taken to quickly survey building for any sign of structural damage and, if suspect, placed off-limits.
Enquiries	The Campus phone enquiry number may quickly become inundated with enquiries from media and concerned relatives and friends. Consideration should be given to determining who will handle the calls and refer to each sector as required.
Casualty List	The Campus Emergency Coordinator will ensure that an accurate list is prepared and maintained of those injured in the incident in coordination with each sector. Name, brief description of injuries and present disposition (e.g. taken to hospital, treated at the scene and released) will be recorded. Details will only be released with the permission of the Senior Manager/s in consultation with the senior Emergency Services officer present.
Witnesses	Details of witnesses should be documented and referred to the Police.
Welfare	Provide comfort, support, communications and transport as required to those affected by the event.

Fire Alarm**F****STAFF AND STUDENTS**

Proceed to Evacuation Assembly Area and await further instructions.

AREA WARDENS

- Deploy 'sentries' to safe locations outside building entrances (if applicable).
- Evacuate and check designated areas.
- Report to Building Warden at Warden Meeting Point.
- Assist as required.

BUILDING WARDEN

- Ring Campus Emergency Number.
- Proceed to Warden Meeting Point.
- Confirm with Area Wardens that building has been evacuated and checked and doors closed.
- Deploy Area Wardens to relieve sentries (if applicable).
- Update Emergency Response Officer.
- Assist as required. Otherwise, proceed with Area Wardens to Assembly Area.

EMERGENCY RESPONSE OFFICER

- Attend Fire Indicator Panel and determine zone in alarm.
- Obtain back-up and proceed to building in alarm.
- Investigate source of alarm.

If no evidence of a fire:

- Return to Fire Indicator Panel
- Update Campus Emergency Coordinator
- Inform Team Leader – Maintenance Services
- Update Fire Brigade on arrival

If evidence of a fire:

- Ensure that all persons are evacuated from the building
- Ensure that air-conditioning is shut down and exhaust fans are activated (where applicable)
- Where applicable, isolate gas to fire affected areas
- If safe to do so, coordinate local Emergency Services.

If too dangerous to fight fire:

- Attempt to contain fire by closing doors and windows (if practicable)
- Ensure that persons are kept away from building and Fire Brigade ingress route
- Leave building. Meet and update Fire Brigade on arrival. Update Campus Emergency Coordinator.

Fire - Building**F****PERSON DISCOVERING****Initial Actions**

In the event of a fire, then person discovering the fire should:

- Alert persons in the vicinity of the fire.
- Call 000**
- Extinguish the fire, only if safe to do so and competent in use of applicable firefighting equipment.

If too dangerous to fight the fire:

- Activate nearest Break Glass Alarm.
- Evacuate the immediate vicinity (use ALL available safe exits).
- Turn off ignition sources and gas.
- Attempt to contain fire and smoke by closing all windows and doors as area is evacuated.
- Leave the area by the nearest safe exit.
- Meet and update Emergency Response Officer.

EMERGENCY RESPONSE OFFICER**Initial Actions**

On being advised of a fire on campus:

- Ascertain the following information from the informant:
 - Exact location of fire
 - Extent and trend of fire
 - Any persons injured?
 - What are the occupants doing?
 - Name and location of informant and time fire discovered
- Notify Fire Brigade.
- Notify applicable maintenance personnel.
- Notify Campus Emergency Coordinator.
- Obtain back-up from another member of staff and proceed to scene.

Fire - Building**F****On-Scene**

- Ensure that all persons are evacuated from the building, via reports from Wardens.
- Confirm that Air-conditioning and fans are off.
- Where applicable, isolate gas to fire affected area.
- If safe to do so, coordinate local firefighting efforts.

If too dangerous to fight the fire:

- Attempt to contain fire by closing doors and windows (only where safe and if practicable).
- Ensure that persons are kept away from building and Fire Brigade ingress route.
- Leave building – meet and update Fire Brigade on arrival.
- Update Campus Emergency Coordinator.

CAMPUS EMERGENCY COORDINATOR

On confirming the presence of a fire on campus:

- Consider if a broader evacuation is required.
- Consider if vehicular access to campus should be restricted to Emergency Services and other relevant vehicles.
- Ensure Chief Coordinator is advised at first available opportunity.

CHIEF COORDINATOR

On receiving notification of a fire on campus:

- Advise all CHEC partners senior management
- Coordinate instructions from Sector Senior Management.

Fire - Bush

F

Bush Fire Risks

1. Wind: Strong winds resulting from severe bush fires will drive embers into vulnerable areas of a building, preheat and dry fuel ahead of a fire, lift roofing and extend flames along a more horizontal plan closer to building elements
2. Smoke: While smoke will cause minimal damage to property, it can severely affect the health of residents. Smoke is a significant factor in at-risk developments, particularly when residents are susceptible to respiratory disorders. Smoke can also reduce visibility during evacuation or shelter situations
3. Embers: Ember attack is responsible for most bush fire related building fires. Embers can also cause spotting in advance of the bush fire and ignite building elements
4. Radiant Heat: Radiant heat can severely impair the health of residents and the integrity of building elements. Radiant heat can prevent emergency services personnel assisting occupants of at-risk developments
5. Flame: Flame attack will severely restrict fire-fighting operations, resulting in the ignition of building elements and a threat to the health of residents and their capacity to evacuate the area

Bush Fire Response

- CALL 000
- Alert as many people as possible, only if safe to do so
- Assist all persons to evacuate (including disabled and injured persons), only if safe to do so
- Do not delay collecting belongings
- Stay low to the ground as toxic smoke will rise
- Cover your nose and mouth (you can use a shirt or wet rag)
- Test doors for smoke (visually) and heat (with the back of your hand)
- Contain the spread of fire by closing doors (do not lock)
- If your clothes catch fire – stop, drop and roll. If assisting – smother any flames
- Extinguish – only attempt to extinguish the fire if you are trained, it is safe to do so and you have access to the correct type of extinguisher
- For evacuation – make your way to a designated evacuation location as long as it is safe to do so, or evacuate the site completely (either to a safe location at a distance from the fire or to a Neighbourhood Safe Place)
- At an evacuation assembly point – raise the alarm to 000, CHEC Facilities or an authorised person within your respective management hierarchy (if not already done), report to your teacher or warden and notify any injuries or missing persons
- Do not return to the site until provided the all clear by CHEC Facilities, your respective Sector Manager and Emergency Services.

