

Emergency Procedures Flipchart

Emergency telephone numbers



Emergency Services
(Fire, Ambulance, Police)
Dial 000



State Emergency
132 500

IN THE EVENT FIRE OR SMOKE

(Do not panic or shout. Remain calm. Remember R.A.C.E.)

- | | | |
|----------|------------|--|
| R | Rescue | People from immediate danger (if safe to do so) |
| A | Alarm | External – Dial 000 – Fire
Internal – contact an Emergency Warden or person in charge |
| C | Contain | Fire and smoke if practicable by closing all doors and windows (if safe to do so) |
| E | Extinguish | Only attempt to extinguish the fire by using the appropriate firefighting equipment (if trained and safe to do so) |

NOTE:

- Prepare to evacuate if necessary
- Turn power off but leave lights on
- Follow instructions of Wardens
- Save records if possible
- The order in which these actions are performed will depend upon the particular fire situation

FIRE

IN THE EVENT OF A MEDICAL EMERGENCY

(e.g. cardiac arrest or other need for urgent medical assistance)

Remain calm

- Do not Panic

Assess casualty

- Danger
 - ensure the scene is safe
- Response
 - check by talk & touch
- Send for help
 - Dial 000 – Police, Fire or Ambulance (relevant Emergency Service)
- Airway
 - ensure airway is open & clear
- Breathing
 - look, listen & feel for breathing
- Compression
 - If not breathing give 30 compressions followed by 2 breaths at the rate of about 2 compressions/second
 - check by talk & touch
- Defibrillation
 - attach Automated External Defibrillator (AED) if available and follow prompts

Raise alarm

- Call for assistance (first aid officer)
- Dial 000 – Ambulance (if required)

Commence

- First Aid as required (if trained)
- Use standard precautions when applying first aid

Refer

- To “Medical Emergencies” located in the Emergency Procedures Manual

NOTE:

- Never leave casualty alone. Do not move casualty unless exposed to a life threatening situation
- Provide support and appropriate assistance until Emergency help arrives

MEDICAL EMERGENCY

IN THE EVENT YOU RECEIVE A BOMB THREAT

(Refer to the phone threat checklist on the last page of this flipchart)

Remain calm

- Treat the call as genuine, record exact information on the form at rear of flipchart
- Prolong conversation and do not hang up

Attract attention

- Of second person and get them to Dial 000 – Police and report the call
- Do not alert caller to your actions

Be attentive

- Note any distinguishing background noises e.g public address announcements, conversations, passing traffic/aircraft/trains, music
- Note voice characteristics
- Does caller indicate knowledge of the building?

Record

- Details immediately (see phone threat checklist)

Notify

- Person in charge

Prepare

- To follow instructions of Wardens
- To evacuate if necessary
- To assist in search if requested

If object found

- Do not touch. Report find, open doors and windows where possible and evacuate area

IN THE EVENT OF AN INTERNAL EMERGENCY

(e.g. explosion, structural failure, spillage or leakage of hazardous substance, illegal occupancy)

Remain calm

- Do not panic

Alert

- Person in charge
- Dial 000 – Police, Fire or Ambulance (if appropriate) – state exact location and nature of Emergency
Give your name

Restrict access

- To affected area

Prepare

- To follow instructions of senior person in charge

Do not take risks

- Do not attempt any action which puts your life in danger

IN THE EVENT OF AN ESSENTIAL SERVICES FAULT

(e.g. electricity, water, gas, telephones, plumbing, security systems, computers)

Procedure

- When an essential service is faulty or fails after hours, notify the person who is in charge
- After assessment of fault or failure, a decision is made on the urgency of the matter
- If the situation or the likely consequences are considered urgent, appropriate staff are notified immediately
- If the situation is non-urgent, appropriate staff may be notified on their next working day

NOTE: For all emergencies, refer to your applicable Emergency Procedure Manual.

INTERNAL EMERGENCY

IN THE EVENT OF PERSONAL THREAT TO SAFETY

(e.g. assault, armed hold-up, robbery)

- | | |
|--------------------------|---|
| Remain calm | <ul style="list-style-type: none">• Do not panic or shout, avoid eye contact, do not make sudden movements |
| Do not take risks | <ul style="list-style-type: none">• Hand over whatever is requested• Do not do anything which may antagonise the assailant |
| Follow directions | <ul style="list-style-type: none">• Do only what you are told• Do not volunteer any other information |
| Be attentive | <ul style="list-style-type: none">• Observe characteristics of offender/s including facial features, height, voice, clothing, tattoos, jewellery, items touched• Note type of vehicle used for escape, registration number if possible• Direction of escape |
| Alert | <ul style="list-style-type: none">• Other staff if safe to do so without risk |
| Telephone | <ul style="list-style-type: none">• Dial 000 – Police, Fire, Ambulance and give your location, name and request urgent attendance |
| Record | <ul style="list-style-type: none">• Details immediately after assailant has departed, write down all details which may be relevant |

IN THE EVENT OF AN EXTERNAL EMERGENCY

(e.g. Natural disasters, bushfire, earthquake, flooding, major road accidents, aircraft crash, civil disturbance)

Contact

The person receiving notification of a disaster should contact:

- The person in charge
- The appropriate emergency service

Refer

- To “external emergencies” located in the Emergency Procedures Manual

Prepare for

- Stepdown of routine workplace activities

Advise

- Staff and visitors of the situation
- Calmly explain how the situation will affect them

Restrict the use of telephones – wait to be called

IN THE EVENT OF EVACUATION

(Rapid removal of people from immediate or threatened danger in a safe and orderly manner)

Remain calm

- Do not panic

Alert

- Person in charge and other staff
- Dial 000 and ensure the Emergency Services have been notified

Assembly Area

- Inform staff of which assembly area is to be used

Evacuate

- Staff and visitors in stages in the following order
 1. Out of immediate danger (e.g. out of room)
 2. Out of compartment (e.g. through fire/smoke doors or down one level)
 3. Total evacuation of the building
- Evacuate people in immediate danger first, then in the following order of priority:
 1. Ambulant,
 2. Non-ambulant,
 3. Ask the person to evacuate twice, if refuse, record details including name of person, location, time and actions taken and report to Chief Warden and Emergency Services

Check

- Wardens to do two checks of your floor area before you leave
- All rooms, especially bathrooms, toilets, and common areas
 - Ensure area/floor is clear and report to Warden or Manager

Records

- If safe to do so, save as many records as possible

Assemble

- At your designated assembly area

Report

- To person in charge
- Notify Emergency Service of any persons unaccounted for
- Assist Emergency Services – incident information, actions taken, potential hazards, any other relevant information