



University of
**Southern
Queensland**

Emergency Procedures Manual

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The University of Southern Queensland, Emergency Procedures Manual

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The UniSQ Emergency Procedures Manual has been prepared and issued by Facilities Management in accordance with the *Work Health and Safety Act 2011* (QLD) and Australian Standard 3745-2010 (Planning for Emergencies in Facilities).

Suggested amendments or additions to the contents of these procedures should be forwarded in writing to:

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Preface

This Manual was prepared by Work Health and Safety and subsequently reviewed and revised by Facilities Management. It complies with the Australian Standard 3745-2010 Planning for Emergencies in Facilities and the *Work Health and Safety Act 2011* (QLD).

The objective of this Manual is to provide procedures for the safety of people in buildings, structures and workplaces during emergencies.

Although this Manual has been written to provide procedures for all types of occupiable buildings, structures and workplaces within UniSQ, there may be new or missed facilities that will require personnel to apply the generic nature of general emergency procedures.

The document details the structure for the UniSQ Emergency Control Organisation (ECO) and the lines of authority and responsibility. The authority of ECO officers when they are acting in their role in an emergency is also addressed.

Crisis Management

This Manual refers to and should be read in conjunction with the UniSQ Crisis Management Plan (CMP).

UniSQ Emergency Procedures Manual

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Foreword

An emergency is a situation requiring immediate attention and remedial action. It can develop from several causes, both internal and external of the organisation. Emergency procedures in accordance with this manual are essential for effective and efficient management of any emergency.

Although effort has been made to provide procedures that will work in every situation, it is acknowledged that due to the dynamic nature and complexities of emergencies, not all procedures will work in all cases. For this reason, it is imperative that members of the UniSQ community attain as much training as possible so they can use their initiative when situations change.

Section 1 - Scope and General

1.1. Scope

1.1.1. This Manual sets out the procedures for the controlled evacuation of buildings, structures and workplaces during emergencies.

1.1.2. The Manual also establishes:

- a. the Emergency Planning Committee (EPC).
- b. the Emergency Control Organisation (ECO).
- c. emergency plans and procedures.
- d. the role and authority of ECO personnel while executing their duties.
- e. the requirements for education and training.

1.2. Referenced Documents

1.2.1. The following documents are referred to in this manual:

- a. Australian Standard 3745-2010 Planning for Emergencies in Facilities
- b. Work Health and Safety Act 2011 (QLD)
- c. UniSQ Crisis Management Framework.

1.3. Definitions

1.3.1. The following definitions are used throughout this manual and comply with the two referenced documents:

1.3.1.1. Bomb

Can be of any size or shape, can look obvious or be camouflaged, may vary in its sophistication, may explode or may not necessarily explode (i.e., incendiary, chemical, radiological, sharps, animals/reptiles).

- **Bomb threat**

A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at a time or date or place or against any specific person or organisation.

- **Courier-delivered bomb**

An explosive device delivered by a courier.

- **Improvised explosive device (IED)**

A device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage.

- **Mail bomb**

An explosive device sent through the postal system.

- **Placed bomb**

An explosive device hand-delivered or purposefully placed.

- **Vehicle bomb**

A bomb in which a vehicle is used as the means of delivery. It may be designed to use the vehicle as fragmentation.

1.3.1.2. Building, structure and workplace

A building, structure or workplace that is occupied by people, i.e. offices, warehouses, factories, public buildings, shopping complexes, apartment buildings, or a place that may be occupied by people.

1.3.1.3. Chief Warden's Committee (CWC)

A committee responsible for organising wardens across the University and overseeing training for wardens and evacuation drills.

1.3.1.4. Emergency

Any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response.

1.3.1.5. Emergency Control Organisation (ECO)

A structured organisation that will initiate an appropriate response to emergency situations.

1.3.1.6. Emergency Planning Committee (EPC)

A committee responsible for establishing an emergency plan, emergency response procedures and an ECO.

1.3.1.7. Emergency Warning and Intercommunication System (EWIS)

A combined emergency warning and intercommunication system that facilitates two-way communications and control during an emergency.

1.3.1.8. May

Indicates the existence of an option.

1.3.1.9. Persons Requiring Specific Assistance

Persons having physical, intellectual, visual or auditory impairments, either temporary or permanent.

1.3.1.10. Safe place

A place of safety within a building, structure or workplace:

- a. which is not under threat from an emergency; and

- b. from which people are able to disperse after escaping the effect of an emergency; either a road or open space.

1.3.1.11. Will

Indicates that a statement is mandatory.

1.3.1.12. Single dwelling

A detached house. One or more attached dwellings, each being a building, separated by a fire-resisting wall, including a row house, terrace house, townhouse or villa unit.

1.3.1.13. Should

Indicates a recommendation.

1.3.1.14. Training exercise

An activity simulating an emergency event through activation of alarms and deployment of personnel, in order to:

- a. review/test the planning process and procedures;
- b. identify needs and planning inadequacies;
- c. demonstrate capabilities and communication; and
- d. foster working together as a team.

1.3.1.15. Workplace

A workplace is any place where work is, or is to be, performed by:

- a. a worker, or
- b. a person conducting a business or undertaking.

Section 2 - establishment of the emergency plan and committee structure

2. The Plan and Emergency Structure

2.1. The emergency structure has four main parts consisting of:

- a. The Emergency Planning Committee (EPC);
- b. The Emergency Control Organisation (ECO);
- c. The Emergency Response Teams (ERT);
- d. The Crisis Management Team (CMT).

2.2. Emergency Planning Committee (EPC)

2.2.1. **Structure.** The EPC consists of the following:

Facilities Management Stakeholder (Chair)
Facilities Management Stakeholder (Deputy Chair)
Academic Division Stakeholder
Enterprise Services Division Stakeholder
Research Division Stakeholder
3 x Toowoomba Chief Wardens
1 x Ipswich Chief Warden
1 x Springfield Chief Warden
1 x Disability Rep (Student Services)
1 x Academic Rep

Commented [A01]: The structure needs to be reviewed with consideration to remove position titles where possible.

2.2.2. **Meeting.** The EPC shall meet a minimum of quarterly. A record of the EPC meeting shall be made and retained in accordance with the relevant legislative requirements.

2.2.3. **Reporting.** The EPC reports to the Executive Director (Facilities Management).

Commented [A02]: EPC should be reporting through to the University Safety Committee.