Remember – “always preserve life over property”

Communication

In the event of a bush fire, you will receive advice/notification from either CHEC Facilities or an authorised person within the management hierarchy of your respective partnership (Southern Cross University, TAFE NSW or Coffs Harbour Senior College).

During the bush fire period or any imminent bush fire threat, the Campus may also liaise with the State Emergency Operations Centre (SEOC – established to control emergency operations) and WHS Directorates for respective partners – depending on the nature of the emergency.

Bush Fire Danger Period

The bush fire danger period generally runs from 1 October until 31 March annually however the NSW Rural Fire Service Commissioner may, dependent upon conditions, alter this period in any local government area

Site Bush Fire Classification

CHEC is located in a category one bushfire zone, updated classification can be found at the below link:
<https://chcc.spatial.t1cloud.com/spatial/IntraMaps/?configId=002f3dcb-246d-4ce9-9a12-ce55e9df910f>

Fire Danger Rating (FDR)

During the bush fire danger period, Fire Danger Ratings (FDR) are issued by the Bureau of Meteorology each afternoon for the following day within a specific [NSW Fire Area](#). A FDR gives you an indication of the consequence of a fire, if a fire was to start. The rating is based on predicted weather conditions, including forecast temperature, dryness, humidity and wind. The higher the FDR, the more dangerous the conditions.

During periods of increased fire danger and when there is local bush fire activity, it is important to stay up to date on the FDR for their NSW Fire Area. Further information on FDR's is available from [NSW FDR website](#).

Bush Fire Alert Levels

Where there is a risk from bush fire, the NSW RFS uses Bush Fire Alert Levels to give an indication of the level of threat from a fire. The Bush Fire Alert Level will give information about the severity of the fire, its location and what you should do.

During periods of increased fire danger and when there is local bushfire activity, it is important to stay up to date with Bush Fire Alert Levels. Further information on Alert Levels is available from [NSW RFS website](#).

Neighbourhood Safer Places (NSP)

Neighbourhood Safer Places are a place of last resort. They may include buildings or open spaces that are away from bushland and can provide some protection from the immediate threat of fire. Neighbourhood Safer Places do not guarantee safety and should only be used as a place of last resort during a bush fire.

Not all areas will have a Neighbourhood Safer Place. Where this is the case, a safer location that is away from the bushland should be identified where required. Further information on Neighbourhood Safer Places is available from the [NSW RFS website](#).

The closest NSP to CHEC is:

Title	Type	Location	LGA
Ayrshire Park Reserve	Open Space	Ayrshire Park Drive, Boambee	Coffs Harbour

Where can I obtain information on bush fire conditions or activity during the bush fire season?

Knowing the FDR for your NSW Fire Area (especially on hot, dry and windy days) and actively monitor information on fire activity through TV, radio and the NSW RFS (www.rfs.nsw.gov.au)

Call the RFS Bush fire Information Line on 1800 NSW RFS (1800 679737) or download the free NSW RFS [Fires Near Me - Mobile App](#)

www.livetraffic.com for information on road closures or traffic generated congestion.

Fire - Safety**F****FIRE SAFETY HOUSEKEEPING****Emergency Exits**

- Staff should be familiar with location of ALL emergency exits in their work area.
- Must be CLEAR and UNOBSTRUCTED.

Exit Lighting

- Should always BE ON.

Fire Fighting Appliances

- Should only be used in an emergency and **NEVER** removed, operated or tampered with for amusement or malicious purposes.
- First attack firefighting equipment such as extinguishers and hose reels should only be operated by persons who are competent in their use, providing it is safe to do so and only for the specific types of fires for which they are designed.
- Extinguishers or any other fire detection, suppression or safety equipment that appears to be faulty, missing or in any other way suspect, should be immediately reported to the applicable responsible person.
- Items must not be stored around fire extinguishers or in the fire hose reel cabinet

Flood**F****RESPONSE GUIDELINES**

Mainstream flooding will not directly impact most campus buildings and facilities. However, vehicular access to Coffs harbour Education Campus (Hogbin Drive) has been impacted by flooding. This means in some events traffic and access in and out of the campus can be impacted and full road closure could cause the site to be isolated in extreme events.

The following guidelines should be adhered to where appropriate:

Watch and Act Warning

Upon receiving a watch and act warning communications will be sent campus wide alerting all staff and students so appropriate planning can be carried out.

Evacuation warning may be considered at this stage by the emergency response officer if there are other severe weather warnings also at play such as hail, lighting, high winds. Send reminders to all staff and students to not enter flood water, prepare to evacuate, avoid areas at risk.

Emergency Warning

This is the highest level of warning and you need to act immediately and evacuate now. Upon receiving an emergency warning or if roads do become cut off completely provisions need to be made for all remaining students and staff to 'shelter in place'.

There are several buildings across campus that are well above the maximum flood level for the area, suitable buildings would be D Theatre, A Block, E Block, M block, O Block, F Block, H Block.

CAMPUS EMERGENCY COORDINATOR

- Organise campus-wide communication to be delivered at each stage of progression of any severe flooding event to keep partners, students and staff informed.
- Identify suitable buildings that will not be flood impacted and can be used as the location if a 'shelter in place' order is required.
- Communication with the SES and Emergency Services
- Monitor data and power connectivity and be prepared for services to be cut-off with battery packs and generators where possible.
- If 'Shelter in Place' order is required use intercom system to make the necessary announcement.
- Consider urgent supplies required if 'Shelter in Place' is actioned such as bottled water and emergency lighting.
- Consider suitable evacuation location for helicopter if immediate medical location
- Consultation with Tech Services relating to network infrastructure and Data Centre

Food Poisoning

F

RESPONSE GUIDELINES

As suspected food borne illnesses can have a gestation period of some length, it must be considered that the first notification of concern could be some time after consumption and from persons no longer on campus.

