OZFORD
Institute of Higher Education

Emergency Management Plan

OZFORD INSTITUTE OF HIGHER EDUCATION (CRICOS 03429B)

President and Chief Executive Officer   Rong Liu

Campus Location   433 Boundary St Spring Hill

Fire District   Kemp Place
https://www.fire.qld.gov.au/contact-us/find-us

Last Review Date   February 2026

Next Scheduled Review Date*   February 2027

*This emergency management plan will be updated as required, reviewed at least annually and immediately after any significant incident

1. Purpose

The purpose of this Emergency Management Plan (EMP) is to provide a plan of how Ozford will prepare and respond to emergency situations. This plan should be read in conjunction with the *Critical Incident Policy and Procedure*.

This emergency management plan addresses emergency incidents which include:

- circumstances that pose a critical risk to the health, safety or wellbeing of one or more students or staff
- incidents requiring campus closure, lockdown, or reduction of number of students or staff attending
- death or serious injury of a student or staff member on campus or at another location authorised by the Institute, for example, with another provider such as a registered training organisation.

2. Scope

This EMP applies to all staff, students, visitors, contractors and volunteers
In Case of Emergency

3. Emergency numbers and key contacts

Incident occurs	**CALL**	For Life-threatening or time critical emergency **Call: 000**
	CONTACT	Level 6 Reception 8663 7188 or Building Manager Johnson Jiang 0488696889

Advise	WHO	✓ The number and name/s of persons involved. ✓ Name of the person reporting the emergency/critical incident.
	WHAT	✓ The nature of the emergency/critical incident.
	WHEN	✓ The time you became aware of the emergency/critical incident.
	WHERE	✓ The location of the emergency/critical incident and contact phone numbers if the emergency/critical incident is away from the campus.

Report	✓ For non-student related injuries/incidents enter the incident in the incident register ✓ Notify WorkSafe. if WorkSafe notification is required ✓ Refer to the Institute policies that relate to the incident for other external reporting requirements. The Institute policies are accessible in Moodle and the Ozford website (Higher Education Policies and Procedures – Ozford Australia)

Group	Phone Number	
Police	Life-threatening or time critical emergency	**000**
	Non-life or time critical threatening incident (Local Police station)	(03) 8690 4444
Ambulance	**000**	
Fire Services Authority MFB/CFA	**000**	
State Emergency Service	**132 500**	
Hospital(s)	St Andrew's War Memorial Hospital - **(07) 3834 4444** Brisbane Private Hospital - **(07) 3834 6111** Royal Brisbane and Women's Hospital - **(07) 3646 8111**	
Gas	**N/A**	
Electricity - Energex	**13 12 53**	
Water Corporation – Urban Utilities	**13 26 57**	
Department of Families, Seniors, Disability Services and Child Safety (State of QLD)	**13 74 68**	
Local Government – Brisbane City Council	**07 3403 8888**	
Environment Protection Authority	**1300 130 372 (option 4)**	

Group	Phone Number
WorkSafe QLD	**1300 362 128**
Building	Arpan Singh 0460000005

Ozford contacts

Contact names	Phone Numbers
President and CEO: Rong Liu	**03 8663 7188**
Academic Dean: Dr Priyantha Bandara	**03 8663 7188**
International Student Coordinator: Shriya Srivastava	**03 8663 7188**
Director of Operations – Brisbane: Vivian Lobo	**0426274014**

Facility Profile

FACILITY PROFILE SUMMARY	
Ozford Institute of Higher Education (Brisbane Campus)	Hours of Operation: Monday - Friday: 09:00am – 5:00pm Saturday & Sunday: CLOSED Public Holidays: CLOSED
Facility Address: 433 Boundary Street, Spring Hill, Brisbane	Student Numbers
	Students: approximately 38
	Students/staff with disabilities: 0
Facility Phone:	0426274014
Floor(s):	**Level 3**
Email:	info@ozford.edu.au

