

# Incident and Emergency Management Procedure

*Policy Code: CG1867*

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## Purpose

This procedure describes the steps to be taken and responsibilities for:

- the appropriate treatment of injuries and illnesses;
- the prompt reporting and investigation of incidents, injuries and illnesses;
- the implementation of corrective actions following incidents; and
- the management of foreseeable emergencies and critical incidents.

## Scope

The following procedure applies to all staff and to all incidents, emergencies and critical incidents arising on any University premises, or in any University activity.

## Legislative Context

- Occupational Health and Safety Act 2004 (Vic)
- Dangerous Goods Act 1985 (Vic)
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Regulation 2011 (Qld)

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## Definitions

A complete list of definitions relevant to this procedure is contained within the [Health and Safety Policy](#).

## Actions

### 1. Planning for incidents and emergencies

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Providing adequate first aid services for University activities and University premises	Supervisors/Managers	1. Refer to the <a href="#">First Aid Services Procedure</a>
B.	Providing adequate emergency information, instruction and training to all people present on University premises	Facilities Services	<ol style="list-style-type: none"> <li>Prominently display a minimum of one Emergency Floor Plan on each floor of each building, normally adjacent to each exit. Each floor plan must show:                             <ol style="list-style-type: none"> <li>the name or code of the building and the floor level;</li> <li>the location of the plan (e.g. "You are here") on that floor;</li> <li>the emergency exits for that floor;</li> <li>the location of fire fighting equipment;</li> <li>the location of any break-glass alarm; and</li> <li>the location of first aid kits.</li> </ol> </li> <li>Keep the EFPs up-to-date as alterations to the buildings, floors, layouts or occupancies take place.</li> </ol>
		Executive Deans/Directors	<ol style="list-style-type: none"> <li>Ensure that EFPs as described above are prominently displayed on each floor of each building where staff, students or visitors under your control are present.</li> <li>Develop, document and implement a set of Local Emergency Instructions adapted from the Local Emergency Instructions Template for each of the Faculties/Directorates/ Colleges/Centres, areas and activities you control, as</li> </ol>

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	ACTIVITY	RESPONSIBILITY	STEPS
			<p>appropriate. These instructions may need to be developed in consultation with other Supervisors/Managers where relevant (e.g. shared floors or buildings).</p> <ol style="list-style-type: none"> <li>3. Local Emergency Instructions must:                             <ol style="list-style-type: none"> <li>a. address the risks of fire and serious injury<sup>(see Note 1)</sup>;</li> <li>b. identify any other emergency situations relevant to the Area;</li> <li>c. list the steps to be followed in each case, including the method to be used to initiate an evacuation of the building<sup>(see Note 2)</sup>;</li> <li>d. make special provision for the evacuation of people with disabilities, if applicable to the Area;</li> <li>e. be consistent with the University's model "General Emergency Instructions" shown below;</li> <li>f. be displayed next to the EFPs; and</li> <li>g. be covered during the local induction of new staff members and students.</li> </ol> </li> </ol> <p><b>Note 1:</b> See below for University-wide instructions pertaining to injuries, illnesses and deaths.</p> <p><b>Note 2:</b> This may involve manually activating a break-glass alarm, operating a hand-held evacuation siren, verbally instructing people to evacuate, blowing a whistle, etc.</p>
C.	Providing adequate numbers of Area Wardens	Executive Deans/Directors	<ol style="list-style-type: none"> <li>1. Appoint Area Wardens and Deputy Area Wardens and identify suitable Designated Assembly Points in consultation with the Risk, Health and Safety Department.</li> <li>2. In areas jointly used or occupied by several Faculties/Directorates/Colleges/Centres,</li> </ol>

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	ACTIVITY	RESPONSIBILITY	STEPS
			the choice of Area Wardens and Deputies should primarily be guided by personal characteristics and availability rather than by considerations related to organizational or reporting structure.
D.	Preparing for possible threats, such as bomb threats	Executive Deans/Directors	<ol style="list-style-type: none"> <li>1. Identify the employee(s) or workstations in your School/ Directorate/Centre most likely to receive threats, such as bomb threats (typically Receptionists, School Administrative Officers, and Secretaries are most likely to receive threats directed at the University)</li> <li>2. Ensure these employees receive training offered by the Risk, Health and Safety Department.</li> </ol>

