

# EMERGENCY RESPONSE HANDBOOK

**FIRE / SMOKE**

**MEDICAL EMERGENCY**

**PANDEMIC**

**TRAFFIC CRASH**

**SEVERE WEATHER**

**POWER OUTAGE**

**GAS LEAK**

**HAZARDOUS MATERIAL SPILL**

**STRUCTURAL COLLAPSE**

**BOMB THREAT**

**SUSPICIOUS ITEM**

**PERSONAL THREAT**

**ACTIVE ARMED OFFENDER**

**EMERGENCY EVACUATION**

**EVACUATION FOR PEOPLE WITH DISABILITY**

**SHELTER-IN-PLACE**

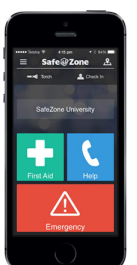
**LOCKDOWN**



**Curtin University**



**SafeZone**



# EMERGENCY CONTACTS



Curtin University

POLICE / FIRE / AMBULANCE  
(LIFE-THREATENING EMERGENCIES)

**000**

POLICE  
(NON-URGENT)

**13 14 44**

CURTIN SAFER COMMUNITY TEAM  
(NON-LIFE-THREATENING EMERGENCIES)

**9266 4444**

NATIONAL SECURITY HOTLINE

**1800 123 400**

WA POISONS INFORMATION CENTRE

**13 11 26**

CURTIN HEALTH SERVICES

**9266 7345**

CURTIN COUNSELLING SERVICES

**9266 7850**

ASSURE PROGRAMS  
(EMPLOYEE ASSISTANCE PROVIDER)

**1800 808 374**

CURTIN ACCESS ABILITY SERVICES

**9266 7850**  
**1800 651 878**

CURTIN SERVICE COORDINATION CENTRE

**9266 2020**

TELEPHONE INTERPRETER SERVICE

**13 14 50**



## IMMEDIATELY NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444

1. Remain calm.
2. If the situation is life-threatening, call 000 immediately.
3. Use the RACE principle:
  - **RESCUE** people from immediate danger, if safe to do so.
  - Raise the **ALARM**.
    - Push a red break glass fire alarm (if fitted)
    - Call the Safer Community Team on 9266 4444 and state “FIRE” giving the exact location and type of fire, or use the SafeZone app.
  - **CONTAIN** fire and smoke. Close all doors and windows, if safe to do so.
  - **EXTINGUISH** the fire. Only attempt to extinguish the fire by using the appropriate firefighting equipment, if trained and safe to do so.
4. Evacuate immediately and follow the instructions provided by the Incident Response Team, Safer Community Team or emergency services personnel.

### FIRE EXTINGUISHERS

Only use a fire extinguisher if you are trained and if it is safe to do so. Do not attempt to extinguish a fire bigger than approximately 1 cubic metre.

To operate a fire extinguisher, firstly ensure you have the correct extinguisher for the type of fire. Then:

- **Pull the pin** - Break the seal and test the extinguisher
- **Aim at the base of the fire** - Ensure you have a means of escape
- **Squeeze the operating handle** - Discharge the agent
- **Sweep from side to side** - Completely extinguish the fire





## IF LIFE-THREATENING, CALL 000 FOR AN AMBULANCE IMMEDIATELY NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444

1. Remain calm.
2. If it is a life-threatening medical emergency immediately call an ambulance on 000.
3. Notify Safer Community Team on 9266 4444 or by using the SafeZone app.
4. Ask qualified First Aiders to assist.
5. Follow the [First Aid Action Plan \(DRSABCD\)](#):
  - Check for **DANGER** to you, others and the casualty.
  - Check if there is a **RESPONSE** from the casualty.
  - **SEND** for help. Call 000. Retrieve the defibrillator.
  - Check that the **AIRWAY** is clear and open. Clear the mouth and tilt the head back.
  - Check for **BREATHING** using sight, touch and sound. If the casualty is breathing normally, place in the recovery position.
  - If the casualty is not breathing normally, commence **CPR**. Perform CPR using 30 compressions and 2 breaths. Aim for 2 compressions per second.
  - Attach the **DEFIBRILLATOR** as soon as possible. Follow all voice prompts. The defibrillator will not issue a shock unless required.
6. Do not move a seriously injured person unless it is a life-threatening situation.
7. If conscious, keep the casualty as calm and comfortable as possible. Place them in the recovery position and monitor.
8. Notify the emergency services of any change in the patient's status.
9. Remain with the casualty until help arrives.