2.2.4. **Duties.** The EPC will:

- a. Establish and implement emergency plans and emergency procedures.
- b. Ensure the number of ECO personnel is consistent with the nature and risk of the buildings, structures and workplaces.
- c. Ensure that all positions have personnel appointed and that vacancies are filled expeditiously.
- d. Arrange for the training of ECO personnel.
- e. Arrange for conduct of evacuation exercises.
- f. Review the effectiveness of evacuation exercises and arrange for procedure improvements.

Commented [A03]: Addressed above under Meetings

g.

2.3. Emergency Control Organisation (ECO)

2.3.1. **Structure.** The UniSQ ECO is a structured organisation of persons to coordinate and supervise the safe movement of occupants of a building or a group of buildings in an emergency. The ECO consists of the following:

- a. Emergency Service Coordinator (ESC).
- b. Chief Wardens (CW).
- c. Deputy Chief Wardens (DCW).
- d. Communications Officer.
- e. Floor or Area wardens.
- f. Wardens.
- g. Security Personnel.
- h. First Aid Personnel.

Commented [A04]: Position identified in new CMT Framework

2.3.2. **Appointment.** The EPC appoints Chief Wardens and their deputies following recommendations by Faculty/School/Divisional heads of other groups who occupy the various buildings. The ESC position are ex officio for the Crisis Management Team (CMT) Incident Controller.

2.3.3. **Authority.** Once an emergency is declared, the powers of wardens and deputy wardens override all normal non-emergency management procedures. Floor or area wardens and their deputies have the authority to marshal all staff and any visitor/s to their floor/area. The purpose of these powers is to ensure that during an emergency situation, life and safety takes precedent over asset protection and production matters.

2.3.4. **Indemnity.** Designated emergency personnel who work within their level of training will not be held legally liable (including liability for personal negligence) as a result of any act or omission on their part during the course of carrying out their designated function.

2.3.5. Selection Criteria for Personnel

2.3.5.1. **General** - Persons appointed to the ECO should:

- a. Be physically capable of performing their duties.
- b. Have leadership qualities and command authority.
- c. Have maturity of judgement, good decision-making skills and be capable of remaining calm under pressure.
- d. Be familiar with their areas of responsibility.
- e. Be available to undertake their appointed duties.
- f. Have clear diction and be able to communicate with the majority of occupants and visitors.
- g. Be willing and able to undergo relevant training.

2.3.5.2. **Chief Warden** - In addition to the above criteria, chief wardens are required to have a sound knowledge of the layout of the building/s and structures in their workplace.

2.3.5.3. **Communications Officer** - The communications officer will be competent in the use of the communication equipment in the building, structure and workplace and have a clear commanding voice.

NOTES:

1. Where an EWIS is installed, the Communications Officer should operate the system. Where no EWIS is installed, the UniSQ radio network may be required to communicate.
2. A communications officer's duties may (and usually will) be carried out by a deputy chief warden.

2.3.5.4. **Floor or area wardens** - Floor or area wardens should be appointed consistent with the level of their day-to-day responsibilities. Where possible, the floor or area warden responsibilities should be attached to a specific position so that the person appointed to the position, in either a permanent or temporary capacity, carries out the necessary Warden functions. In any event, it is essential that the persons appointed have the qualities needed to enable them to perform duties required in emergencies. Factors to be considered include the following:

- a. Availability - they should be persons who spend most of their time at, or near, their workstations.
- b. Ability to organise others in an emergency.
- c. Reliability.

2.3.5.5. **Wardens** - Wardens should be appointed to assist the floor or area warden on the basis of there being sufficient wardens to ensure the life safety of occupants. Wardens should also be capable of deputizing for other nominated positions.

2.3.5.6. **Deputies** - Deputies will be appointed to each of the chief warden, communications officer and floor or area wardens positions, to ensure continuity of their functions during absences. The selection of deputies should be consistent with the appropriate selection criteria. Deputies should be fully trained and prepared to take over the primary roles as required.

2.3.6. Warden identification

2.3.6.1. The control of emergencies will be greatly assisted if key personnel can be quickly identified by the occupants of the building and officers of the emergency services. Where practical, this identification will be consistent throughout UniSQ.

2.3.6.2. Identification for UniSQ wardens will be by the use of coloured helmets and/or high visibility vests as approved by the EPC.

2.3.7. **Colour Identification** - The following colours will be used for ECO identification:

Wearer's Title	Helmet Colour
Emergency Service Coordinator	Blue
Building and Facilities/Engineers etc	Orange
UniSQ Security	Green
Chief Wardens/Deputies	White
Building/Floor or Area Wardens	Yellow
Wardens	Red
First Aid Officers	Green

2.3.7.1 Identification equipment will be prominently marked with the wearer's title and location. The communications officer would not necessarily wear identification equipment; however, if such equipment is worn it should be white.

2.4. Roles and Responsibilities - The primary role of members of the ECO is to ensure the safety of the occupants and visitors of the building/facility during an emergency, takes precedence over asset protection.

2.4.1. **Emergency Service Coordinator (ESC)**. The ESC is responsible for sponsoring the Emergency Procedures Manual and oversight of the ECO. During an emergency the ESC will liaise with responding emergency services, Department of Health, and other technical support agencies. Assist in capturing facts for localised incident logs and provides situation reports to the Incident Controller.

2.4.2. **Chief Warden (CW)**. On becoming aware of an emergency, the chief warden will take the following actions:

- Ascertain the nature of the emergency and determine appropriate action.
- Ensure that the appropriate emergency service has been notified.
- Ensure that floor or area wardens are advised of the situation.