## 2. Responding to incidents

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Responding to incidents – general principles	Any person at the scene of an incident	<ol style="list-style-type: none"> <li>1. In all incidents, the priorities that must inform decisions made by staff are (listed in decreasing order of importance):               <ol style="list-style-type: none"> <li>a. to preserve the health and safety of nearby people;</li> <li>b. to render assistance to casualties, particularly by obtaining help from trained personnel (University First Aiders, Ambulance Officers, etc.);</li> <li>c. to preserve relevant evidence for any investigation; and</li> <li>d. to report the incident in accordance with this procedure.</li> </ol> </li> </ol>
		University First Aider or most senior University staff member present at the scene	<ol style="list-style-type: none"> <li>1. For incidents that are likely to cause distress to those involved, contact the Student</li> </ol>

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	ACTIVITY	RESPONSIBILITY	STEPS
			Health Centre of the nearest campus.
B.	Responding to incidents that have not caused any injury or illness	Any person at the scene of an incident	1. Take all reasonable steps to ensure the incident does not recur or worsen. Reporting requirements are outlined below in the section titled Reporting and Investigating Incidents and Emergencies.
C.	Responding to incidents that have caused injury or illness	Any person at the scene of an incident	1. Organise, as far as practicable, the prompt examination of the casualty(s) by a University First Aider.
		University First Aider or most senior University staff member present at the scene	<p>1. If a University First Aider is available (case A), the University First Aider takes control of the situation. If no University First Aider is available (case B), the most senior University staff member present at the scene assumes control.</p> <p>2. In consultation with the casualty – if conscious<sup>(see Notes 3 and 4)</sup> – determine the appropriate course of action. Consider the following options (listed broadly in increasing order of severity):</p> <ol style="list-style-type: none"> <li>make casualty comfortable and allow them to rest;</li> <li>allow casualty to self-administer treatment if they suffer a diagnosed condition and carry appropriate medication;</li> <li>contact next-of-kin or legal guardian;</li> <li>advise casualty they should seek examination by a medical practitioner;</li> <li>provide first aid treatment (case A);</li> <li>transport casualty to an appropriate medical service for prompt (but non-emergency) attention<sup>(see Note 5)</sup>; and</li> <li>call an ambulance.</li> </ol>

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	ACTIVITY	RESPONSIBILITY	STEPS
			<p><b>Note 3:</b> When consulting with a casualty, take into account any factor thought to impair the casualty's judgment. Such factors include:</p> <ul style="list-style-type: none"> <li>• disorientation, confusion, embarrassment, the injury itself, or a medical condition;</li> <li>• immaturity of judgment (e.g. children); and</li> <li>• the possible side effects of pharmaceuticals, or the possible influence of alcohol or drugs.</li> </ul> <p>Where a casualty is thought to have an impaired capacity for sound judgement and steadfastly refuses to follow the recommended course of action, take all reasonable steps to protect the person and others against the possible consequences of their actions. These steps may include contacting emergency services against the will of the casualty. Do not use physical coercion except in the most extreme situations and solely in an attempt to protect your safety or that of others.</p> <p><b>Note 4:</b> Where a casualty is unconscious, call an ambulance as far as practicable.</p> <p><b>Note 5:</b> If, in the opinion of the University First Aider (case A) or University employee (case B), a casualty needs to be transported to an off-campus medical facility for prompt attention and a next-of-kin or legal guardian cannot be contacted, you may organise transport depending on circumstances. Use ambulances or University vehicles in preference to private vehicles. In general, casualties requiring medical treatment are deemed to be unable to drive safely. In such cases, unless the casualty repeatedly insists on leaving the campus or incident scene by their own means,</p>