### DEFIBRILLATORS (AED)

All Curtin campuses have multiple defibrillators available for use. Anyone can use a defibrillator and you do not need prior training. The code for locked cabinets is C2014.



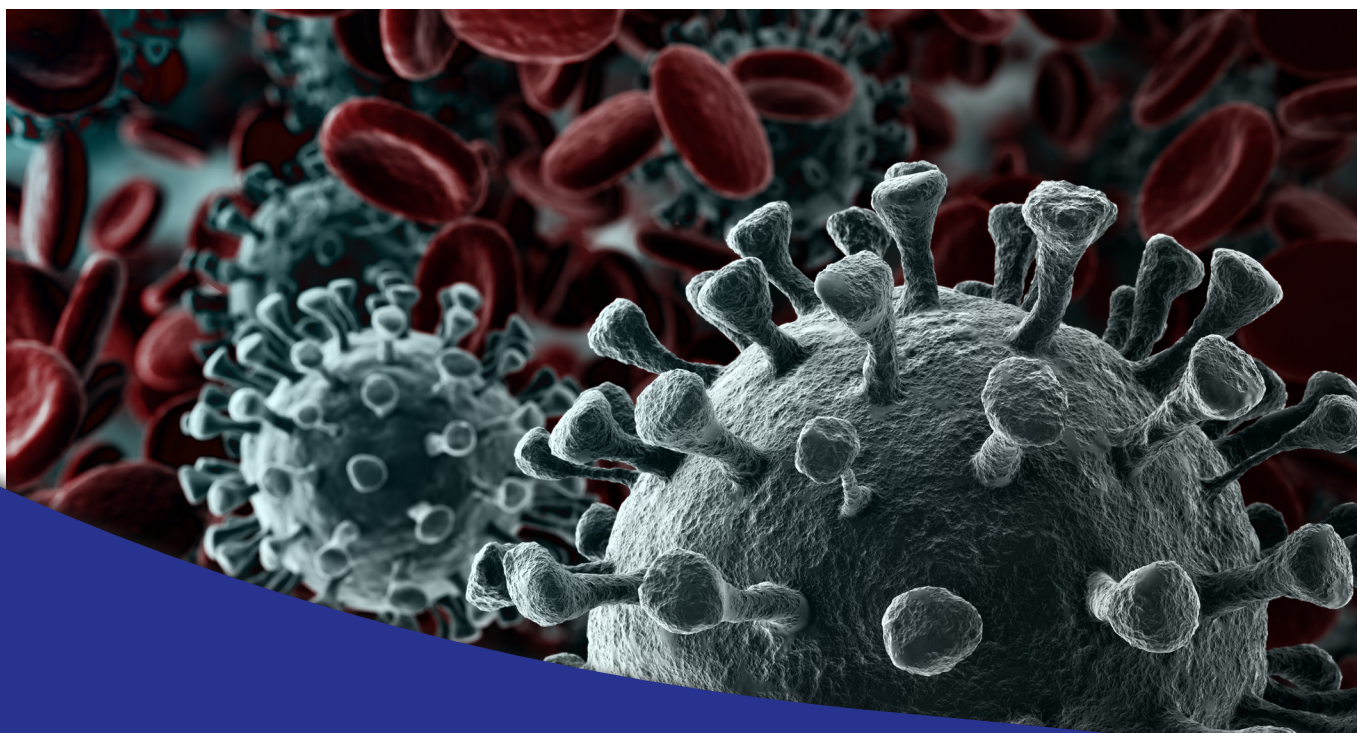




## **REPORT ANY CONCERNS OR INFORMATION TO THE SAFER COMMUNITY TEAM ON 9266 4444 OR CALL THE RELEVANT GOVERNMENT PANDEMIC HOTLINE**