The following guidelines should be adhered to where appropriate:

Person receiving initial notification

- If report is by phone, record all details of initial and any subsequent calls.
- Information required:
 - Campus Relationship (Student/Staff/Visitor)
 - Food outlet frequented
 - Meal or item(s) purchased/consumed
 - Time of consumption
 - Condition assessed by local Doctor (Yes/No)
- Inform Campus Emergency Coordinator

Campus Emergency Coordinator

- Inform Chief Coordinator
- Quarantine any suspected food
- Ascertain delivery, storage and food preparation details
- Confirm statutory/local government reporting requirements and comply.

Gas Leak**G****WARNING****Confirm area safe to approach****Do not enter any confined area where there is a risk of being overcome by gas.****IMPORTANT**

The Fire Brigade is to be notified IMMEDIATELY for any hazardous Gas Leakage. This call should be made via '000'

Provide as much detail to Emergency Services as possible including if the leakage has caused evacuation or is of a size or nature that the emergency response team has no resources or training to safely and effectively manage.

EMERGENCY RESPONSE OFFICER

- Where applicable, evacuate persons from the affected area and assemble them in a well-ventilated area where they are not exposed to further risk.
- Inform Campus Emergency Coordinator and applicable maintenance personnel.
- If safe to do so, isolate gas supply.
- Ensure no naked flames or smoking throughout the building.
- Ventilate the affected area.
- Notify Fire Brigade and gas company.
- If major leak, evacuate the building.
- Do not allow any electrical equipment to be operated in the immediate vicinity and do not touch any electrical equipment.
- Update Campus Emergency Coordinator.

Hostage/Siege**H****EMERGENCY RESPONSE OFFICER**

- Inform Security if not already at incident.
- Inform Police.
- Confirm exact location of incident to Campus Emergency Coordinator.
- Keep other persons, such as students and teachers away and out of sight.
- Ensure Campus Emergency Coordinator is informed of the situation.
- If practicable, ascertain from witnesses any information concerning hostage/s (name/s, condition) and offender (name, description, type of weapon).
- Segregate witnesses.
- Depending on the situation, and after consultation with the Police, it may be necessary to evacuate or 'Hold-in-Place' all or part of the campus.
- Update Campus Emergency Coordinator.

CAMPUS EMERGENCY COORDINATOR

- Quickly inform staff on campus of the situation and precautions.
- Inform Chief Emergency Coordinator and Heads of each Sector.
- Determine, in consultation with Police and Chief Coordinator, strategy for informing next of kin of hostage/s.

SECTION 2

EMERGENCY PROCEDURES

Reserved

THIS PAGE LEFT BLANK INTENTIONALLY

Lockdown



Lockdown Notification

In the event of a critical incident requiring a lockdown, the person witnessing or becoming aware of the incident must notify either:

- CHEC Campus Chief Warden/Facilities and Business Operations Manager
- A Senior Manager on the Campus.
- The Campus Emergency Coordinator
- or Security **1800 004 357**

Any of these personnel will determine the need for a lockdown and sound the appropriate alarm.

Lockdown Alarm Procedure

The lockdown siren will sound continuously across the entire campus.

Staff and Student Movement

- Once the alarm has been given all students are to remain inside. Move all students from corridors into classrooms and close and secure doors where possible.
 - Anyone who is outside the office or classroom at the time of the alarm should move to the nearest office or classroom, office or secured space.
 - You can move to the Library or Theatres.
 - DO NOT WAIT FOR FRIENDS.
 - If you are a considerable distance, and it is not safe to move to a secured room, you should lie flat on the ground and remain silent.
- **The First priority** is to remain out of sight.
 - All lights are to be switched off and, if possible, curtains and/or blinds should be closed.
- **The Second priority** is to lock or barricade doors and windows where possible.
 - Everyone is to remain silent, low and out of sight for the duration of the lock down. Turn ALL mobile phones to silent.
 - Do not allow any unknown persons into the room until all clear alarm is sounded.
- Everyone is to remain low/out of sight and silent at all times.
 - Should it be necessary to move out of rooms or away from the campus, instructions will be provided by the Emergency Control Coordinator or Emergency Services Personnel.
- **Everyone is to remain in lockdown until the continuous Lockdown Alarm ceases.**

SECTION 2

EMERGENCY PROCEDURES

Lockdown



All Clear Signal

The continuous Lockdown Alarm will be turned off by the Emergency Control Coordinator on advice from the Emergency Services.

The ALL CLEAR will be the cessation of the continuous Lockdown Alarm.

Crisis Management Team – Lockdown

In the event of a Lockdown crisis, the first person contacted on the Senior Managers list takes control as Campus Emergency Coordinator and triggers the alarm. If that person is absent, the second person on the list takes control and so on.

List of Senior Managers

Order	Position	Current Occupant	Phone Number
4	Business & Facilities Operations Manager - CHEC	Andrew Meadows	0474 810 421
5	Facilities Coordinator - CHEC	Karli Anshaw	0448 139 648
6	Security - CHEC	Various	1800 004 357
7	Campus Coordinator- SCU	Nick Simmons	0451 052 653
8	Senior College Deputy Principal	Scott Breen	
9	Manager Library - CHEC	Robbie Macfarlane	02 6659 3230
10	Manager CHEC IT	Paul Austin	0439 560 126
11	Manager Counselling – CHEC	Joshua Stewart	
1	Senior College Principal	Sam Hutton	
2	TAFE Services Manager	Tania Williams	0400 238 571
3	Head of Campus – SCU	Les Christidis	

The **Crisis Management Team** comprises the first four available people on the list, plus a media person and executive support.

The Executive Support note taking role will be undertaken by one of the CHEC Administration Officers.

Inform Heads of each sector.

The **Crisis Management Centre (Command Post)** is in **A.G.29**. This is located outside the Facilities Officer's Office.