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	ACTIVITY	RESPONSIBILITY	STEPS
			assign a reliable employee to drive the casualty to an appropriate medical facility. Whenever possible, a third person – usually a University First Aider – should accompany the casualty and driver to monitor the casualty’s condition and provide any necessary assistance.
D.	Responding to fatal incidents	Any person at the scene of a fatal incident	<ol style="list-style-type: none"> <li>1. If, following an apparently fatal injury or illness, there is any possibility that the casualty may still be alive, treat the casualty as an injured/ill person (refer to 2.A. and 2.C. above):               <ol style="list-style-type: none"> <li>a. Call an ambulance immediately.</li> <li>b. Seek assistance from a University First Aiders or other qualified person to apply appropriate resuscitation techniques until relieved by personnel with higher medical or para-medical qualifications.</li> </ol> </li> <li>2. Preserve the incident scene except where measures are required to prevent further injuries or illnesses.</li> <li>3. Ensure Police has been called.</li> </ol>

### 3. Responding to emergencies

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Responding to emergencies – general instructions	Any person at the scene of an emergency	<ol style="list-style-type: none"> <li>1. If first at the scene of an emergency, remember the three key steps AAA:               <ol style="list-style-type: none"> <li>a. <b>Assess</b> the situation for immediate dangers to your safety and take appropriate steps to protect yourself</li> <li>b. <b>Alert</b> personnel around you, the Emergency Phone Number and the Area Warden (if applicable)</li> <li>c. <b>Assist</b> any person in immediate danger if safe to do so.</li> </ol> </li> </ol>

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	ACTIVITY	RESPONSIBILITY	STEPS
			<p>2. Then:</p> <ul style="list-style-type: none"> <li>a. Contain or combat the emergency only if safe to do so</li> <li>b. Evacuate to a safe location if necessary</li> <li>c. Notify your Supervisor/ Manager (staff), Teacher/ Lecturer (students), Designated University Contact (contractors and visitors). Also notify the Senior Counsellor on campus for incidents that are likely to cause distress to the people involved.</li> </ul>
B.	Evacuating buildings or areas	Any person on University premises or in University activities instructed to evacuate a building or area either by means of an automatic or manual alarm or by verbal order	<ul style="list-style-type: none"> <li>1. Make all equipment safe.</li> <li>2. Evacuate promptly from the building, closing doors behind you if practical<sup>(see Note 6)</sup>.</li> <li>3. Assemble at the Designated Assembly Point for that building or area and: <ul style="list-style-type: none"> <li>a. report to the Area Warden (yellow helmet);</li> <li>b. await further instructions;</li> <li>c. do not leave, even if the emergency extends beyond normal working hours or into scheduled breaks;</li> <li>d. follow all instructions from the Emergency Control Personnel and Emergency Services personnel; and</li> <li>e. do not smoke.</li> </ul> </li> </ul> <p><b>Note 6:</b> Leave doors and windows open if evacuating in response to a bomb threat.</p>
C.	Conducting a building or area evacuation	Area Wardens and Deputies	<ul style="list-style-type: none"> <li>1. Investigate the emergency and decide on the need for evacuation in the following cases: <ul style="list-style-type: none"> <li>a. verbal report of an emergency by staff, students, visitors, etc.; or</li> </ul> </li> </ul>

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	ACTIVITY	RESPONSIBILITY	STEPS
			<ul style="list-style-type: none"> <li>b. other indication of incident or problem.</li> </ul> <p>2. Initiate an immediate evacuation of your area in the following cases:</p> <ul style="list-style-type: none"> <li>a. automatic evacuation alarm (not preceded by a verbal announcement to disregard it); or</li> <li>b. instruction to evacuate given by the Campus Warden or Deputy Campus Warden, or by Emergency Services personnel.</li> </ul> <p>3. In case an evacuation is required:</p> <ul style="list-style-type: none"> <li>a. follow Local Emergency Instructions to initiate an evacuation (if not already automatically initiated);</li> <li>b. if you have observed tangible signs of an emergency, ensure the University Emergency Phone Number has been contacted;</li> <li>c. put on your yellow helmet/ vest;</li> <li>d. conduct a thorough and systematic search of the area you control, advising all people to evacuate to the Designated Assembly Point;</li> <li>e. ensure evacuation signs are placed in entrance doorways;</li> <li>f. proceed to the Designated Assembly Point;</li> <li>g. determine whether the Designated Assembly Point is safe and take appropriate action if not;</li> <li>h. ascertain whether anyone appears to be missing;</li> <li>i. report to the Campus Warden (if applicable) or Emergency Services officer-in-charge of the</li> </ul>