1. Stay up to date with all pandemic communications and adhere to specific directions given by Curtin, the State Government and Commonwealth agencies.
2. Report any concerns or possible infections to the Safer Community Team on 9266 4444 or by using the SafeZone app.
3. Practise good personal hygiene - regularly wash your hands with soap for at least 20 seconds or use an alcohol-based hand sanitiser.
4. Cover all coughs and sneezes with your elbow or a tissue and dispose of all waste in an appropriate bin.
5. Don't touch your face, especially mouth, nose and eyes.
6. Stay at home if unwell and seek medical advice.
7. Avoid unnecessary physical contact (handshakes, hugs, etc).
8. Observe physical distancing whenever possible.
9. Conduct meetings virtually instead of face-to-face.
10. Clean any shared equipment before and after use. Ensure your work area and personal equipment are regularly cleaned.
11. If you have an issues related to your particular work area, speak to your line manager or your local Safety and Health Representative.
12. Understand and implement all protocols in place around special cleaning, occupancy or sign-in requirements on campus.
13. Sign up for a vaccine if/when they are available.

An infectious disease outbreak may involve a novel disease (i.e. COVID-19, SARS, MERS) where the aim is to completely eradicate community transmission, or it might involve a particular strain of a common virus (i.e. influenza) in which the aim is to minimise the spread of infection within the community.





## NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444

If you are involved in, or witness, a traffic crash and there is danger, serious injuries or life-threatening concerns, immediately call 000 and provide as much information as possible.

1. Remain calm.
2. Stop your car immediately and if possible apply the handbrake and switch on your hazard lights.
3. If it is safe to do so, check to see if anyone at the scene has been injured.
4. Notify the Safer Community Team on 9266 4444 or by using the SafeZone app.
5. If anyone is injured and you are prepared to offer first aid follow DRSABCD action plan. Call for help.
6. Stay at the scene until help arrives.
7. If the incident is of a minor nature, take photographs of the scene and move the vehicles to a safe location.
8. If the incident is of a serious nature, leave your vehicle in situ unless otherwise advised by the Safer Community Team or WA Police.

Drivers must immediately report a traffic crash that occurs on a road or any location commonly used by the public, such as a carpark:

- If the incident resulted in injury to any person, and/or
- If the total value of all property damaged is more than \$3000, and/or
- If the person in charge of the property (the owner) is not present.

If WA Police don't attend the scene it can be reported at a police station or online. WA Police can be contacted on the **Police Assistance Line - 131 444**.







## **CONTACT THE SAFER COMMUNITY TEAM ON 9266 4444 IF YOU HAVE ANY CONCERNS**

Severe weather may come in many forms, and there will often be prior warning of an event. Severe weather may include heavy rain/flooding, strong winds, hail, thunderstorms or extreme heat.

Check the severe weather warnings from the [Bureau of Meteorology](#) and [Emergency WA](#).

Follow any instructions given by the University around leaving campus prior to the event. If on campus during severe weather:

1. Remain calm.
2. Stay inside.

During a severe storm:

3. Ensure your work area has been made safe:
  - Secure loose items.
  - Move chemicals and electrical items off the floor.
  - Ensure you have personal protective equipment and appropriate footwear to use after the storm.
4. Move all people away from windows and make sure all doors and windows are shut securely.
5. Unplug electrical devices where possible.
6. Be ready to evacuate should any damage occur to your building.
7. DO NOT evacuate a building during a severe hail storm, lightning or flooding unless there is an immediate danger within the building, or you have been advised to evacuate by a member of the Safer Community Team, Incident Response Team or emergency services personnel.
8. If you have any concerns, contact the Safer Community Team on 9266 4444 or via the SafeZone app.





## **REPORT ANY ISSUES TO THE SERVICE COORDINATION CENTRE (SCC) ON 9266 2020**

1. Remain calm and provide assistance to others if necessary.
2. Report the outage by calling the Service Coordination Centre (SCC) on 9266 2020.
3. If the outage occurs after hours or there are any issues contacting SCC, notify the Safer Community Team on 9266 4444 or use the SafeZone app to get assistance.
4. If an evacuation is required, or you are leaving the building, move cautiously. Exit signs will be illuminated to show the way out.
5. If a person with disability becomes stranded as a result of the outage (i.e. unable to use the lifts), ensure a person remains with them. Call the Safer Community Team on 9266 4444 or use the SafeZone app to report their location.
6. Lifts in operation at the time of the outage may stop. Do not panic. Use your mobile phone or the lift communications system to call the Safer Community Team on 9266 4444.
7. All swipe access points will remain operational.
8. Some buildings will have alternate power sources such as generators for use during a power outage. It is recommended that you familiarise yourself with the arrangements for your work or study area.
9. Ensure you are aware of any specific protocols or procedures for power outages in laboratories and other operational areas.
10. Where possible, turn off or unplug appliances, equipment and electronics.