An **Alternative Crisis Management Centre** can be located in **Meeting Room F.1.15**.

Lockdown



Responsibilities

- The Emergency Control Coordinator triggers the lockdown alarm and forms the Crisis Management Team.
- CHEC Security will attend site of alarm.
- The Campus Emergency Coordinator is required to telephone Police and the relevant emergency services, maintain communications and follow instructions as directed.
- The Campus Emergency Coordinator is to report incident to heads of each sector to complete any formal reporting requirements.
- All actions will be chronologically recorded by the Executive Support Officer or their alternate.
- A member of the Crisis Management Team will advise the Campus Leader of each partner organisation.

All card access doors will automatically lock.

Administration staff will lock A, M, F, SLC and 2 off Q block Automatic Doors

Library Staff will lock Lift and Automatic Door

- If it is safe to do so, the Campus Emergency Control Coordinator will head to the front steps at A Block or at Bus Stop to liaise with Emergency Services.
- If it is safe to do so, Security or allocated staff will close pedestrian entrance to the campus at A Block and at Bus Stop to all but Emergency Services.

Debrief by Crisis Management team following resolution of crisis.

SECTION 2

EMERGENCY PROCEDURES

Lockdown

L

Lockdown Duress Buttons Can Be Activated From:

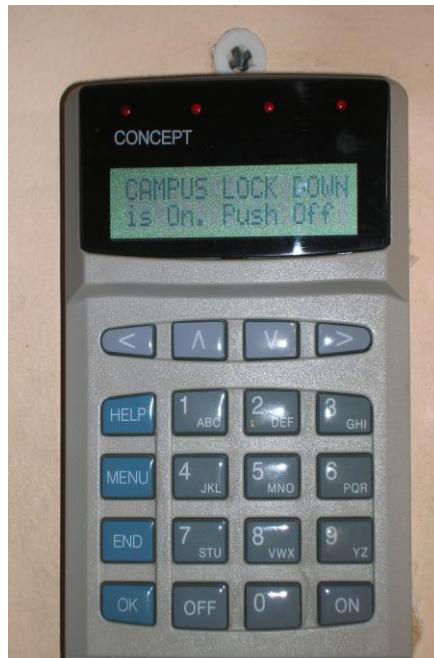
Room	Name
A.G.29	Facilities Officer
A.G.29	Manager Facilities
A.G.23	Senior College Deputy Principal
F.1.1.	Counselling Reception
O.G.37	Children's Services Staff Office
O.1.19	Block O Staff Room, Level 1
Block M	SCU Student Services
K.17	Metal Fabrication Staff Office
Block U Between UG.22 and UG.23	School of Health & Human Sciences Technical Officers



Lockdown



- The Emergency Services will declare that the lockdown is over.
- The Campus Emergency Coordinator or a Security Officer will disengage the alarm at the Security Key Pad which is nearest the activated button.
- Enter Personal Pin Number.
- Press "OK".
- Press Key "1/ABC" three times to "C".
- Press Scroll Down (V) twice to "CAMPUS LOCKDOWN"
- Press "OFF".
- The continuous alarm will cease.
- ALL CLEAR will be signalled by an alternative tone burst of 30 seconds duration.
- YOU NOW HAVE 30 SECONDS TO RESET THE RED BUTTON.
- Note: Failure to reset the button within the 30 seconds will place the system back into alarm.***

**External Sirens are at:**

- Block A, Level One, facing Blocks I and O
- Block A, Level One, facing Blocks A, B, C and E
- Block O, facing Blocks N and I
- Innovation Centre, Block Two, facing Block M
- Block N, Engineering, Eastern End, facing Blocks K and S
- Block P, facing Blocks Q and H

Medical Emergency



FIRST RESPONSE

In an emergency call 000

In the event of a medical emergency, the person discovering the casualty should immediately inform **Campus Security – 1800 004 357**.

IMPORTANT NOTE

If patient's condition is uncertain, or possibly life threatening, then the person making that judgement (whether First Aid qualified or not) should ring for an Ambulance.

PERSON RECEIVING INITIAL NOTIFICATION

Note the following information:

- Date
- Time
- Name of caller
- Phone extension
- Exact location of incident
- Type of medical emergency and apparent severity

EMERGENCY RESPONSE OFFICER

- Attend scene.
- Inform Campus Emergency Coordinator if appropriate.
- Notify Sector Manager of affected student/staff
- If deemed to be a 'Serious Incident', complete a Serious Incident Report and forward to the Campus Emergency Coordinator within 30 minutes of the conclusion of the medical emergency.

CAMPUS EMERGENCY COORDINATOR

- If deemed to be a 'Serious Incident', complete final Serious Incident Report and forward to Chief Coordinator within two hours of the conclusion of the medical emergency.

Motor Vehicle Accident



EMERGENCY RESPONSE OFFICER

On Campus

In the event of a motor vehicle accident occurring on campus, the Emergency Response Officer should proceed as follows:

- Ascertain if any person/s injured. If yes, request Ambulance and First Aid Officer.
- In the case of an emergency call 000
- Determine if vehicle/s pose/s a hazard to persons nearby (e.g. leaking fuel). If yes, request appropriate emergency services (e.g. Fire Brigade) and evacuate persons from immediate danger area.
- If no person is injured and there is no danger, determine if vehicle/s pose/s an obstruction to normal vehicular traffic flow. If yes, request driver/s to move vehicles off road (e.g. into car park). If vehicle is unable to be moved, request driver to immediately obtain tow truck assistance.
- Obtain particulars from driver/s and witness/es involved:
 - Names
 - Addresses
 - Telephone numbers (home and work)
 - Details of registered owner/s of vehicles involved (if different from driver/s)
 - Vehicle details (registration number, type, make colour)
 - Brief description of events
- Confirm if driver/s require Police to be called (note: if persons are injured, Police must attend).
- Complete Incident Report.

Immediate Vicinity

If a motor vehicle accident occurs in the immediate vicinity of the campus and staff become involved, they should:

- Ensure their safety
- Confirm if driver/s require Police/Ambulance to be called, (note: if persons are injured, Police must attend) and action as recalled.
- Render First Aid if trained to do so.