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	ACTIVITY	RESPONSIBILITY	STEPS
			<p>result of your area search and head count; and</p> <p>j. if necessary, take steps to prevent unauthorised persons from entering the building.</p>
D.	Conducting a campus evacuation	Campus Wardens and Deputies	<ol style="list-style-type: none"> <li>1. If the evacuation of a campus or significant part of a campus is required, the Campus Warden or Deputy must:                             <ol style="list-style-type: none"> <li>a. ensure the University Emergency Phone Number has been contacted;</li> <li>b. contact each of the Area Wardens or Deputy Area Wardens concerned; and</li> <li>c. implement the Critical Incident Plan.</li> </ol> </li> </ol>
		Area Wardens and Deputies	<ol style="list-style-type: none"> <li>1. Initiate an evacuation in their building in accordance with your Local Emergency Instructions and section 3.C. above.</li> </ol>
E.	Responding to a written bomb threat	Any member of the University community receiving a written bomb threat	<ol style="list-style-type: none"> <li>1. Avoid unnecessary handling of the letter, envelope, etc.</li> <li>2. Preserve the evidence by placing it into an envelope or sleeve (preferably clear plastic).</li> <li>3. Immediately report the matter to your Supervisor/Manager.</li> </ol>
		Supervisor/Manager	<ol style="list-style-type: none"> <li>1. Contact the University Emergency Phone Number.</li> </ol>
F.	Responding to a phoned bomb threat	Any member of the University community receiving a phoned bomb threat	<ol style="list-style-type: none"> <li>1. Refer to the Bomb Threat Checklist.</li> </ol>
		Supervisor/Manager	<ol style="list-style-type: none"> <li>1. Contact the University Emergency Phone Number.</li> </ol>
G.	Responding to the discovery of a suspect object or receiving a suspect item of mail	Any member of the University community who discovers a suspect object or receives a suspect item of mail	<ol style="list-style-type: none"> <li>1. Avoid handling the object or item.</li> <li>2. Alert those nearby and retreat from the immediate area.</li> <li>3. Immediately report the matter to your Supervisor/Manager.</li> </ol>
		Supervisor/Manager	<ol style="list-style-type: none"> <li>1. Contact the University Emergency Phone Number.</li> </ol>

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## 4. Managing critical incidents

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Planning for critical incidents	Critical Incident Team	<ol style="list-style-type: none"> <li>1. The Critical Incident Team (CIT) meets at least annually to:                             <ol style="list-style-type: none"> <li>a. review and update the Critical Incident Plan (CIP);</li> <li>b. organise training, drills, rehearsals, and audits; and</li> <li>c. review the results of drills and actual incident responses to identify corrective actions.</li> </ol> </li> </ol>
B.	Initially responding to a critical incident	Any member of the University community who becomes aware of a critical incident	<ol style="list-style-type: none"> <li>1. Follow the General Emergency Instructions in 3.A.1. above.</li> </ol>
		Emergency Phone Number Operator	<ol style="list-style-type: none"> <li>1. Collect the necessary information, ensure that Emergency Services have been contacted (000), and call the Rostered Facilities Services Manager. The Rostered Facilities Services Manager then acts as Campus Warden.</li> </ol>
		Campus Warden	<ol style="list-style-type: none"> <li>1. Initiate the University's operational response and advise the Vice-Chancellor or Nominee.</li> </ol>
C.	Providing an operational response to the critical incident	Emergency Control Personnel	<ol style="list-style-type: none"> <li>1. Under the leadership of the Campus Warden, manage the emergency response in accordance with section 3. of this procedure until the arrival of Emergency Services.</li> </ol>
D.	Providing a strategic response to the critical incident	Vice-Chancellor or Nominee	<ol style="list-style-type: none"> <li>1. Upon receiving notification from the Campus Warden, determine the extent to which the provisions of the CIP need to be implemented, and contact CIT members accordingly.</li> </ol>
		Members of the CIT	<ol style="list-style-type: none"> <li>1. Whilst closely following the operational management of the incident, concentrate on organisational-level issues such as the continuity of business operations, liaising with media organisations, and</li> </ol>