Treat all electrical equipment as live, as power may be restored at any time without notice.  
[Western Power](#) may provide more details on the disruption and expected outage times.







## IMMEDIATELY NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444

If you become aware of a gas leak and there is an immediate threat to personal safety, leave the area immediately.

### If inside a building:

1. If it is possible and safe to do so, open the doors and windows to ventilate the building and turn off any ignition sources.
2. Immediately notify the Safer Community Team on 9266 4444 or via the SafeZone app.
3. Notify the Chief Warden or area supervisor of the situation and evacuate to a well ventilated external area.
4. Do not turn electrical switches on or off.
5. Do not use mobile phones or electrical equipment in the vicinity of the gas leak.

### If outside the building:

1. Move away from the area.
2. Prevent people from entering the building.
3. Immediately notify the Safer Community Team on 9266 4444 or via the SafeZone app.
4. Do not use matches, lighters or any other item that causes a flame.
5. Do not operate electrical equipment.





## IMMEDIATELY NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444

1. Isolate the hazardous material by clearing the area and closing all doors. Ask occupants to move to an assembly area.
2. Do not allow other people to enter the contaminated area.
3. If anyone is contaminated, set up an isolation area and if available assist them to a safety shower to wash off contamination. Affected area should be rinsed for a minimum of 15 minutes.
4. If safe to do so, turn off isolator switches, ventilation and machinery.
5. Immediately notify the Safer Community Team on 9266 4444 or via the SafeZone app.
6. If the situation is life-threatening, immediately call 000 to request fire services and advise:
  - a. Location of spillage
  - b. Name of chemical and the UN number
  - c. Amount of chemical spilt
  - d. Form of chemical (solid, liquid, gas)
7. Do not re-enter the contaminated area until the all clear has been given by the Safer Community Team or emergency services personnel.

The safe management of hazardous materials, dangerous goods and chemical spills is guided by the [Curtin University Chemical Management Plan](#), [Department of Fire and Emergency Services \(DFES\) HAZMAT](#) and [HB 76:2010 Dangerous Goods –Initial Emergency Response Guide](#).

If the identity of the chemical spill is unknown, treat it as poisonous material and do not attempt to cleanup. It is essential you do not:

- Ignore the incident;
- Touch or breathe in the chemical;
- Attempt to contain or clean up spills or releases unless you have been trained to do so.







# STRUCTURAL COLLAPSE

**IMMEDIATELY CALL 000 FOR FIRE SERVICES AND AMBULANCE.  
NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444.**

1. Call 000 for fire services and notify the Safer Community Team on 9266 4444 or via the SafeZone app.
2. DO NOT enter the affected area. Leave the area immediately if you are in danger.
3. Evacuate the building if the circumstances warrant it.
4. If possible, determine if there are any casualties and nature of their injuries, without placing yourself or anyone else at risk.
5. Call 000 for an ambulance, if required.
6. Attend to any injured persons and administer first aid where required.
7. Help to secure the incident site, ensuring there is no immediate threat to any persons in the area.
8. Follow the instructions of the Incident Response Team, the Safer Community Team and emergency services personnel at all times.
9. If you are in the building and trapped by the debris, make as much noise as you can so that emergency responders can locate you as quickly as possible.

A structural collapse results when internal load bearing structural elements fail. Structural collapses may be caused by:

- Natural phenomena such as severe storms or earthquakes
- Design and construction defects
- Fire or explosion
- Terrorist attack





## IMMEDIATELY NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444

Bomb threats may be delivered via email, letter, text or phone call. If you receive a bomb threat by telephone use the [Bomb Threat Checklist](#).

