

1.1 Introduction and Purpose

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Incident	A finite and often isolated event which may cause injury, illness, property, reputational or environmental damage or some combination of all five in varying degrees from insignificant to catastrophic consequences but is managed during the normal course of operations and within normal reporting lines, processes, and procedures.
Incident Controller	The person who is nominated by the Chief Coordinator to be the Incident Controller given their specialist expertise or their capacity to manage an incident occurring within their work area. Often this is the first person at the site of an incident with sufficient authority and expertise to manage the initial response and support the Chief Coordinator in the overarching management of an incident.
University Site	Includes Bebegu Yumba (Townsville) and Nguma-bada (Cairns) campuses, Ngudya Yamba (Mackay), Murtupuni (Mount Isa), Ngulaigau Mudh (Thursday Island) and Atherton study centres, research stations, vessels, approved field trips or residential student accommodation located in Australia.

1.3 Emergency Framework

The [Business Continuity Policy](#) and [Management Plan](#) is an integral part of strategic and operational planning and risk management ensuring that the University has the capability to continue delivery of services at acceptable predefined levels following a disruptive event (e.g., cyclone, cyber-attack, etc.). The plan includes documented procedures that guide the University to respond and restore or recover to a predefined level of operation following disruption, and integrates with the policies and plans below.

The [Incident Management Policy](#) provides the overarching framework for the University to:

- prepare for an incident;
- respond in the period immediately following an incident (including emergencies and critical incidents); and

1.6 Elements of Emergency Management

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directed through the Emergency Notification System (JCUSafe app). These processes are detailed at Section Three.

Responsibilities and roles for contacting key staff to coordinate emergency and incident response have been identified in this plan. In the event of an emergency the directions of Emergency Services and any ECO member override the normal lines of management. An Incident Control Centre may be established.

If Emergency Services have been called (i.e., through 000) the Security Control Room is to be contacted on 1800 675 559.

The Emergency Response options or directions to staff will be to either evacuate, shelter in place, or lockdown for most emergencies.

Post incident recovery can take many different forms depending on the size, nature, and severity of the incident. Planning for recovery is an integral component in preparing for emergencies to ensure minimum disruption to JCU operations and to manage the ongoing safety and wellbeing of staff and students. Business continuity planning and effective incident management aim to ensure that the recovery time post an emergency event is minimised.

The recovery process will generally conclude with an after-incident review which may include learnings and findings that help to improve and refine the University emergency procedures and plans.

The recovery process often begins during the response to an event and may continue long term after operations have returned to normal.

2.1 Emergency Preparation

Persons with special needs who require assistance in an emergency will have an individual Personal Emergency Evacuation Plan (PEEP) developed. The WHS Unit create and maintain PEEPs. The WHS Unit will advise wardens if

2.2 Emergency Response

Below is a simple task flow when a person becomes alert to an emergency incident and the immediate first response and notifications which are to be made.

The Manager, Security and Estate Facilities will immediately inform the

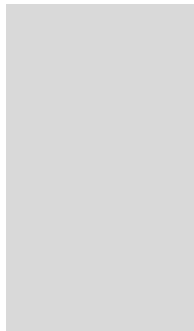
High Risk Building Hazard Management plans (also held in the Security Control Room);
Advice on technical or operational matters associated with the activities of the site; and
Appropriate plans, data sheets and other reference material.

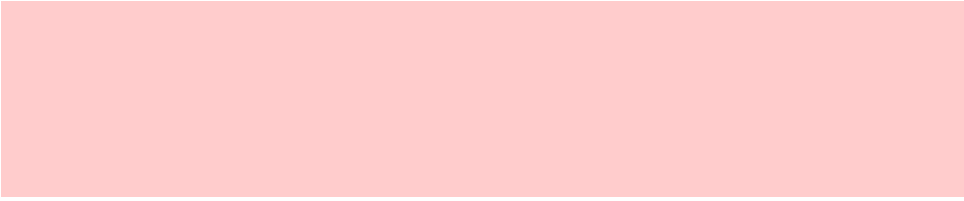
The Chief Coordinator is responsible for ensuring appropriate counselling support is provided immediately following a critical incident and through debrief processes as required. This may be provided through a network of staff with Mental Health First Aid training as well as internal and external agencies. These supports are coordinated through Human Resources for staff and Student Equity and Wellbeing for students.

Debrief activity may also be undertaken during recovery, see post-incident considerations below.

All media enquiries are to be referred to and coordinated by the Head, Media and Communications.

Evacuations will most typically occur at the building or facility level in response to a fire alarm. The key points to note are:





JCU SECURITY

- Contact the Chief Coordinator.
- JCU Security to attend site surroundings (no entry unless authorised by Manager, Security and Estate Facilities;
- Manager, Security and Estate Facilities contact Queensland Police Service for emergency response.

STAFF,
STUDENTS AND
VISITORS

- Back away from the person and alert others to move away also;
- Avoid sudden moves;
- Do not surround the person;
- Make it easy for the person to leave the building/area;
- Notify JCU Security by the quickest possible means;
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- Remember that assuring your physical safety is the primary goal.
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JCU SECURITY

Issued if a cyclone is expected to affect coastal communities within 48 hours, but not expected within 24 hours.

CHIEF Advise via general email
COORDINATOR

- In high-rise buildings, stay clear of windows and outer walls, get under a desk near a pillar or internal wall. Do not use elevators;
- In crowded areas, do not rush for doors. Stay clear of roof and
- If outside, keep well clear of buildings, walls, power lines, trees; under strong archways or doorways of buildings; Don't stand under awnings or parapets as they may collapse; ng stops;
- roads, overpasses or bridges. Listen to radio for warnings before moving.

After an Earthquake

- injured unless in danger;
- Call Emergency Services if required;
- Do not use telephouake



- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

TELL:

- Any information you can provide the Police or Security is valuable, but never risk your safety or the safety of others;
- If it is safe to do so, think about obtaining the following informat08 Tf1 01(f)-7(o)3(

			PRO-019 Emergency Management Procedure	WHS Support Officer (Fire & Emergency)
Keywords	Emergency, fire, smoke, bomb, suspicious, mail, medical threat, evacuation, shelter, SIP, lockdown, incident, threat, assault, chemical, biological, gas, damage, weather, storm, cyclone, earthquake			