4. Risk Assessment

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Control Measures	Risk Rating (refer to OHS Risk Management Procedure			Risk Control Measures List the control measures required to eliminate or minimise the risk
			Consequence	Likelihood	Risk Level	
Building Fire	• Risk of injury from burns or smoke inhalation • Risk of obstructions on building exits • Risk of delayed/no access to facilities emergency equipment • Risk of obstruction for emergency equipment access	• Fire services equipment (fire hose reels, fire extinguishers, hydrants) is tested and tagged as per Australian Standards. • Test communication systems (PA system) on a regular basis. • All electrical equipment is tested and tagged as per Australian Standards and that frayed leads, damaged equipment etc. are disposed of in an appropriate manner.	Severe	Unlikely	Low	• Fire services equipment is tested and tagged as per Australian Standards (organised by Building Manager). • Communication system is tested regularly • Electrical equipment is tested and tagged. Damaged equipment or leads disposed of appropriately – month building check performed by Building Manager • Building check is performed by Building Manager monthly.
Severe weather, storms and flooding	• Risk of roof down flooding causing injury	• Roofs/gutters/drains are cleared • Liaise with SES/local government to identify potential risks	Minor	Unlikely	Low	• Drains, gutters are cleared by cleaners. • Liaise with local government to identify potential risks.

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Control Measures	Risk Rating (refer to OHS Risk Management Procedure			Risk Control Measures List the control measures required to eliminate or minimise the risk
			Consequence	Likelihood	Risk Level	
		• Develop contingency for storage of equipment / materials if necessary • Test communications				• Contingency developed for storage of equipment/materials. • PA system tested twice a year by Fire wardens
Intruders/personal threat	• Physical/ psychological injury could occur to staff, students, visitors if threatened or physically assaulted by an intruder	• Visitors/contractors report to reception when they first arrive on site	Minor	Possible	Low	• All visitors to sign in on Level 6. • Staff are required to wear Ozford lanyard and ID. • Staff and students are required to report strangers to staff.
Earthquake	• Risk of death/injury	• Provide training to staff and students in emergency response procedures during an earthquake	Minor	Unlikely	Low	• Information is provided to staff and students in emergency response during an earthquake.
Bomb Threat	• Physical or psychological injury could occur to staff, visitors or contractors	• Locate Bomb Threat Checklist next to phones • Schedule and practice emergency evacuation drills on a regular basis	Minor	Unlikely	Low	• Staff are informed of location of checklist. • Emergency evacuation drills are scheduled and undertaken minimum twice per year

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Control Measures	Risk Rating (refer to OHS Risk Management Procedure			Risk Control Measures List the control measures required to eliminate or minimise the risk
			Consequence	Likelihood	Risk Level	
		• Implement and follow Bomb Threat response.				
Offsite activities	• Risk of death/injury	• Risk assessment of the activity • Review of the risk of bushfire in the activity location while planning the on the day of the activity	Minor	Possible	Medium	• Information is provided to staff and students in emergency response during an offsite activity including in the case of a bushfire. • Staff to check weather conditions and other adverse possibilities prior to leaving for the activity. • Activity to be cancelled to any areas prone to bushfires on days of high bush fire risk, ie. Catastrophic risk. • In the event of a bushfire or elevated risk (ie High risk) maintain a heightened state of readiness and continuously monitor the situational bushfire risk by ensuring open lines of

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Control Measures	Risk Rating (refer to OHS Risk Management Procedure			Risk Control Measures List the control measures required to eliminate or minimise the risk
			Consequence	Likelihood	Risk Level	
						communication with local emergency services
Institute Vehicle Incident	• Risk of death/injury	• Drivers are provided with suitable first aid kits, reflective vests and emergency contact numbers for the vehicle • Drivers complete a safety check prior to driving the vehicle. • Drivers have a valid driver's licence • Drivers to check adverse weather conditions e.g. floods, bushfires (check CFA website), road closures (**QLD Traffic** website) prior to leaving and if necessary postpone the trip	Minor	Possible	Medium	• Drivers to have a valid driver's licence. • Drivers to undertake a safety check prior to driving the vehicle. • Drivers have appropriate first aid kit, reflective vests and emergency numbers. • Drivers check weather conditions and other adverse possibilities prior to leaving.
Pandemics and communicable diseases	• Risk of Health and/or Death (in extreme cases of a pandemic)	• Basic hygiene measures are in place and posters are displayed at the	Major	Rare	Medium	• Pandemic Plan • Posters with basic hygiene messages are displayed at the