- d. If necessary, initiate evacuation and control entry to the affected areas.
 - e. Ensure the progress of the evacuation and any action taken is recorded in an incident log.
 - f. Brief the emergency services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions.
 - g. Inform the ECS for their area when their building/area is clear and their activities have been completed.
- 2.4.3. **Deputy Chief Warden (DCW).** The deputy chief warden will assume the responsibilities normally carried out by the chief warden if the chief warden is unavailable, and otherwise assist as required.
- 2.4.4. **Communications Officer (CO).** The communications officer, on becoming aware of the emergency, will take the following actions:
- a. Ascertain the nature and location of the emergency.
 - b. Confirm that the appropriate emergency service has been notified.
 - c. Notify appropriate ECO personnel either by the EWIS or other means.
 - d. Transmit and record instructions and information between the chief warden and the floor wardens and occupants.
 - e. Maintain a log of the events.
 - f. Act as directed by the chief warden.
- 2.4.5. **Floor or Area Wardens.** On hearing an alarm or on becoming aware of an emergency, the floor or area wardens will take the following actions:
- a. Implement the emergency procedures for their floor or area.
 - b. Ensure that the appropriate emergency service has been notified.
 - c. Direct wardens to check the floor or area for any abnormal situation.
 - d. Commence evacuation if the circumstances on their floor or area warrant this.
 - e. Communicate with the chief warden by whatever means available and act on instructions.
 - f. Advise the chief warden as soon as possible of the circumstances and action taken.
 - g. Co-opt persons as required to assist a warden during an emergency.
 - h. Confirm that the activities of wardens have been completed and report this to the chief warden.
- 2.4.6. **Wardens.** Persons selected as wardens may be required to carry out a number of activities, including the following:
- a. Act as floor or area wardens.
 - b. Ensure that the appropriate emergency service has been notified.
 - c. Operate the intercommunication system.
 - d. Check to ensure fire doors and smoke doors are properly closed.
 - e. Search the floor or area to ensure all persons have evacuated.
 - f. Ensure orderly flow of persons into protected areas, e.g. stairwells.

- g. Assist persons with disabilities.
- h. Act as leader of groups moving to nominated assembly areas.
- i. Report to the floor or area warden on completion of required activities.

2.4.7. **Control Room.** The Campus safety and Security Control Room operators are the first point of contact for an emergency, monitoring the University Emergency number 4631 2222 and SafeZone alerts. Coordinating response in accordance with their procedures manual including:

- a. Conferencing calls with emergency services
- b. Maintain a log of all emergency calls.
- c. Maintain a log of all responses and follow up actions.
- d. Forward a report to UniSQ *Safety* once activity has ceased.

2.4.8. **Security Personnel.** Campus Safety and Security personnel are often the first response activated to an emergency and are to conduct their duties in accordance with their procedures including:

- a. Acting as Chief Warden and University representative until relieved.
- b. Provide first aid assistance.
- c. Provide directions and guidance to emergency services, until ESC arrives on scene.
- d. Assist in evacuations or lockdowns.
- e. Provide a written report once activity has ceased.

2.5. Incident Response Teams (IRT)

2.5.1. The IRTs will vary according to the size and nature of the site. The IRT is not meant to replace the emergency services or to prevent wardens or other persons from taking immediate reasonable action. The IRT is designed to provide an immediate first response by personnel trained in dealing with emergency situations. The IRTs will generally have the following structure:

- a. Security staff member.
- b. First aid trained staff member (preferably trained on defibrillator use).
- c. Facilities Management representatives, as required.

2.5.2. **Activation.** The IRT will be activated automatically, after they have received the emergency notifications.

2.5.3. The IRT may also be activated independently of emergency services if the caller and control room operator are in agreement that the incident is only of a minor nature and does not require emergency services. In all cases, if doubt exists, the emergency services are to be called.

2.5.4. **Training.** The IRTs in each location will train at least four times per year in their emergency callout procedures. The control room is to be involved in this training to test the communication channels.

2.5.5. **Communication.** IRT responders are to be contactable by mobile phone or radio as is dictated by local procedures and requirements.

Commented [A05]: Remove or update to Control Room?

2.6. Crisis Management Team CMT)

2.6.1. The CMT will be mobilised during an emergency if it meets the requirements of the Crisis Management Plan (CMP). Refer to the CMP for details.

2.7. Implementing The Emergency Procedures

2.7.1. It is essential that all levels of UniSQ management and staff accept and participate in the implementation and maintenance of the UniSQ Emergency Procedures. UniSQ has an obligation and commitment to implement emergency procedures, emergency planning, and emergency risk management. Emergency procedures are of no value if they are not accepted within the organisation. The emergency procedures are part of the culture of UniSQ.

2.7.2. Identifying hazards, assessing the risks and developing the procedures are key components of the implementation process. Assistance can be given by Facilities Management in the integration of the procedures, education and awareness of emergency risks, providing emergency training, reviewing and auditing the processes, and most importantly – testing the procedures.

2.8. Maintaining the Procedures

2.8.1. The successful implementation of these procedures will be tested annually by a full evacuation of each area within UniSQ. A full campus wide emergency exercise should also be conducted every two years and should be based on a different scenario each time.

2.8.2. To ensure that interest is maintained and that ECO personnel maintain their skills, the EPC will ensure that:

- a. the ECO meets as required or at intervals not greater than six months;
- b. training sessions are conducted to maintain the knowledge and skills of wardens;
- c. ECO personnel who vacate their positions are promptly replaced;
- d. evacuation exercises are conducted;
- e. the administrative requirements of the ECO are maintained, e.g. training records, equipment maintenance, nomination of new wardens and the like; and
- f. the procedures are reviewed after an emergency, an exercise or any changes that affect the emergency management plan.

Section 3 - Education and Training

3. Education and Training

3.1. General

3.1.1. It has been proven many times that a team of people who are thoroughly practised in their emergency procedure drills will act more rationally and efficiently during an emergency than those who are not familiar with their

duties. It is therefore necessary to institute education, training sessions and periodic exercises to test the organisation, the procedures and occupant responses.

3.1.2. The EPC is responsible for arranging the appropriate delivery of education and training sessions and the conduct of periodic exercises.

3.1.3. Where applicable, ECO personnel will be familiar with the following:

- a. The layout of the area or floor for which they are responsible. They should know the existence of, and the positions of, strongrooms, secure rooms, rooms leading off blind passages, doors leading to dead ends and other concealed areas in which persons could be located.
- b. Evacuation routes and safe places.
- c. The operation of, and procedures for use of, the communications equipment and alarm-initiating devices.
- d. The number, location and means of assistance for persons with Personal Emergency Evacuation Plan (PEEP) on their floor or in their area.
- e. The operation of all fire-detection and suppression systems.
- f. Any special procedures that may exist to protect strategically significant items located on their floor or in their area.
- g. Any dangerous goods that may need special attention or isolation.
- h. The operation of portable fire extinguishers, fire hose reels and fire blankets.

3.1.4. The EPC is to ensure that every occupant of the building is advised of the procedure to be taken in the event of an emergency, and each occupant should be given the name, location and telephone number of the warden of the area in which they work. Occupants should be encouraged to approach their warden for information and clarification of procedures.

3.1.5. The EPC is to ensure that all new occupants are advised of the relevant procedures and are shown the location of evacuation routes, safe places and firefighting equipment.

3.1.6. Personnel conducting education and training will be competent (have the training, skills and experience) to provide the appropriate training.