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	ACTIVITY	RESPONSIBILITY	STEPS
			recovery activities and contingencies, as shown in the CIP.
E.	Organising recovery activities	Members of the CIT	1. Coordinate the recovery from critical incidents.
F.	Reviewing critical incident management	Members of the CIT	1. Conduct a review of rehearsals and actual critical incidents. 2. Identify appropriate corrective actions and coordinate their implementation.

## 5. Reporting and investigating incidents and emergencies

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Initially reporting an incident	Employees, students, contractors and visitors	1. Report all incidents as soon as possible: <ol style="list-style-type: none"> <li>a. employees must report incidents to their Supervisor/Manager and Health and Safety Representative;</li> <li>b. contractors and visitors must report incidents to their University Contact; and</li> <li>c. students must report incidents to one of their Lecturers/Teachers/Tutors.</li> </ol>
B.	Further reporting, investigating and preventing recurrences of an incident	Supervisors, Managers, University Contacts, and Lecturers/Teachers/Tutors to whom an incident has been reported	1. Follow the instructions shown in the following sub-sections. <p><b>Serious Incidents</b></p> <ol style="list-style-type: none"> <li>a. During business hours, immediately contact the Risk, Health and Safety Department.</li> <li>b. After hours, or if nobody within the Risk, Health and Safety Department can be contacted, call the Emergency Phone Number.</li> <li>c. Send a completed Injury Report to the Risk, Health and Safety Department within 24 hours of the incident.</li> </ol> <p><b>All Injuries and Illnesses other than Very Minor</b></p>

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	ACTIVITY	RESPONSIBILITY	STEPS
			<p>a. Ensure the injured person has been cared for in accordance with this procedure.</p> <p>b. Advise a member of the Risk, Health and Safety Department within one working day, preferably by sending Part 1 of the Injury Report to ohs@federation.edu.au the basic details of the incident.</p> <p>c. Ensure an Injury Report is completed, investigated, signed and forwarded to the Risk, Health and Safety Department within five working days of the initial report.</p> <p><b>Note 7:</b> In summary, the typical sequence for completing Injury Report forms is:</p> <ol style="list-style-type: none"> <li>1. Initial verbal report by injured person to Supervisor/Manager.</li> <li>2. If injury or incident is serious, Supervisor/Manager contacts the Risk, Health and Safety Department immediately. The Supervisor/Manager ensures Part 1 of the form is completed, preferably by the injured person, and supplies a copy of Part 1 to the Risk, Health and Safety Department within one working day of the initial verbal report.</li> <li>3. The Supervisor/Manager investigates circumstances and contributing factors for the injury, and recommends corrective actions in Part 2 of the form.</li> <li>4. The Dean/Director and Health and Safety Representative review Parts 1 and 2 of the form and amend or endorse proposed corrective actions. They sign, take a file copy, and forward the completed form to the Risk, Health and Safety Department within five working days of the initial verbal report.</li> </ol>

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	ACTIVITY	RESPONSIBILITY	STEPS
			5. The Risk, Health and Safety Department sign Part 3 of the form and send a copy to the injured staff member.  <b>Very Minor Injuries and Illnesses</b> a. Organise prompt first-aid treatment (if available).  <b>Near-Miss Incidents with Potential to be Serious</b> a. Complete a Hazard/Near-Miss Report within two working days of the initial report.
C.	Reporting the provision of first aid	University First Aiders	1. For every person you attend to, complete an entry into the First Aid Report included in all University First Aid Kits. 2. Every three months, send to the Manager - Risk, Health and Safety a copy of the completed First Aid Report forms in the kit(s) you control.