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Control Measures	Risk Rating (refer to OHS Risk Management Procedure			Risk Control Measures List the control measures required to eliminate or minimise the risk
			Consequence	Likelihood	Risk Level	
		beginning of flu season (April) • There is convenient access to water and liquid soap and/or alcohol-based sanitiser in all bathrooms • Staff and students educated about covering their cough to prevent the spread of germs				beginning of the flu season. • Access to water, soap or sanitiser in all bathrooms.
Medical Emergency	• Risk of Health and/or Death or serious injury of a student or staff member on campus or at another location authorised by the Institute, for example, with another provider such as a registered training organisation	• Staff and students made aware of reporting procedures for medical emergencies. • Staff are made aware of the actions to be taken in the case of a critical incident.	Minor	Possible	Medium	• Staff and students are made aware of the external emergency contact numbers and that First Aid contacts are informed. • Staff are made aware of the *Critical Incident Policy and Procedure*.
Hazardous substance release: inside and outside facility grounds	• Exposure to certain liquids or gases may be hazardous to health	• No Hazardous substances are stored within the facility.	Insignificant	Rare	Low	N/A

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Control Measures	Risk Rating (refer to OHS Risk Management Procedure			Risk Control Measures List the control measures required to eliminate or minimise the risk
			Consequence	Likelihood	Risk Level	
Off-site emergencies	• Risk of injury to staff and student's in the event that an emergency occurs offsite at an excursion, professional development day, or other offsite activity	• Student Activity Locator is completed • Guidelines for Outdoor Education are adhered to.	Minor	Possible	Medium	• Staff are made aware of the guidelines for outdoor education. • Ensure that student activity locator is completed by relevant staff.

Consequence Definitions

Descriptor	Definition
Insignificant	No Injury
Minor	Injury/ill health requiring first aid. Peer support for stress/trauma event
Moderate	Injury/ill health requiring medical attention. Stress/trauma event requiring professional support.
Major	Injury/ill health requiring hospital admission. Stress/trauma event requiring ongoing clinical support.
Severe	Fatality. Stress/trauma event requiring extensive clinical support for multiple individuals.

Risk Rating Matrix

		Consequence				
		Insignificant	Minor	Moderate	Major	Severe
Likelihood	Almost Certain	Medium	High	Extreme	Extreme	Extreme
	Likely	Medium	Medium	High	Extreme	Extreme
	Possible	Low	Medium	Medium	High	Extreme
	Unlikely	Low	Low	Medium	Medium	High
	Rare	Low	Low	Low	Medium	Medium

5. Incident Management Team (IMT)

IMT Member	Name of staff member and contact details	Name of 'Back up' staff member and contact details
Incident Controller (Chief Warden)	Vivian Lobo 0426274014	Tanveer Parmar 0434282602
Communications Officer	Rong Liu 03 8663 7188	Vivian Lobo 0426274014
Fire Warden	Vivian Lobo 0426274014 Arpan Sidhu 0460000005	Tanveer Parmar 0434282602 Jatinder Sohal 0426459623
First Aid Officers	Vivian Lobo 0426274014	Tanveer Parmar 0434282602

6. IMT Responsibilities

Incident Controller (Chief Warden)

Pre-emergency
- Maintain a current register of IMT members.
- Replace IMT members when a position becomes vacant.
- Conduct regular exercises.
- Ensure the emergency response procedures are kept up-to-date.
- Coordinate meetings of the IMT as appropriate.
- Attend training and emergency exercises, as required.

During emergency
- Attend the emergency control point.
- Ascertain the nature and scope of the emergency.
- Ensure the appropriate response has been actioned.
- Ensure that the emergency services have been notified.
- Establish communications with Operations Officer (Area Warden).
- Initiate evacuation of affected areas if necessary.
- Brief the incoming emergency services and respond to their requests.
- Report to the IMT.

Post-emergency
- When the incident is rendered safe or the emergency services returns control, notify the IMT to have staff and students return to campus.
- Organise a debrief session with the IMT and, where appropriate, with any attending Emergency Service.
- Compile a report for the IMT

Communications Officer

Pre-emergency
- Ensure communications officer is trained in the use of the building's communication system.
- Maintain records and logbooks and make them available for emergency response.
- Ensure emergency contact details are up-to-date.
- Attend training and emergency exercises.

During emergency
- Ascertain the nature and location of the emergency.
- Confirm that emergency services have been notified.
- Notify appropriate IMT members.
- Transmit instructions and information.
- Record a log of the events that occurred during the emergency.
- Act as directed by the Incident Controller.