1. Remain calm. Do not make return threats.
2. Keep the caller engaged in conversation and ascertain as much information as possible about the threat (i.e. location, type of package, timeframes, etc.).
3. Whilst still on the phone raise the alarm by attracting the attention of a colleague or bystander (they need to call 000 and notify the Safer Community Team on 9266 4444 or by using the SafeZone app. Notify the building Chief Warden if possible.
4. Once a call is finished DO NOT HANG UP – it may be possible to trace the call.
5. Ensure all information has been written down.
6. Be prepared to evacuate but await further instructions from WA Police or the Safer Community Team.
7. Do not use the break glass fire alarm or internal PA system in this instance as the evacuation will be dealt with differently than a fire alarm evacuation.
8. Evacuate the building if instructed to do so by WA Police or the Safer Community Team. Remain calm and move to the designated assembly area.

### ASK THE CALLER:

- Where is the bomb? Did you put it there?
- Why did you put the bomb there?
- What type of bomb or substance is it?
- What does the bomb look like?
- When is the bomb going to explode?
- How will the bomb explode?

### COLLECT INFORMATION ON:

- Caller ID on the phone
- Gender and estimated age
- Any accents or speech disorders
- Do you recognise the voice?
- Does the caller seem familiar with the campus or the University?







## IMMEDIATELY NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444

If you find or receive a suspicious item:

1. Remain calm.
2. Do not touch, move or tamper with the item unless absolutely necessary.
3. Do not use mobile phone, electronic devices or two-way radios near the item.
4. Call the Safer Community Team on 9266 4444 or via the SafeZone app and provide the following information:
  - a. Name
  - b. Location
  - c. Description of the item
  - d. Action taken
5. If possible, notify the Chief Warden of the building and alerts others in the immediate vicinity.
6. Wait for assistance to arrive and ask occupants to leave the room containing the item.
7. Follow the directions of the Safer Community Team and WA Police.



**SUSPICIOUS BEHAVIOUR**

Look out for:

- Whether the package was expected or not
- Protruding wires or tin foil
- Oily stains and discolourations
- Handwritten or poorly typed address
- Excessive postage or wrapping material
- Unusual size, shape, weight, feel, sound or smell
- Restrictive markings (i.e. "CONFIDENTIAL")





## NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444

Personal threat emergencies involve a person who is behaving in an aggressive, threatening or violent manner, and who may or may not be armed. Offences can include but are not limited to assault and/or robbery.

1. Remain calm and do not confront, provoke or attempt to physically subdue the offender. Be compliant if challenged.
2. Call for help from bystanders if possible.
3. If safe to do so, escape the scene quietly and quickly.
4. If you believe the situation may be life-threatening, call 000 and notify the Safer Community Team on 9266 4444.
5. If safe to do so, press the silent duress alarm (red button) on your SafeZone app –this will identify your location to the Safer Community Team.
6. Note the offenders description:
  - Gender, ethnicity, height, build, clothing, distinguishing marks (tattoos, scars etc.) and any weapons or vehicles involved.
7. Once the offender has left or you have reached safety, seek treatment for any medical injuries.
8. Preserve any evidence of proof of a criminal offence.
9. Identify any witnesses.
10. Report all incidents to the Safer Community Team on 9266 4444 or WA Police on 131 444.

If you feel unsafe, or if you experience or observe an incident or behaviour that concerns you, call the Safer Community Team on 9266 4444. This is a 24/7 service. Assistance is also available through the WA Government [Victim Support Services](#).





## IMMEDIATELY CALL WA POLICE ON 000 NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444

An active armed offender incident may involve a person or persons attacking people at random in a crowded public place to cause as much harm or fear as possible within a short period of time.