Off-Site

On being advised of a motor vehicle accident involving a sector fleet vehicle or believed to involve staff or students proceeding to or from the site:

- Confirm exact location of accident
- Ascertain condition of occupants
- Refer to relevant Sector Manager who will check vehicle logs and user information as required

Power Failure**P****DAY****Staff and Students**

Students should remain in their classrooms.

Teachers should wait at doorway until the Emergency Response Officer advises them on the anticipated duration of the power failure and any instructions regarding whether to evacuate or not.

Emergency Response Officer

- Establish whether power failure is building, site or locality – specific.
- Inform appropriate maintenance personnel.
- Ascertain expected time until restoration of power.
- Update Campus Emergency Coordinator.
- Inform staff.

Campus Emergency Coordinator

- Assess impact and contact Chief Coordinator and heads of each sector.

AFTER HOURS**Emergency Response Officer**

- Inform applicable maintenance personnel.
- Inform Chief Coordinator if discontinuation of classes is a possibility.
- Ensure all staff are informed.
- Contact applicable senior management of each sector.
- Evacuate buildings.
- Assist as required.

SECTION 2

EMERGENCY PROCEDURES

Power Failure

P

SYSTEM/SERVICE	IMPACT
Lifts	Fail to operate. Lift phones are direct line to lift company and lift company will release trapped passengers.
Computers	All computers will fail to operate.
Security Alarms	Activates battery backup of around 4 hours, then system fails to operate. Memory is unaffected.
Fire Alarms	Battery backup.
Emergency Lighting	Battery backup of 90 minutes. Exit lights and emergency lights automatically operate upon power failure.
Refrigeration Systems	No alarms to cool/cold room. It is understood that if the rooms are not opened that food can remain unspoiled for around 3 hours.
Air Handling Systems	Fail to operate. This includes the air conditioning units and smoke exhaust fans in Library and Theatre.
Fume Cupboards	Fan and power fail to operate but will remain in vent mode.
Automatic Door to Disabilities Room	Fails to manual operation and is unlocked.
Auto Latched Computer Rooms Doors	Fails to manual operation and are unlocked.
Smoke/Fire Doors in A2	Operate to the closed position.
Gas Emergency Stops	An emergency shut off safety device is turned to terminate all gas to the room.

Sexual Assault**S****EMERGENCY RESPONSE OFFICER**

On receipt of a report of a sexual assault:

- Notify Police by **calling 000**
- Ensure that appropriate medical treatment is afforded.
- Urgent reporting to the Senior Managers of each sector is required as soon as a report is made.
- Note contact information of victim and any witnesses. Preserve the crime scene if information is disclosed to you.
- Explain to the victim that Police will be called as they can provide specialist expertise and support to the victim. It will, however, be up to the victim to determine whether he/she wishes Police to take further action in relation to the matter.

- Notify Campus Emergency Coordinator or security **1800 004 357**
- Log brief details and complete a detailed confidential Incident Report.

CAMPUS EMERGENCY COORDINATOR

- Inform Chief Emergency Coordinator and Sector Managers
- Facilitate contact between Emergency Services and relevant Sector to arrange notification strategy for informing next of kin.

NOTE

Sexual Assault is a very personal and traumatic (both physically and psychologically) incident for the victim and must be handled with the sensitivity and well-being of the victim foremost in the mind of the Campus Emergency Coordinator/Emergency Response Officer.

The preservation of physical evidence can prove to be of significance in obtaining the subsequent conviction of an offender for this crime. For this reason, where circumstances permit, the victim should be discouraged from cleansing themselves or disposing of clothing worn at the time of the offence until Police are in attendance.

Storm/Severe Weather**S****CAMPUS EMERGENCY COORDINATOR****Precautionary Measures**

On becoming aware of an approaching storm of apparent severe intensity, following initial consultation and advice from each Sector the Campus Emergency Coordinator may facilitate campus wide communication directing patrons to refer to their relevant sectors nominated precautionary measures.

Note

Persons caught outside during a severe electrical storm should avoid high ground, wire fences and tall objects such as towers and light poles due to risk of lightning strike.

- Close doors and windows.
- Bring indoors or firmly secure any objects outside which could become airborne in strong wind gusts and cause damage.
- Do not use electrical equipment during an intense electrical storm (this includes computers and telephones).
- The Campus Emergency Coordinator will defer the decision of allowing persons to leave site to the head of each sector.

Structural Damage to Building

S

EMERGENCY RESPONSE OFFICER

Total or Partial Collapse

Where there is the possibility of a total or partial building collapse:

- Persons should be immediately evacuated and kept away from the building until it has been professionally inspected to determine structural integrity.
- Inform Fire Brigade (**call 000**).
- The area surrounding the building should be cordoned off at a sufficient distance that persons cannot be exposed to falling debris.
- Where applicable, isolate gas supply to building from external point.
- Once the building has been evacuated, determine if it is practicable and safe to isolate power to the building from an external point.
- Inform Campus Emergency Coordinator and applicable maintenance personnel and Managers of each sector.
- Consider alternative accommodation for displaced occupants.

Campus Emergency Coordinator

- Inform Chief Emergency Coordinator
- Liaise with Emergency Services (**call 000**)
- Notify Sector Managers

Falling Objects

Where there is no risk of building collapse, but there is the possibility of objects falling from the building (e.g. window failure):

- Immediately cordon off the area below to prevent persons from being injured by falling debris.
- Inform applicable maintenance personnel.

(Apparent) Suicide**S****EMERGENCY RESPONSE OFFICER**

- Police and ambulance are required **Call 000**
- Segregate any witnesses in private area away from incident scene install a screen
- Segregate any friends/colleagues of the deceased in private area away from incident scene.
- Disperse any spectators.
- Avoid contact with blood and other body fluids by using protective gloves.