Post-emergency
- Collate records of events during the emergency for the debrief session and ensure they are secured for future reference.

7. Emergency response procedures

On-site evacuation procedure

If it is unsafe for students, staff and visitors to remain inside the building, the campus will be evacuated. Incident Controller (Chief Warden) on site will take charge and determines who does what (activate your Incident Management Team).

- **Call 000.**
- Inform emergency services of the nature of the emergency (e.g. "There is smoke in the building").
- If the decision to evacuate is made, evacuate staff, students and visitors out of the building; to evacuation area.
- Take the student's attendance list, staff roster and your Emergency Kit.
- Once at assembly area, check all students, staff and visitors are accounted for.
- Wait for emergency services to arrive or provide further information.

Actions after on-site evacuation/relocation procedure

- Determine if there is any specific information staff, students and visitors need to know (e.g. areas of the facility to avoid).
- Ensure any students, staff or visitors with medical or other needs are supported.
- Follow up with any students, staff or visitors who need support.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the evacuation and procedural changes that may be required.

Off-site evacuation procedure

If it is unsafe for students, staff and visitors to remain inside the building, the campus will be evacuated. The Incident Controller on site will take charge and determine who does what (activate the Incident Management Team).

- **Call 000.**
- Inform emergency services of the nature of the emergency (e.g. "There is smoke in the building").
- If the decision to evacuate is made, determine which off-site assembly point you will evacuate staff, students and visitors to.
- Evacuate staff, students and visitors to evacuation point
- Take the student's attendance list, staff roster and your Emergency Kit/First Aid kit.
- Once at assembly area, check all students, staff and visitors are accounted for.
- Wait for emergency services to arrive or provide further information.

Actions after off-site evacuation/relocation procedure

- Determine if there is any specific information staff, students and visitors need to know (e.g. areas of the facility to avoid).
- Ensure any students, staff or visitors with medical or other needs are supported.
- Follow up with any students, staff or visitors who need support.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the evacuation and procedural changes that may be required.

Lockdown Procedure

The following lockdown procedures will be used when an external and immediate danger is identified, and it is determined that the students should be secure inside the building for their own safety.

- Incident Controller activates the Incident Management Team
- Announce the lockdown and provide instructions to staff e.g. close internal doors and windows, sit below window level or move into corridors.
- Advise **Queensland Police** (**Call 000**) and other appropriate emergency service agencies.
- Check that all external doors are locked.
- If available, allocate staff to be posted at locked doors to allow students, staff and authorised visitors to enter if locked out.
- Divert returning groups from the campus.
- Ensure a telephone line is kept free.
- Keep public address system free.
- Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
- If possible, have a delegated staff member wait at the main entry to the campus on Ground Floor to guide Emergency Services personnel.
- Ascertain (as possible) if all students, staff and visitors are accounted for.
- Record some details of actions undertaken and times (use the Post-Emergency Record).
- Await de-activation advice from emergency services personnel (if appropriate).
- De-activate lockdown using predetermined de-activation signal.

Actions after evacuation

- Confirm with Emergency Service personnel that it is safe to de-activate lockdown.
- Determine if there is any specific information staff, students and visitors need to know (e.g. areas of the facility to avoid).
- Ensure any students, staff or visitors with medical or other needs are supported.
- Follow up with any students, staff or visitors who need support.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockdown and procedural changes that may be required.

Lockout procedures

The following lockout procedure will be used when an internal immediate danger is identified, and it is determined that students should be excluded from buildings for their safety.

- Incident Controller activates Incident Management Team.
- Announce lockout with instructions about what is required. Instructions may include nominating staff to:
  - lock doors to prevent entry
  - check the premises for anyone left inside.
  - obtain Emergency Kit
- Contact emergency services.
- Go to the designated assembly area.
- Check that students, staff and visitors are all accounted for.

Actions after lockout

- Determine if there is any specific information staff, students and visitors need to know (e.g. areas of the facility to avoid).
- Ensure any students, staff or visitors with medical or other needs are supported.

- Follow up with any students, staff or visitors who need support.
- Seek support from the Executive management team as required.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockout and procedural changes that may be required.

Shelter-in-place procedures

The following Shelter-in-place procedure will be considered when an event takes place outside of the campus and emergency services determine the safest course of action is to keep students and staff inside a designated area on campus until the external event is handled.