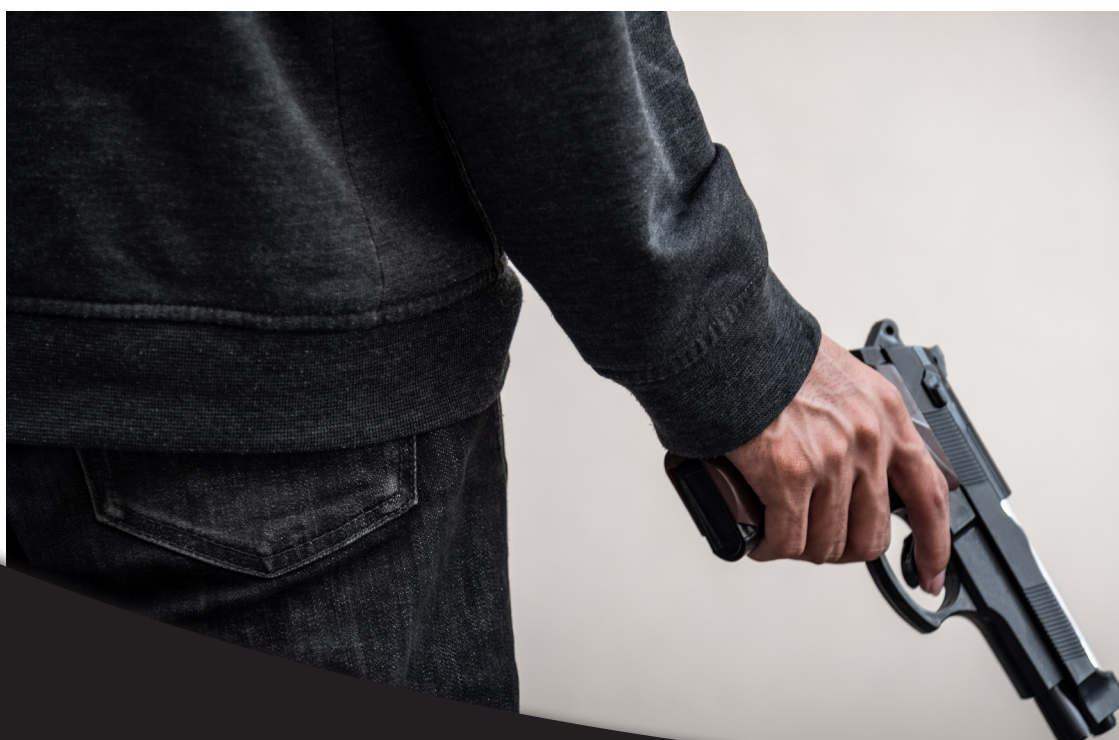
If you encounter an active armed offender:

1. If possible, immediately notify WA Police on 000 and the Safer Community Team on 9266 4444 or via the SafeZone app.
2. Switch your phone to silent.
3. Take action:
  - **ESCAPE** - Your priority action should be to remove yourself and others from close proximity to the offender/s, or areas that they might reasonably access. Take your phone but leave everything else.
  - **HIDE** - If you cannot safely evacuate, lock or barricade yourself in a safe place. Protect yourself and others. Turn off the lights. Call 000 to advise them of your location. Constantly re-assess the situation and your options based on the best available information.
  - **TELL** - The more information you can pass on to WA Police or the Safer Community Team the better, but NEVER at the risk of your own safety or the safety of others.
4. As a last resort, in order to protect life - **TAKE ACTION**. You may need to fight for your life. Do not panic. Use whatever force is necessary to protect yourself.



[ACTIVE ARMED OFFENDER](#)

An active armed offender may use a variety of weapons including guns, knives, syringes, hammers, baseball or cricket bats, chemicals, vehicles or improvised weapons.







## REPORT ANY ISSUES TO THE SAFER COMMUNITY TEAM ON 9266 4444

If you hear the building evacuation tone, or if you are directed by the Safer Community Team, Incident Response Team or emergency service personnel to evacuate the building:

1. Remain calm.
2. Take small personal belongings with you (e.g. wallet, car keys, phone). DO NOT take computers and other large items.
3. Ensure persons in your immediate vicinity are aware of the need to evacuate.
4. If there are any people with disability in your immediate area, ask if they require assistance.
5. Immediately leave the building by the first available emergency exit and proceed to the designated assembly area.
6. Follow all instructions given by the Incident Response Team, Safer Community Team and emergency services personnel.
7. DO NOT congregate around the exit doors or re-enter the building once you have evacuated.
8. In a fire, DO NOT use the lifts.
9. DO NOT carry hot liquids when evacuating a building. This will slow your evacuation and could be a danger if spilled.
10. Seek assistance from a First Aider (green vest) if you have any injuries.
11. DO NOT re-enter the building until the Incident Response Team, emergency services personnel or a member of the Safer Community Team has given the all clear.



Not all evacuations will involve the use of the building alarm. You may be asked to leave the building if there is a gas leak or bomb threat, for example. These directions will be given verbally.