## Supporting Documents

- [Health and Safety Policy](#)
- [First Aid Services Procedure](#)
- [Hazard Identification, Risk Assessment and Control \(HIRAC\) Procedure](#)
- [Wardens and Designated Assembly Points](#)
- Critical Incident Plan (restricted circulation)

### Forms.

- [Bomb Threat Checklist](#) (PDF 89.1kb)
- [First Aid Report](#) (PDF 70.6kb)
- [Hazard/Near Miss Report](#) (PDF 89.0kb)
- [Injury Report](#) (PDF 43.4kb)
- [Local Emergency Instructions Template](#) (DOCX 100.5kb)

## Responsibility

- All employees of the University must be familiar with the relevant requirements of this procedure.
- Senior Managers must ensure:
  - the requirements of this procedure have been implemented and are being maintained;
  - the names of Area Wardens and Deputy Area Wardens, and changes to Warden arrangements, are communicated to the Manager - Risk, Health and Safety;

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- training (including the induction of new staff) is organised and conducted for the implementation of the Local Emergency Instructions;
- Emergency Floor Plans are kept up-to-date; and
- relevant members of staff are released for University-wide emergency training.
- The Head of the Western Campuses bears the responsibilities listed above for the Western campuses.
- The Manager - Risk, Health and Safety is responsible for:
  - developing and maintaining this procedure and related documents;
  - developing and conducting training for the implementation of this University-wide procedure for Supervisors, Managers, Health and Safety Representatives, Emergency Control Personnel, and First Aiders;
  - coordinating evacuation drills across all campuses of the University; and
  - advising Supervisors and Managers in the implementation of this procedure.
- The Director – Facilities Services is responsible for providing and updating Emergency Floor Plans upon request.
- The Portfolio Health and Safety Coordinating Teams are responsible for:
  - monitoring the development of Local Emergency Instructions;
  - assisting in the appointment of Campus Wardens and Deputy Campus Wardens;
  - ensuring Emergency Control Personnel have been issued with colour-coded helmets and/or vests (Campus Wardens and Deputy Campus Wardens: white; Area Wardens and Deputy Area Wardens: yellow); and
  - monitoring the implementation of the procedure, collecting information from Evacuation Reports, and reporting annually to the University [Health and Safety Policy](#) Committee on the implementation, with any applicable suggestion for improvements.
- The Director - Student Connect is responsible for developing, implementing and maintaining internal procedures for the provision of counselling and related support services for emergencies.

## Promulgation

The [Incident and Emergency Management Procedure](#) will be communicated throughout the University community in the form of:

- an Announcement Notice via FedNews website and on the 'Recently Approved Documents' page on the 'Policies, Procedures and Forms @ the University' website; and
- an email to Executive Deans, Directors, First Aiders, Wardens and Deputies.

## Implementation

The [Incident and Emergency Management Procedure](#) will be implemented throughout the University via:

- an Announcement Notice via FedNews website and on the 'Recently Approved Documents' page on the 'Policies, Procedures and Forms @ the University' website; and
- training sessions.

## Records Management

Document Title	Location	Responsible Officer	Minimum Retention Period
First Aid Report	University First Aid kits	University First Aiders	Destroy seven (7) years after last entry and administrative use is completed

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Document Title	Location	Responsible Officer	Minimum Retention Period
Hazard/Near-Miss Report	Risk, Health and Safety Department	Manager – Risk, Health and Safety	Seven (7) years after action is completed (provided any individual involved has by then reached the age of 25)
Injury Report	Risk, Health and Safety Department	Manager – Risk, Health and Safety	<p><b>For fatal accidents:</b> permanent retention</p> <p><b>For other serious incidents, incidents causing incapacity and dangerous occurrences:</b> 50 years after incident date</p> <p><b>For other incidents:</b> destroy seven (7) years after incident date provided any individual involved has reached the age of 25 years</p>

**Warning - Uncontrolled when printed! The current version of this document is kept on the FedUni website.**

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