If a shelter-in-place action is determined:
- Incident Controller activates the Incident Management Team.
- Move all students, staff and visitors to the pre-determined shelter-in-place area.
- Obtain emergency kit.
- Check that all students, staff and visitors are accounted for.
- Ensure communications with emergency services is maintained.
- Wait for emergency services to arrive or provide further information.
- Maintain a record of actions/decisions undertaken and times.
- Where appropriate, confirm with emergency service personnel that it is safe to return to normal operations.

Actions after shelter-in-place procedure
- Determine if there is any specific information staff, students and visitors need to know (e.g. areas of the facility to avoid).
- Ensure any students, staff or visitors with medical or other needs are supported.
- Follow up with any students, staff or visitors who need support.
- Seek support from the Executive Management team as required.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockout and procedural changes that may be required.

8. Emergency response procedures (specific emergencies)

Building Fire
- Report the outbreak of fire immediately to the Incident Controller (Chief Warden).
- Remain calm and activate the fire alarm.
- **Call 000** and ask for the Fire Brigade.
- Extinguish the fire (only if safe to do so).
- If threat exists evacuate the room/s, to the evacuation point closing all doors and windows.
- Check that all areas have been cleared and notify the Incident Controller.
- Check students, staff, visitors and contractors are accounted for.

SEVERE WEATHER /STORMS AND FLOODING
- Store or secure loose items external to the building, such as outdoor furniture.

- Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
- Protect valuables and disconnect electrical equipment – cover and/or move this equipment away from windows.
- During a severe storm, remain in the building and keep away from windows. Restrict the use of telephone landlines to emergency calls only.
- After storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.
- Report to the Incident Controller (Chief Warden) regarding the status of students, staff and visitor safety.

INTRUDERS/PERSONAL THREAT
- **Call 000** and ask for the Police, seek and follow advice.
- Report the emergency immediately to the Incident controller (Chief Warden).
- Do not do or say anything to the person to encourage irrational behaviour.
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- Determine whether evacuation, lock-down or shelter-in-place is required. Do this in consultation with the Police where possible.
- Evacuation only should be considered if safe to do so.

EARTHQUAKE
- **Call 000** if emergency services are needed and seek and follow advice.
- The Chief Warden will convene the IMT if necessary.

If outside

Instruct staff and students to:
- Stay outside and move away from buildings, streetlights and utility wires.
- DROP, COVER and HOLD
    - DROP to the ground
    - Take COVER by covering your head and neck with their arms and hands
    - HOLD on until the shaking stops.

If inside

Instruct staff and students to:
- Move away from windows, heavy objects, shelves and so on
- DROP, COVER and HOLD
    - DROP to the ground.
    - Take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and head in their arms.
    - HOLD on until the shaking stops.

After the earthquake
- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
- If you evacuate, watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
- Arrange medical assistance where required.
- Help others if you can.

- Report any matter concerning the safety and wellbeing of students, staff and visitors to the Chief Warden.
- Tune in to ABC radio if you can and follow any emergency instructions.
- If the campus property is damaged and it is safe to do so, take notes and photographs for insurance purposes.
- Enact the Institute's **Business Continuity Policy and Plan** in respect to alternative accommodation.

Offsite Activities

Prior to and on the day of the activity
- Conduct a risk assessment of the activity and the activity location and develop mitigating controls.
- Consider the likelihood of bushfire risk, if the location is a bushfire prone area advise staff that they will need to on the day of the activity:
    - If it is a Catastrophic risk day, cancel the activity.
    - In the event of bushfire or elevated risk (High risk) the staff will need to maintain a heightened state of readiness and continuously monitor the situational bushfire risk by ensuring open lines of communication with local emergency services.

If a bushfire occurs on the day of the activity:
- Continuously monitor the situational bushfire risk and open lines of communication with local emergency services.
- Notify the IMT;
- Immediately relocate students and staff to a nominated 'shelter-in-place' that is compliant with relevant regulations, and/or
- Evacuate students and staff to an off-site safe area
- Respond appropriately to all instructions from emergency services.
- Enact critical incident processes.