3.2. Training Programs

3.2.1. Training of ECO personnel and all UniSQ staff is a shared responsibility between Facilities Management and the Chief Wardens. The minimum standard for training is detailed below:

3.2.2. **EPC Members Training.** EPC members will be trained to develop the skills and knowledge necessary to undertake the duties associated with their positions. The training will include the following:

- a. The roles and responsibilities of the EPC and ECO.
- b. Establishing and managing an ECO.
- c. Managing and developing emergency procedures and assessment activities.
- d. Emergency communications, notification and warnings.
- e. Training, drills and exercises.
- f. Liaison with emergency services.

- g. Evacuation management.
 - h. Post-evacuation management.
 - i. Emergency prevention, mitigation and preparedness.
- 3.2.3. **Chief Warden, Deputy and Communications Officer Training.** The chief warden, deputy and communications officer will be trained to develop the skills and knowledge necessary to undertake the duties assigned to their appointed positions.
- 3.2.4. **Floor or Area Wardens, Deputies and Wardens Training.** Floor or area wardens, deputies and wardens will be trained to develop the skills and knowledge necessary to undertake the duties of these positions.
- 3.2.5. **Employees Training.** Employees should be trained to develop the skills and knowledge to enable them to act in accordance with the established procedures.
- 3.2.6. **Employees with First Attack Firefighting (Extinguisher) Skills Training.** Employees may choose to be trained in the operation of portable firefighting equipment, develop the skills and knowledge to enable them to act in accordance with the established procedures.
- 3.2.7. **Induction Training.** New employees will receive building induction training, to develop the necessary skills and knowledge to act in accordance with the established procedures.
- 3.3. Briefing and Debriefing**
- 3.3.1. **Briefing.** A thorough briefing is to be conducted by the ECO to all personnel who are to be involved in a training exercise and will include the following:
- a. The identity of their wardens.
 - b. Alarm system, where installed.
 - c. The method of reporting emergencies.
 - d. Actions they are to take in response to the alarm signals.
 - e. Location of the marshalling area for their floor or area, where applicable.
 - f. The evacuation routes they are to take.
 - g. Location of assembly or designated alternative areas that provide safe refuge internally or externally.
 - h. What is required at the completion of the exercise.
- 3.3.2. **Debriefing.** A debriefing session is essential to capture all the positive and negative aspects of the exercise. Observer's notes should be used during the debrief and included in the Post Activity Report which is to be forwarded to EPC following each exercise or emergency.
- 3.3.3. The size and detail of the debrief session will be dictated by the size of the exercise and should be proportionate. Regardless of the size of the exercise, feedback should be provided to all participants.

3.4. Evacuation Exercises

- 3.4.1. Evacuation exercises will be arranged by the ECO, in consultation with Facilities Management, at a frequency of no less than two per year for each area/building. It is recommended one "in session" and one "out of

session". They should be conducted even if they only involve the staff and ECO members.

- 3.4.2. All occupants of the floor(s) or area(s) involved in the evacuation exercises will take part unless the ECO and/or Facilities Management grant an exemption prior to conducting the exercise.
- 3.4.3. All evacuation exercises are to be planned in advance and there are to be no ad hoc exercises and NO surprise or no notice practice evacuations.
- 3.4.4. All exercises are to be attended by observers with checklists and all warnings are to be prefixed with the words "practice, practice, practice" and "this is an exercise".

3.5. Other Important Points for ECO Members

3.5.1. Assembly Area Procedures

- 3.5.1.1. Wardens are responsible to ensure evacuees remain at the designated assembly point until the all clear has been given to re-enter the building. Wardens are to check if any person is missing or likely to be trapped within the building. This information needs to be passed onto the 'emergency services' immediately, so they can concentrate on the particular area for rescue.
- 3.5.1.2. Under no circumstances should staff members or students be permitted to go back into the building for any reason, until they have been advised that it is safe to do so by the senior emergency services officer present.

3.5.2. Persons in Charge of a Class

- 3.5.2.1. Any person in charge of a class is responsible for initiating the safe evacuation of that class. The lecturer or teacher needs to instruct the class to leave the room immediately and follow instructions given by their floor warden, security, emergency management officer or emergency personnel.

3.5.3. Person Refusing to Comply with Warden's Directions

- 3.5.3.1. All persons on University property are to follow the directions of all wardens and members of the ECO and Emergency Services during emergencies and emergency drills. If a person refuses to comply with the directions given by a Warden the following action should be taken:
 - a. Ensure the person has been clearly advised they are required to evacuate the building/follow the warden's instructions,
 - b. Notify the ECO and/or Emergency Services Coordinator who will inform the Officer-in-Charge (OIC) of the Emergency Services of building occupancy. The OIC of the Emergency Services may then choose to remove the person in accordance with their authority.

Note: It is advisable to have a witness to confirm any refusals. Document any such incidents and don't start an argument.

3.6. Dealing with the media

- 3.6.1. Staff members should not discuss emergency situations with the news media. All enquiries should be politely forwarded to the University Media and Communications team.

Section 4 - Emergency Equipment at UniSQ

4. Emergency Equipment

4.1. Campus Emergency Procedures (CEP)

- 4.1.1. The Campus Emergency Procedures (CEP) is a condensed version of the UniSQ Emergency Procedures Manual and contains all essential information for the immediate actions required in most emergencies codes. The CEP is colour coded according to the nature of the emergency.
- 4.1.2. The CEPs are available as hardcopies or may be used online. A hardcopy CEP is to be located in every room within UniSQ buildings and the within hallways or next to the building Evacuation Diagrams and in all EWIS stations.
- 4.1.3. Chief Wardens are responsible for ensuring that copies of the CEP are available and located in the appropriate places.
- 4.1.4. Chief Wardens can locate digital versions of the CEP in the Emergency Control Organisation sharepoint.

4.2. Evacuation Diagrams:

- 4.2.1. An evacuation diagram shall be displayed in locations where occupants and visitors are able to view the diagrams. In practicality this means plans are to be situated in prominent locations within UniSQ buildings.
- 4.2.2. The floor plans should be clear and concise and free from unnecessary clutter and must indicate location of the following (where applicable):
- Title 'Evacuation Diagram'.
 - The 'You Are Here' location indicator.
 - Designated exits.
 - Paths of travel.
 - Fire extinguishers & fire hose reels.
 - Fire blankets.
 - Validity date.
 - Nominated Assembly Areas.
 - Fire Indicator Panel.
 - Warden Indicator Phones (WIP) – where applicable.
 - Manual Call Points (break glass alarms).