## EMERGENCY EVACUATION







# EVACUATION FOR PEOPLE WITH DISABILITY

## REPORT YOUR LOCATION TO THE SAFER COMMUNITY TEAM ON 9266 4444

If you hear the building evacuation tone, or if you are directed by the Safer Community Team, Incident Response Team or emergency service personnel to evacuate the building:

1. Remain calm.
2. Take small personal belongings with you (e.g. wallet, car keys, phone). DO NOT take computers and other large items.
3. Follow the evacuation arrangements outlined in your Personal Emergency Evacuation Plan (PEEP), if you have one. If you do not have a PEEP in place, liaise with a member of the Incident Response Team to get any assistance you require to safely evacuate the building.
4. Follow all instructions given by the Incident Response Team, Safer Community Team and emergency services personnel.
5. DO NOT congregate around the exit doors or re-enter the building once you have evacuated.
6. In a fire, DO NOT use the lifts.
7. Report your location to the Safer Community Team using the SafeZone app or by calling 9266 4444.
8. DO NOT re-enter the building until the Incident Response Team, emergency services personnel or a member of the Safer Community Team has given the all clear.



**EVACUATION FOR PEOPLE  
WITH DISABILITY**

People with disability are not always at a greater risk during an emergency situation.

If you are a bystander, always respect an individual's wishes. You are there to support them if required, NOT make decisions for them.





## REPORT ANY ISSUES TO THE SAFER COMMUNITY TEAM ON 9266 4444

Shelter-in-place means to take immediate cover within a building to provide protection. Certain situations – such as a weather emergencies, environmental hazards (chemical release, air pollution), or local emergencies (nearby police activity) – may require you to shelter-in-place.

You may choose to shelter-in-place if you are being exposed to a hazardous situation, or you may be directed by the Safer Community Team, Incident Response Team or emergency service personnel to remain within a building for your safety.

1. Remain calm.
2. The doors to the building will NOT be locked (unless absolutely required).
3. When it is necessary to shelter-in-place, seek cover in the nearest building. Look for an interior room or hallway, and stay away from exterior windows and large open areas.
4. If time permits, close all doors and secure windows. If the situation warrants it, turn off heating, cooling, and ventilation systems.
5. There may be time to prepare for an impending shelter-in-place (i.e. a severe storm), and to reassure occupants and provide more details about the situation.
6. If there are any people with disability in your immediate area, ask if they require assistance.
7. During a shelter-in-place alert issued by the University, no one is to leave the area until an “all clear” is received from emergency services or the Safer Community Team.
8. Follow all instructions given by the Incident Response Team, Safer Community Team and emergency services personnel.
9. Seek assistance from a First Aider if you have any injuries, or contact the Safer Community Team on 9266 4444 or via the SafeZone app.







## **IF YOU ARE IN DANGER, IMMEDIATELY CALL WA POLICE ON 000. NOTIFY THE SAFER COMMUNITY TEAM ON 9266 4444**

Lockdown is used to limit the exposure of building occupants to an imminent hazard or threat outside. When “locking down,” building occupants shelter inside a room to prevent access from the outside threat, such as a such as the presence of a hostile or armed intruder on campus.

1. Remain calm.
2. If you are in imminent danger, call WA Police on 000.
3. During a lockdown, all doors will be remotely locked by the Safer Community Team to prevent entry into the building; swipe access will not work. Egress out of the building will always be possible (similar to a fire alarm scenario).
4. The instruction to lockdown may come from external sources (i.e. WA Police), or it may originate from the building occupants in response to an immediate threat on site. All requests for lockdown must be done through the Safer Community Team on 9266 4444 or by using the blue button on the SafeZone app.
5. In some cases, the Safer Community Team will put the building into lockdown and then notify the Chief Warden of the building, so there may be a short period of time when your building is in lockdown and you are not aware of it.
6. Like shelter-in-place, when it is necessary to lockdown, you should find an interior room, and lock all doors and windows. If possible, avoid locking down in rooms with glass windows or panes, as they are easily penetrable. In addition to locking, fortify entranceways with heavy items such as furniture.
7. Turn all phones and devices to silent.
8. Avoid creating indicators that the intruder may see or hear to detect people. Turn off lights, close blinds and be as quiet as possible.
9. Await further instructions, and do not open the door or leave until the “all clear” is given by WA Police or the Safer Community Team.