- Inform Campus Emergency Coordinator.
- Do not interfere with any evidence.
- Comfort witnesses/colleagues.
- Collect accurate information about the incident.
- Complete a Serious Incident Report and forward to the Campus Emergency Coordinator within 30 minutes of leaving the scene.

CAMPUS EMERGENCY COORDINATOR

- Ensure Mergency Services have been provided contact details for relevant partner to seek Next-of-Kin details.
- Inform Chief Coordinator.
- Take direction from Chief Coordinator for decisions from Sector Senior Management.

CHIEF COORDINATOR

- Inform all sectors Senior Management

+

Suspicious Mail and Packages

S

RECOGNITION POINTS

Origin

- Unusual postmark.
- Unknown source.

Labelling

- Poor handwriting or typing.
- Misspelling of common words.
- Restrictive markings.

Physical Characteristics

- Unusual size, shape, weight, feel, sound or smell.
- Excessive tape.
- Excessive postage.
- Discolouration, stains or powdery deposits.
- Perforations or protruding objects.

PERSON DISCOVERING SUSPICIOUS ITEM

Immediate Actions

- Carefully place on nearest level surface.
- Do not open, smell, touch or taste.
- Isolate the area. Move/keep people away from suspect article.
- Inform applicable Supervisor/Manager.
- Inform Campus Emergency Number. Include the following information:
 - Exact location in building
 - Description of the suspicious article
 - Initial actions on discovery
 - Number of persons in affected area

EMERGENCY RESPONSE OFFICER OR PERSON DISCOVERING SUSPICIOUS ITEM

- Ensure Immediate Actions have been taken.
- Ensure the following actions are undertaken by yourself or, where more applicable, by the person initially discovering the Suspicious Item.

Suspicious Mail and Packages (continued)**S****Suspected Bomb**

- Do not handle unnecessarily or roughly.
- Do not smoke in the immediate vicinity.
- Do not subject to open flame, excessive heat or direct sunlight.
- Do not immerse in water.
- Evacuate immediate vicinity – move persons to area where they would not be exposed to potential blast/fragmentation danger.
- Keep people away from potential danger area.
- Meet and update Police on arrival.

Suspected Biological or Chemical Hazard**IF ARTICLE IS UNOPENED**

- Emergency Response Officer is to stay away from immediate contamination area.
- Alert others to keep people away from the immediate vicinity of the article.
- Remain in your office or immediate work area.
- Do not touch anyone.
- Try to minimise physical contact with anything else. If you have to, then try and remember what you do touch.
- Ensure that other persons in the same room/work area also remain there.
- Stop anyone else from entering the room/work area.
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
- If possible (without leaving your work area), wash your hands.
- If possible, have the building ventilation system shut down and turn off any fans or equipment that is circulating air around the workplace.
- Remain calm and wait for help to arrive.

Suspicious Mail and Packages (continued)**S****IF ARTICLE IS OPENED**

- Stay away from immediate contamination area.
- Do not disturb the item any further.
- Do not pass it around.
- If any material has spilt from the item, do not try to clean it up or brush it from your clothing.
- If possible, place an object over the package without disturbing it (e.g. a large waste bin).
- Remain in your office or immediate work area.
- Do not touch anyone.
- Try to minimise physical contact with anything else. If you have to, then try and remember what you do touch.
- Ensure that other persons in the same room/work area also remain there and adopt the same personal precautions.
- Stop anyone else from entering the room/work area.
- Close all doors and windows.
- If there is a strong or noxious smell emanating from the article, then move to an adjoining room, closing all doors and windows and stay in that area until help arrives.
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
- If possible (without leaving your work area), wash your hands.
- If possible, have the building ventilation system shut down and turn off any fans or equipment that may distribute/move air around the workplace.
- Remain calm and wait for help to arrive.

Suspected Radiological Hazard

- Limit exposure.
- Do not handle.
- Evacuate area.
- Shield yourself from the object.

Syringes (Found)**S****GENERAL GUIDELINES**

- Should be handled only with approved tongs.
- CAUTION: Do not handle in a way which is likely to cause injury.
- Place in sharps container.
- Note details and inform Work Health Safety Coordinator.
- Follow Specific Sector Procedures where applicable.

Threats



INITIAL ACTIONS

- Ring Campus Security **1800 004 357**

EMERGENCY RESPONSE OFFICER

- Examine the threat material and ascertain the nature of its delivery and/or discovery.
- Inform Police and Campus Emergency Coordinator.
- Further unnecessary handling should be avoided.
- All materials must be saved, including any envelope or container.
- Every possible effort should be made to retain evidence, such as fingerprints, handwriting or typed writing, paper and post marks.
- The material should be placed in a clean, clear plastic bag and handed to the Police.
- In the case of a bomb threat, it should be dealt with as per the section dealing with Bomb Threats in the Campus Emergency Manual.

Violent or Threatening Person**PERSON ENCOUNTERING VIOLENT OR THREATENING PERSON**

- Do not argue with or provoke the person.
- Do not attempt to physically subdue the person.
- Back away from the person and alert others to move away also.
- Avoid sudden moves.
- Do not surround the person.
- Make it easy for the person to leave the building/area.
- Notify the Campus Emergency Number by the quickest possible means.
- Make a mental note of the person's description.
- Remember that assuring your physical safety is the primary goal.

EMERGENCY RESPONSE OFFICER**Initial Actions**

- Ascertain the following information from the informant:
 - Exact location of the incident.
 - Is the person armed?
 - Does the person appear to be affected by drugs or alcohol?
 - Are there other persons in the vicinity?
 - What are the other persons doing at the moment (e.g. evacuating, hiding, confronting the person etc)?
 - Does the informant know the identity of the violent/threatening person?
 - If not, can the informant provide a brief description of the violent/threatening person?
 - Name and location/contact number of the informant.
- Remind the informant to:
 - Keep persons away from the incident area
 - Do not argue with the violent/threatening person.
 - Do not attempt to physically subdue or contain the person.
- Notify Security if not already on the scene.
- Notify Police.
- Notify Campus Emergency Coordinator.