4.3. Equipment Available to ECO, Wardens & First Aid Officers

- 4.3.1. The following equipment is to be made available, at faculty/cost centre expense, to all members of the ECO:
- Colour coded construction type helmet,

- b. Colour coded high visibility vest,
- c. Rechargeable torch or head lamp,
- d. First Aid Kit (Chief Wardens and First Aid Officers),
- e. Handheld two-way radio (Chief Wardens, Floor Warden, Campus Safety and Security)

Section 5 - Persons Requiring Specific Assistance

5. Persons requiring specific assistance

- 5.1. Persons requiring assistance or are unlikely to be able to perform optimally in an emergency, and have an obligation to communicate the nature of the requirements to their warden prior to any event. The development of a personal emergency evacuation plan (PEEP) is required for each individual person requiring specific assistance. Information on the PEEP shall be disseminated to all ECO personnel responsible for its implementation.

5.2. Procedures

- 5.2.1. The procedures for persons with a specific requirement for assistance during an emergency, should be discussed by the warden with the individual concerned, prior to any event requiring the impaired person's evacuation, and a PEEP developed. Wardens should record all names and location of staff who are permanent occupants of their area. This will enable prompt assistance for these people in an emergency evacuation. This information will have to be periodically updated. If possible the PEEP should assign a Warden to each person requiring assistance in an emergency, and detail the predetermined actions and safe area.
- 5.2.2. For mobility impaired persons, they should be evacuated to the landing of the fire stairs, or if not possible, taken to a wet space, such as a bathroom. If the danger is impending, secure the person in an office where there is a phone, close doors and windows, and have a warden or another person remain with them as a 'buddy'. Call the University emergency number advising the persons name, location and who they are with, and also advise the ECO at the EWIS panel.
- 5.2.3. Once all occupants have been evacuated, the impaired person may be placed on the landing in the fire stairs with a Warden, or responsible person, to provide comfort and reassurance, or maybe evacuated by lift under the control of the Emergency Services.
- 5.2.4. In non-fire emergencies, escort the person to the fire stair well and remain with them until emergency services arrive. Call the University emergency number advising where you are and if the person is in a wheelchair. You may even secure the person in their office and advise the ECO at the Fire Panel or assembly area so they can brief the arriving emergency services of their location so they can be evacuated safely from the building.

Section 6 - Emergency Procedures

6. Emergency Procedure Guidelines

6.1. The emergency procedures in the following chapters are generic in nature and provide essential information for ECO personnel and good background information for all other personnel. All members of the ECO are expected to read and be familiar with these procedures. All other personnel are expected to be familiar with the Campus Emergency Procedures (CEP) and the colour coding system used to classify emergencies.

6.2. CEP's will be located in prominent locations within UniSQ buildings.

6.3. University Emergency Radio Network

6.3.1. Introduction

6.3.1.1. The University Emergency Radio Network was setup to facilitate communications across all campuses during emergency situations. Although there are only a limited number of handsets.

6.3.2. Equipment

6.3.2.1. The network is based on the Ultra High Frequency (UHF) range and licences to operate on the assigned frequencies are maintained by Facilities Management. The network communicates across all campuses, using ethernet connected repeaters upon each campus.

6.3.2.2. Instruction for the individual operation of each piece of equipment is provided in the OEM instruction booklet.

6.3.3. Group Call Signs

6.3.3.1. The Incident Response Team (IRT) can be called out at any time by any call sign declaring an emergency over the network. Normal call out of the IRT will be by the control room after receiving an emergency call over the telephone system.

6.3.4. Radio Procedures

6.3.4.1. A commonly understood format is necessary on a radio network and this is achieved with procedures that are designed to ensure order and discipline.

6.3.4.2. Call signs:

- a. It is essential that everyone listening on radio frequencies is in no doubt as to who is talking to whom.
- b. The call sign of the station contacted is always to be used BEFORE that of the transmitting station.
- c. Call signs to be used are issued at the time of the event.
- d. In a disaster emergency or a Search and Rescue event, call signs MUST reflect a recognisable geographical location near the search area.
- e. Operators should familiarise themselves with the event call signs and procedures relevant to their area.

6.3.5. Establishing a Radio Net:

6.3.5.1. A radio net consists of two or more radio stations operating on the same frequency for the purpose of communicating with one another. It consists of a control station and one or more "Sub" stations.

6.3.6. Radio Operating Techniques:

6.3.6.1. The aim of all operators should be to get the message through with complete accuracy and minimum delay, so that the least possible time is spent occupying the frequency.

6.3.6.2. These notes are designed to assist operators to improve their personal radio technique.

- a. Listen before you call – Someone else may be using the channel. If more than one station is transmitting at the same time, garbled transmission will result.
- b. Speak clearly – Use your normal voice and do not speak too fast. Hold the microphone close to your mouth but at right angles and talk across the face of the microphone. This reduces distortion and wind noise.
- c. Think before you speak – Know what you are going to say before you press the microphone switch. Divide your message into natural phrases instead of individual words so that it flows smoothly.
- d. Spelling – Spell difficult, ambiguous or unfamiliar words – using the phonetic alphabet if necessary.

6.3.6.3. Operating Rules

- a. Station to Station Transmissions – Communications between stations should be restricted to official messages or those of an emergency nature only.
- b. Short Conversation – Do not waffle. Conversations should be kept as brief as possible allowing others time to use the frequency.
- c. Prompt Replies – When called, or when a transmitting station has said "over", reply immediately. When a transmitting station fails to receive an immediate reply, there is doubt as to whether;
 - i. the message is received
 - ii. the radio is working
 - iii. the operator is still at the radio.
- d. Lack of a prompt response can cause loss of confidence in radio as a useful communications tool.

6.3.6.4. Procedures

- a. "This is" should be used to separate the call sign of the station being called from the call sign of the calling station.
- b. "OVER" or "OUT". Transmission should be followed with either OVER or OUT.
- c. OVER means "I have finished transmitting" – "please go ahead with your reply."
- d. "OUT" means "This conversation is ended – the frequency is now free for other users."
- e. These definitions indicate that the phrase "OVER AND OUT" is contradictory and should not be used.
- f. In simple conversations when good communications are established, the use of OVER and OUT may be dispensed

with. If the full Network is in operation, OVER and OUT should always be used. The Net Control Station will determine what is appropriate.

6.3.7.The Phonetic Alphabet

6.3.7.1. The phonetic alphabet is used so avoid confusion and to make very clear the intention of a message.

Letter	Code Word	English Pronunciation
A	Alpha	ALfah
B	Bravo	BRAHvoh
C	Charlie	CHARlee*
D	Delta	DELLtah
E	Echo	ECKoh
F	Foxtrot	FOKStrot
G	Golf	Golf
H	Hotel	HohTELL
I	India	INdeeah
J	Juliett	JEWleeETT
K	Kilo	KEYloh
L	Lima	LEEmah
M	Mike	Mike
N	November	NoVEMber
O	Oscar	OSScah
P	Papa	PahPAH
Q	Quebec	KehBECK
R	Romeo	ROWmeoh
S	Sierra	SeeAIRrah
T	Tango	TANGgo
U	Uniform	YOUneeform*
V	Victor	VIKtah
W	Whiskey	WISSkey
X	X-ray	ECKSray
Y	Yankee	YANGkey
Z	Zulu	ZOOloo
0	zero	zay-roh
1	one	wun
2	two	too
3	three	three
4	four	forwer
5	five	five
6	six	six
7	seven	Sev-ven
8	eight	ait
9	nine	niner
.	Decimal Point	Day-see-mal

6.3.8.Standard Radio Messages

- 6.3.8.1. To avoid confusion and to save time formulating a message in an emergency there are several standard messages that are to be used. The following examples all have the same essential elements:

6.3.8.2. Emergency Call by the Control Room

- 6.3.8.2.1. "Emergency, (pause) Emergency, (pause) Emergency, (pause). All stations this is the control room. There is a (fire/medical/other code) emergency/etc in (location). Emergency services have been called and are enroute. Incident Response Team to respond to (location).
- 6.3.8.2.2. Following this call the control room waits for an answer from the ECO or IRT. If any of them fail to acknowledge, the call is made again excluding the request for acknowledgement from the stations that answered. If there is no response, the call is made again in entirety. Stations that do not respond after the second call are to be contacted by telephone.

6.3.8.3. Emergency Call by Any Other Station

- 6.3.8.3.1. "Emergency, (pause) Emergency, (pause) Emergency, (pause). All stations this is (station call sign). There is a (medical/fire/other code) emergency in T(location), all stations please respond.
- 6.3.8.3.2. Control room should acknowledge the main points before making a telephone call to the emergency services.
- 6.3.8.3.3. Once the switch has called the emergency services a call will be made back to the originator to pass on the information and check on the status.

Section 7 - Fire

7. Fire - Code Red

7.1. Fire, smoke, bushfires, smouldering rubbish, electrical fires, metal fires etc

- a) Quickly assess the situation
- b) Remove any person from danger, only if safe to do so.
- c) Close all doors, cordoning off the fire.
- d) Raise the alarm, dial 4631 2222, activating emergency break glass fire alarm (if fire alarm tones not sounding), or push Emergency in the SafeZone mobile application.
- e) Extinguish the fire with appropriate firefighting equipment (if trained and safe to do so).
- f) Follow directions of Wardens, Security or Emergency Services.
- g) Evacuate building via the nearest safe Emergency EXIT.



Section 8 - Medical

8. Medical - Code Blue

8.1 For general medical / first aid related incidents or emergencies

- a) Quickly assess situation (do not enter danger area).
- b) Raise the alarm, dial 4631 2222, activating emergency break glass fire alarm (if fire alarm tones not sounding), or push Emergency in the SafeZone mobile application.
- c) Administer first aid as appropriate.
- d) Keep uninvolved people away.
- e) Report the incident via SafeTrak.



8.2 For poison related medical incidents or emergencies

- a) Raise the alarm, dial 4631 2222, activating emergency break glass fire alarm (if fire alarm tones not sounding), or push Emergency in the SafeZone mobile application.
- b) Administer first aid as appropriate.
- c) Attempt to identify the poison (only if safe to do so)
- d) Ring "Poisons Information" on 131 126
- e) Keep uninvolved people away.
- f) Report the incident via SafeTrak.

Section 9 - Bomb or Substance Threat

9. BOMB or SUBSTANCE THREAT - Code Purple

9.1. Phone, Written, or In-person bomb threat.

- a) All threats to be treated as genuine until investigation proves otherwise.
- b) Do not discard written material, including envelope, relating to the threat, or hang up the phone, even after the caller has hung-up. If in-person, try and keep the person engaged as long as safe to do so; gather as much information as possible, eg location, type of bomb/substance, trigger methods.
- c) Attempt to keep the caller on the phone for as long as possible.
- d) Complete the University threat checklist.
- e) Remain at the phone until advised otherwise.
- f) Raise the alarm by dialling 4631 2222, using an alternative phone, protecting the original telephone call logs.
- g) If you can't access an alternative phone, attract the attention of a colleague to raise the alarm by calling 4631 2222.



9.2. Discovery of a bomb and/or substance package.

- a) If the discovery of a suspicious package coincides with a communicated threat, exercise caution.
- b) Do not touch, tilt or tamper with package.
- c) Do not use mobile phones, radios or flash photography in close proximity.
- d) Cordon off the immediate area, evacuating to a safe distance.
- e) Raise the alarm by dialling 4631 2222.
- f) Remain calm and follow instructions from Security and Emergency Services.

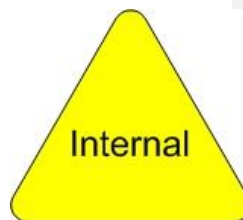
Section 10 - Internal Incident/Emergency

10. Internal Incident/Emergency - Code Yellow

An internal emergency could be caused by explosion, electrical power failure, persons trapped in lifts, water supply failure, structural failure, spillage or leakage of hazardous substances, illegal occupancy etc

10.1. Spillage or leakage hazardous substance.

- a) If the hazardous substance is toxic, suffocating, or flammable, exercise caution.
- b) Remove people from the immediate area, turn off or isolate any ignition sources, if possible or safe to do so.



- c) Raise the alarm by dialling 4631 2222.
- d) Cordon off the immediate affected area and do not re-enter.

10.2. Gas or water leak.

- a) Turn off tap or valve, if possible and safe to do so, limiting or isolating the supply of gas or water.
- b) Remove people from the immediate area, turn off or isolate any ignition sources, if possible or safe to do so.
- c) Raise the alarm by dialling 4631 2222.
- d) Cordon off the immediate affected area and do not re-enter.

10.3. Power outage

- a) Raise the alarm by dialling 4631 2222.
- b) Building or campus closures may be considered depending on length of outage and safety of building occupants.
- c) Building wardens are to remain at their building, until stood down by Incident Controller.