Violent or Threatening Person (continued)**V****If Person is Armed**

- Ensure that Police have been notified.
- Immediately notify Wardens or other responsible members of staff in adjacent buildings and other buildings that are line of sight to the incident building/area.
- Instruct them to either:
 - **Quickly and discreetly re-locate persons** back to buildings which are not adjacent to or in the line of sight to the incident building/area, providing that such movement of persons does not expose them to view or risk of attack from the incident building/area.

OR**If evacuation would expose them to danger, then:**

- **Keep persons indoors** on the opposite side of the building to the side exposed to the incident building/area and away from windows.
- Secure all entry points to their building.
- Await further instructions.

If unable to secure entry points to building:

- Withdraw persons to secure rooms within the building
- Keep people away from windows and below window level.
- Lock doors.
- Keep people calm and quiet.

- If practicable:
 - Isolate incident area. Keep persons away.
 - Prevent vehicular and pedestrian access to campus to all persons other than Police.
 - Prevent pedestrian access to or movement within any open areas where persons could be exposed to danger.

Note: Refer to Lockdown Procedures on Page 53-57 of this Manual.

Violent or Threatening Person (continued)**V****IMPORTANT****Personal Safety**

Do not attempt to deal with violent/threatening person. If there is the slightest apparent risk to person safety, keep well away from the person, attempt to keep them under discreet observation and await arrival of Police.

Self Defence

If physically attacked by a person, you may use no more force than is reasonable in the circumstances to protect yourself.

Water Leak (Minor Flooding)**EMERGENCY RESPONSE OFFICER**

- Evacuate the affected area.
- Inform appropriate maintenance personnel.
- Shut off electricity to the affected area.
- If practicable, isolate source of flooding/water leakage.
- Prevent unauthorised access to the affected area.
- Notify the Campus Emergency Coordinator.
- In the event that material and documents are water soaked, find a location to which they can be transferred. This location should:
 - Be adequately ventilated.
 - Have easy access to exterior of building and be on the ground floor.
 - Water soaked materials should not be placed in an area where they might cause collateral damage to other materials (e.g. rugs, carpets etc.).
- Follow up action may involve the pumping out of the affected area and the removal of undamaged materials.

Water Supply Interruption**EMERGENCY RESPONSE OFFICER**

- Establish whether failure is building, site or locality – specific.
- Inform appropriate maintenance personnel.
- Ascertain expected time until restoration of supply.
- Inform Campus Emergency Coordinator.

CAMPUS EMERGENCY COORDINATOR

- Inform Facilities Officer and Business Operations and Facilities Manager.
- Notify each sector Senior Manager to allow for consideration of impact to operations for each partner which may include electing to pause delivery.
- Assess impact and determine if discontinuation of classes is likely.

Campus Emergency Numbers

EMERGENCY CONTACT NUMBERS

SECURITY **0408 598 201**
1800 004 357*
1800 00H ELP*

***Free call from public telephones on campus**

EMERGENCY SERVICES CALL 000

Medical Emergency

Includes injury, assault, drug overdose, death.

- Call Campus Security 1800 004 357 or attend the Security Office (A Block) **in an emergency CALL 000**
OR
- Phone your sector and the nearest First Aid Officer will be contacted.

WARDEN LIST

	NAME	ROLE	ORGANISATION	VEST COLOUR	PHONE
Campus Emergency Structure	Andrew Meadows	Chief Warden	CHEC	White	0474 810 421
	Karli Anshaw	Chief Warden	CHEC	White	0448 139 648
	Joshua Stewart	Chief Warden	DoE	White	0413 980 181
	Maddie Levett	Chief Warden	CHEC	White	0427 702 838
	Craig Frankel	Chief Warden	CHEC	White	0423 648 146
	Nick Simmons	Chief Warden	SCU	White	0451 052 653
Security Warden	Chrissy Mitchell	Chief Warden	SECURITY	Blue	0408 598 201
	Anthony Hegedues	Block Warden	SECURITY	Blue	0408 598 201
Block A1	Security	Security Warden	SECURITY	White	0408 598 2021
	Mel Dwyer	Floor Warden	DoE	Red	02 6659 3094
	Pam Hagelstein	Floor Warden	DoE	Red	02 6659 3632
Block A2	Paul Austin	Block Warden	SCU	Red	0439 560 126
	Colin Hutchings	Warden	SCU	Red	0408 477 524
Block B					
Block C	Security	Security Warden	Security	Blue	0408 598 201
	Jo Pethick	Floor Warden	SCU	Red	06 6659 3647
Block D					
Block E1	Robbie Macfarlane	Warden	SCU	Red	02 6659 3230
	Alex Parks	Warden	SCU	Red	02 66593235
	Ruth Coulter	Warden	TAFE	Red	02 7921 5308
	Janine Martin	Warden	TAFE	Red	02 79215131
	Simone Newman	Warden	SCU	Red	02 6659 3624
	Mike Howarth	Warden	SCU	Red	0422 319 080
	Colin Hutchings	Warden	SCU	Red	0408 477 524
	Alex Parks	Warden	SCU	Red	401447213
	Ben Giles	Warden	SCU	Red	0476 250 999
Block E2	Mike Howarth	Warden	SCU	Red	0422 319 080
	Colin Hutchings	Warden	SCU	Red	0408 477 524
	Ben Giles	Warden	SCU	Red	0476 250 999
Block F	Nicole Robertson	Warden	DoE	Red	02 6659 3263
	Shane Wilson	Warden	SCU	Red	0434 741 832
	Leah Fitzgerald	Warden	SCU	Red	0429 917 356
	Trevor Oliver-King	Warden	TAFE	Red	02 7921 5195
Block G					
	Trent Cook	Warden	TAFE	Red	02 7921 5183
Block H1	Trent Cook	Warden	TAFE	Red	02 7921 5183
	Kellie Sedunary	Warden	DoE	Red	02 6659 3639
Block H2	Trent Cook	Warden	TAFE	Red	02 7921 5183
Block H4	Trent Cook	Warden	TAFE	Red	02 7921 5183
Block I	Brook Down	Warden	TAFE	Red	0412 296 595
Blocks J	Security	Security Warden	SECURITY	White	0408 598 2021
Blocks K	Tom Hornemann	Warden	TAFE	Red	0412 296 595
Block L	Tom Frost	Warden	ACE PERFORMANCE	White	0422 567 479