10.3.1. Emergency Power Outage Action Plan.

Table 10.1 describes the actions required by personnel during a power outage. The actions are detailed against a timeline starting from when the power outage commences.

Table 10.1 Emergency Power Outage Action Plan

		Timeline				
		Power Interrupted (T)	T + 30 min	T + 45 min	T + 60 min	Evacuation Notified
Agency required to conduct task	Facilities Management	<ul style="list-style-type: none"> Start Investigations Begin getting back up generator on line Contact Control Room for information on areas affected Provide status of lifts to OTIS. 	<ul style="list-style-type: none"> Watch and wait 	<ul style="list-style-type: none"> Discuss possible evacuation with Incident Controller 		
	Control Room (x2222)	<ul style="list-style-type: none"> Accept and log all enquiries and notifications of interruptions and personnel caught in lifts Advise callers that Chief Wardens will be kept up to date on developments Map locations of power interruptions 	<ul style="list-style-type: none"> Advise emergency team of status 			<ul style="list-style-type: none"> Notify callers of evacuation

Table 10.1 Emergency Power Outage Action Plan

Timeline					
	Power Interrupted (T)	T + 30 min	T + 45 min	T + 60 min	Evacuation Notified
	<ul style="list-style-type: none"> • Provide status of lifts to Facilities Management by radio. 				
Campus Safety and Security	Facilitate access to change power to back up generators				<ul style="list-style-type: none"> • Assist in evacuation of PWDs
Wardens	<ul style="list-style-type: none"> • Automatic activation when power fails • Check status of lifts to determine if anyone is stuck • Advise Chief Warden by radio if anyone is stuck in a lift • Check status of PWDs and notify Chief Warden • Do not leave post until stood down by EM or delegate 				<ul style="list-style-type: none"> • Ensure all PWDs are evacuated • Check that all personnel have left the building • Chief Warden to wait at the entrance for Security to secure the building.
Incident Controller (IR)	<ul style="list-style-type: none"> • Call Campus Safety and Security for details • Notify VC of situation 	<ul style="list-style-type: none"> • Advise update to VC • Advise update to Wardens 	<ul style="list-style-type: none"> • Discuss possible evacuation with FM 	<ul style="list-style-type: none"> • Make recommendation on evacuation to VC 	<ul style="list-style-type: none"> • Activate evacuation procedures by radio.

- **WARNING** - Always assume that fallen power lines are 'live'. Contact with fallen power lines can cause serious injury or death. Keep away from fallen power lines in water, as this can also cause serious injury or death.

Section 11 - External Incident/Emergency

11. External Incident/Emergency - Code Brown

An external incident/emergency caused by natural disasters & man-made disasters, bushfire, earthquake, flooding, major road accident, aircraft crash, civil disturbance/riot, sabotage, act of terrorism, etc.



11.1. General response to external incident or emergency

- Assess the situation, do not place yourself in danger.
- Raise the alarm by dialling 4631 2222.
- Administer first aid as appropriate.

- d) Cordon off the immediate affected area and do not re-enter.

Section 12 - Evacuation

12. Evacuation - Code Orange

Evacuation is the rapid removal of people from immediate or threatened danger in a safe and orderly manner.



12.1. Building Evacuations

- a) When alerted, immediately cease all activities and prepare for further instruction.
- b) Follow instructions provided by Wardens, Security, or Emergency Services.
- c) Evacuate the building via the nearest safe emergency exit.
- d) Go to the designated assembly area.
- e) Await instructions from a Warden, Security, or Emergency Services.
 - NOTE: Never use a lift during an emergency.

Section 13 - Personal Threat/ Hold Up etc

13. Personal Threat/Hold up etc – Code Black

Code Black personal threat encompasses a number of areas all of which will display numerous variables and characteristics.

(Reference: www.nationalsecurity.gov.au)



13.1. Armed Intrusion, Act of Terrorism

Escape.Hide.Tell, is a National Security released guidance that sets out three key steps for keeping you safe in the event you find yourself in an active armed offender situation. The advice is, if you are caught up in an incident you should consider the following.

13.2. Escape

- a) If you see a safe route, ESCAPE and leave the area immediately.
- b) Take your mobile phone with you if you can.
- c) Encourage others to go with you, but don't let their hesitation slow you down.
- d) Try to stop others from entering the area, but only if it doesn't put you in any danger.

13.3. Hide

- a) If you are unable to escape, or are unsure if it's safe to do so, HIDE.
- b) Silence your mobile phone and other devices and turn off vibrate.
- c) Secure your environment by locking doors and windows and barricading entries.
- d) Move away from doors and be as quiet and still as possible, as to not give away your hiding place.
- e) Constantly review the situation and your options based on your surroundings.

13.4. Tell

- a) When it is safe to do so, TELL.
- b) Raise the alarm by dialling 4631 2222.
- c) The more information you can give about your location, surroundings, the attackers, and the events that have occurred, the better.
- d) You may be asked to remain on the line and provide further information that the operator requests or if the situation changes.



13.5. Police Response

- a) When police arrive, follow their instructions.

- b) Their first priority will be to deal with the immediate threat to prevent further injury and this may take time.
- c) Be aware that police may enter your location at some stage to secure the building and locate people that have hidden from the threat.
- d) It is possible that police may not be able to distinguish you from the offender/s.

Section 14 - Fire Protection Equipment

14. Fire Protection Equipment

- 14.1. Modern buildings built under the strict design and buildings codes of today have many fire protection systems installed by default. These systems assist with detection and response to fire related emergencies.
- 14.2. If you have questions or maintenance issues in regards to any of this equipment, please contact Facilities Management.

14.3. Fire Indicator Panel (FIP)

- 14.3.1. The FIP is the hub of the fire alarm system in a building. It is usually located on the ground floor near an entrance close to the nearest road. The panel may be located in a cabinet or on a wall.
- 14.3.2. The fire detection system comprises of particle and thermal detectors positioned strategically throughout the building. Manual call points are also located throughout the building. These call points must always remain unobstructed.
- 14.3.3. **Activation of the fire alarm will:**
 - a) Sound the alarm throughout the premises.
 - b) Summon the Fire Service.
 - c) Shutdown the air conditioning system, if it is intergrated.

14.4. Firefighting and suppression equipment

- 14.4.1. Fire hose reels and portable fire extinguishers are located in easily identifiable locations throughout the premises. Know their locations and their suitability for use on various types of fires eg electrical, flammable liquids, ordinary combustibles.

14.5. Fire Control Systems

- 14.5.1. Some buildings or sections of buildings may be fitted with automatic suppression systems. On activation, alarm is sounded prior to the discharge of suppressant to extinguish/contain a fire. A warning notice instructing personnel what to do, should also be displayed.

14.6. Fire Rated Doors

- 14.6.1. Fire rated doors are installed to minimise the spread of fire, including the passage of smoke through a building.

14.6.2. Fire rated doors may be automatically, trigger by the FIP. Fire doors must not be wedged open.

14.7. Portable Fire Extinguishers

Portable fire fighting equipment is designed to provide the user with an appliance to attend a small fire during its initial stage. When deciding to attack a fire, always designate another person to raise the alarm and obtain a back-up fire extinguisher. Portable fire extinguishers are provided in all University buildings and some vehicles for use by University staff members. Training in the use of these fire extinguishers is available to all staff and members of the ECO. There are several types of fire extinguishers:

14.7.1. Water

Red in colour: Suitable on Class A fires. Not considered effective on Class B and C fires, and dangerous if used on electrically energised equipment or cooking oils and fats. Water extinguishers are also unsuitable for flammable liquid fires.

14.7.2. Foam

Red with a Blue Band: Suitable on Class B and may be used on Class A. Not to be considered effective on Class C fires, and dangerous if used on electric equipment. It is designed for use on flammable liquid fires such as petrol, oils and paints.

14.7.3. Carbon Dioxide

Red with a black band: Suitable on Class E fires. Has limited effectiveness on Class A, Class B, Class C, and Class F fires. It is designed for use on fires involving flammable liquids and live electrical equipment.

14.7.4. Dry Chemical

Red with a white band: These extinguishers are rated as either ABE or BE. ABE rated extinguishers are considered suitable on Class A, Class B, and Class E fires. They are not effective on Class F fires. BE rated extinguishers are considered suitable on Class B and Class E fires.

14.7.5. Wet Chemical

Red with a Oatmeal band: Suitable on Class F fires and may be used on Class A fire. Not considered effective on Class B or Class C fires and dangerous if used on Class E fires. Fitted predominantly within commercial kitchen environments.



14.8. Fire Hose Reels

14.8.1. Fire hose reels, Suitable on Class A fires. Not considered effective on Class B and C fires, and dangerous if used on electrically energised equipment or cooking oils and fats. Water extinguishers are also unsuitable for flammable liquid fires. .

14.8.2. Fire hose reels are predominantly located in multi-story buildings and to be used by building occupants to fight fire, especially when they are trapped and cannot escape to an emergency EXIT. Fire hose reels are connected to the mains water supply and extend out to 36 metres.



Section 15 – Critical Incident Management

Note – This chapter is subordinate to the Crisis Management Plan (CMP) and is to be used as a guide until the Crisis Management Team (CMT) is activated. The CMP procedures will then take priority.

15. Critical Incident Management

15.1. Manage Crisis Plan.

15.1.1. The Crisis Management Plan (CMP) provides protocols for stabilising oversight of the situation. This will include a list of immediate response actions, meeting agendas and impact assessment tools. These crisis management protocols enable the CMT to provide leadership and direction throughout the incident.

15.2. Resumption of Normal Operations

15.2.1. After the initial crisis response CMT may commence review of the business resumption protocols. Following the conclusion of the incident CMT will manage the return to Business-as-Usual, this includes post incident review.

15.3. Wellbeing

15.3.1. **Counselling.** Following a critical incident counselling services may need to be provided to staff and students. Counselling for students can be arranged through [Student Support / Wellbeing](#). Staff and their families have access to [the Employee Assistance Program \(EAP\)](#).

15.3.2. All personnel involved in or affected by a critical incident are to be encouraged to make use of the services provided.

15.4. Investigation.

15.4.1. As soon as possible following the incident, the CMT is to appoint an appropriate person or team to conduct an investigation. The appointment shall include terms of reference and a timeline for reporting progress and completion.

15.5. Debrief.

15.5.1. At a suitable time following the incident, the CMT is to convene a debrief with all relevant parties. The purpose of the debrief is to determine the suitability of this procedure and document recommendations for change.

Section 16 – Pandemic Planning

16. Pandemic Preparedness

16.1. Pandemic Supplies

16.1.1. UniSQ maintains a comprehensive inventory of pandemic supplies which can be issued to staff and students if the need arises.

16.1.2. The pandemic supply is based on the following table and should be used for planning purposes:

Pandemic Supply Item	Description	Size	UI
Masks	Surgical tie-on		each
Masks	Filter Masks (P2/valve)		each
Gloves	Latex	Small	pair
Gloves	Latex	Med	pair
Gloves	Latex	Large	pair
glasses - disposable	fit over glasses		pair
tyvec suit			each
Tissues			box
Waterless Handwash	personal size	70ml	each
Waterless Handwash	large size	5 litre	each
Antibacterial surface wipes	pack of 100		pack
Paper towel	roll of 100		roll
Waste bags		large	each

Appendix 1 - Emergency Resources

Campus Resources		
Element	Location	Phone Number
Campus Safety and Security	Toowoomba	Ext 2222 or 07 4631 2222 (all hours)
	Springfield	Ext 2222 or 07 4631 2222 (all hours)
	Ipswich	Ext 2222 or 07 4631 2222 (all hours)
SafeZone	Mobile App for all Campuses	Emergency alert, First Aid alert, and Assistance request
	Off-campus	000 or 112 (from a mobile)
Counselling Service	All Campuses eap@convergeintl.com.au	1300 687 327

Off Campus Resources		
Department	Location	Phone No.
Emergency		000 or 112 for Mobile
Toowoomba Police Communication Centre		(07) 4631 6333
Ipswich Police Communication Centre		(07) 3817 1585
Poison Information Centre		13 11 26
Toowoomba General Hospital	Pechey st, Toowoomba	07 4616 6000
St Vincent's Hospital Toowoomba	Scott St, Toowoomba	07 4690 4000
Ipswich Hospital	Chelmsford Avenue, IPSWICH QLD 4305	07 3810 1111
QE II Hospital	Kessels Road, Coopers Plains	07 3275 6111
Logan Hospital	Armstrong Road, Meadowbank	07 3299 8899
Dept of Foreign Affairs & Trade	www.dfat.gov.au	1300 555 135 (emergencies)
Dept Immigration and Citizenship	http://www.immi.gov.au/	131 881