WARDEN LIST

	NAME	ROLE	ORGANISATION	VEST COLOUR	PHONE
Block M1	Oliver Ferguson	Warden	SCU	Red	0412 184 175
Block M2	Nikki Crowley	Warden	SCU	Red	0431 305 866
Block M3	Duncan Blair	Warden	SCU	Red	02 6659 3064
Block N	Rod Skaines	Warden	TAFE	Red	0408 347 836
	Robert Ackary	Warden	TAFE	Red	02 6659 3254
Block O1	Julie Ann Willis	Warden	TAFE	Red	02 7920 4091
	Diane Ridgen	Warden	TAFE	Red	07 7921 5006
Block O2	Alison Jones	Warden	TAFE	Red	02 7921 5001
	Diane Ridgen	Warden	TAFE	Red	07 7921 5006
Block P	Guy Shelton	Warden	TAFE	Red	0450 964 818
Block Q1	Bronwyn Gossip	Warden	TAFE	Red	02 7921 5708
Block Q2					
Block S					
Block T	Tom Frost	Warden	ACE PERFORMANCE	White	0422 567 479
Block U	Joshua Targett	Warden	SCU	Red	0422 656 823
	Kate Giles	Warden	SCU	Red	0413 604 190
iHub	Security	Security Warden	SECURITY	Blue	0408 598 2021

First Aid Officers

NAME		POSITION/PARTNER	LOCATED	PHONE EXT
Security	CHEC	CHEC	CHEC	0408 598 201
Anthony Hegedues	CHEC	CHEC Security Guard	A2 Block	0408 598 201
Amy Stevens	SCU	SCU Café	F Block	0439 396 415
Chrissy Mitchell	CHEC	CHEC Security Guard	A2 Block	0408 598 201
Colin Hutchings	CHEC	CHEC IT Services	A1 & A2 Blocks	02 6659 3384
Craig Frankel	CHEC	CHEC FM Officer	A Block	0475 259 827
Karli Anshaw	CHEC	CHEC FM Coordinator	A Block	0448 139 648
Kirsty Clearly	CHEC	CHEC FM Admin Officer	A Block	0484 586 327
Maddie Levett	CHEC	CHEC FM Officer	A Block	0427 702 838
Molli Butler-Colgan	CHEC	CHEC FM Admin Officer	A Block	0438 274 962
Paul Austin	CHEC	CHEC IT Services	A1 & A2 Blocks	02 6659 3389
Mike Howarth	CHEC	CHEC IT Services	A1 & A2 Blocks	02 6659 3389
Shane Wilson	SCU	SCU Café	F Block	0434 741 832
Sandrine Paulus-Lawson	TAFE	Technology Teacher	A Block	0421 178 384
Lisa Taffe	TAFE	TAFE Nursing	G, G2, H, H2, P & Q Blocks	0408 894 391
Sara Melgarejo Lopez	TAFE	TAFE Student Central	G Block	0423 674 390
Brook Down	TAFE	TAFE Hospitality	I Block	02 6659 3281
Amy Christensen	SCU	SCU – Event Assistant	M Block	0411 372 156
Danielle Conlan	SCU	SCU – Client Services Officer	M Block	0413 618 711
Nikki Crowley	SCU	SCU Student Services	M Block	02 6659 3366
Gordon Nutt	TAFE	TAFE Rural Studies	P Block	0431 906 836
Melissa Hope	TAFE	TAFE Early Childhood (not available Wednesdays)	O Block	02 7921 1671
Paul Reynolds	TAFE	TAFE Learning and Assessment Specialist	O Block	0439 428 517
Kate Giles	SCU	SCU - Team Leader, Technical and Laboratory Services	U Block	02 6659 8022 0460 972 538
Josh Target	SCU	SCU – Technical Officer	U Block	02 6659 3249 0422 656 823

STUDENT SERVICES

A1 Coffs Harbour Senior College
G1 TAFE NSW
M1 Southern Cross University

A1 BLOCK
Coffs Harbour Senior College
Student Services; CHEC Facilities

A2 BLOCK & A3 DATA CENTRE
G.S & Computers; IT; Security; Mailroom

B BLOCK
G.S & Offices

C BLOCK
G.S & Offices

D BLOCK
Theatre

E1 BLOCK
Library & Learning Centre

E2 BLOCK
General Classrooms

F BLOCK
Counselling & Catering

G1 BLOCK
TAFE Student Services
Arts & TAS

G2 BLOCK
Woodworking

H1 BLOCK
Textiles & Sciences

H2 BLOCK
Gymnasium

H4 BLOCK
Health & Learning

I BLOCK
Doprey Restaurant & Hospitality

HUB
The Innovation-Hub Coffs Harbour

J & J2 BLOCK
Stores, Dispatch & Receipt

P Parking

Cafeteria/Cafe

Bus Stop

Disabled Parking

Library

K BLOCK
Metal Fabrication

L BLOCK
Multi Purpose Centre

M1 BLOCK
Southern Cross University
Student Services

M2 BLOCK
Offices

M3 BLOCK
Psychology & Slim Lab

N BLOCK
Trades Hub

O1 BLOCK
Dance & Offices

O2 BLOCK
D-Theatre, Music, Beauty & Childcare

P BLOCK
Animal Studies & Horticulture

Q1 BLOCK
Nursing

Q2 BLOCK
Nursing & Allied Health

RC
Residential College

S BLOCK
Automotive

T BLOCK
Gymnasium & Basketball Court

U BLOCK
Health Sciences Building

V BLOCK
Creative Industries

H Restaurant

L Lift

D Defibrillator

Emergency Evacuation Area

CHEC Facilities Management

Security



Contact Us

p: (02) 6659 3000
e: info@chec.nsw.edu.au