Institute Vehicle with Student as Passenger Incident

Authorised driver:
- Operate in a manner to ensure the safety of passengers at all times.
- **Call 000** and notify the IMT of any emergency encountered enroute.
- Receive instruction, where possible, from the emergency services and/or IMT with regard to destination.
- If fires are burning in the area, drivers must not allow students to alight from the vehicle unless parents/guardians are waiting for them at a designated area. If no-one is waiting, the vehicle will take the students back to the campus if it is practical and safe to do so, or to the nearest safe area with guidance provided by the IMT. Safe areas are to be agreed to in advance by emergency services and the IMT.
- If the road is blocked, the driver should return to the campus if it is practical and it is safe to do so, or travel to an area deemed to be safe as directed by emergency services personnel. If emergency services are not at the scene and the driver is in doubt they should **call 000** for assistance.
- Confirm arrival at destination with the IMT as soon as possible.
- As soon as possible after the event, record details of actions taken.

Chief Warden:

- Contact emergency services agencies to ascertain local information on status of any notified emergency. The IMT should also advise emergency services of the status and location of the vehicle and seek assistance if required.
- If possible, contact the EMC to inform them of the situation and receive instruction.
- Consider actions to be taken in line with the Institute's EMP.
- Confirm/provide instruction to driver with regard to destination.
- Notify IMT and any other facility with passengers on the affected service.
- Keep an accurate log of all communication in relation to the event.
- Receive confirmation of the vehicle's arrival at destination from driver.
- Notify the EMC of actions taken.
- Where possible keep an accurate record of the event.

Pandemics and Communicable Disease
- Follow Pandemic plan
- Ensure basic hygiene measures are in place
- Provide convenient access to water and liquid soap and/or alcohol-based sanitiser
- Educate staff and students about covering their cough to prevent the spread of germs
- Stay alert and follow the instructions of **Queensland Health** (including the Chief Health Officer)
- Direct all media enquiries to the President and CEO
- Be prepared for multiple waves

*(For further information refer to **Appendix B Pandemic actions**)*

Medical Emergency
- Check for any threatening situation and remove or control it (if safe to do so).
- Remain with the casualty and provide appropriate support.
- Notify First Aid Officer.
- Notify the Incident Controller (Chief Warden).
- Call 000 and ask for Ambulance services.
- Designate someone to meet and direct the ambulance to the location of the casualty.
- Try not to leave the casualty alone unless emergency help arrives.
- Do not move the casualty unless exposed to a life threating situation.
- For non-student related medical emergency report in incidents register.

Major External Emissions/Spill (Includes Gas Leaks)
- Notify the Incident Controller (Chief Warden).
- **Call 000** and ask for the Fire Brigade.
- Turn off gas supply.
- If it's a gas leak onsite, notify your gas provider (number can be found on the emergency numbers and Key contacts page).
- Evacuate staff, students, visitors (including contractors) to evacuation point This may be an offsite location.
- Check staff, students and visitors are accounted for.
- Direct all Media enquiries to the President and CEO.
- Await 'all clear' or further advice before resuming normal campus activities.

Bomb or Chemical Threat

- If a bomb/chemical threat is received by telephone:
  - stay calm
  - do not hang up
  - use the bomb threat checklist to document the threat
  - Once the call ends notify the IMT immediately
  - The Communication Officer will **Call 000** and ask for the Police to report the incident.

- If a bomb/chemical threat is received by mail:
  - avoid handling of the letter or envelope
  - place the letter in a clear bag or sleeve
  - **Call 000** and inform the Policy immediately.

- If a bomb/chemical threat is received electronically or through the Institute's website:
  - do not delete the message
  - contact police immediately.

- If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered.
  - Ensure doors are left open.
  - Do Not touch any suspicious objects found.

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Bomb/substance threat checklist

This checklist should be held by persons who regularly accept incoming telephone calls.

KEEP CALM

CALL TAKER		CALL TAKEN	
Name		Date/Time:	
Telephone #		Duration of call	
Signature		Number of caller	

Complete the following for a BOMB THREAT

QUESTIONS	RESPONSES
When is the bomb going to explode?	
Where did you put the bomb?	
What does the bomb look like?	
What kind of bomb is it?	
What will make the bomb explode?	
Did you place the bomb?	
What is your name?	
Where are you going?	
What is your address?	

Complete the following for a SUBSTANCE THREAT

QUESTIONS	RESPONSES
When will the substance be released?	
Where is it?	
What does it look like?	
When did you put it there?	
How will the substance be released?	
Is the substance a liquid, powder or gas?	
Did you put it there?	

CHARACTERISTICS OF THE CALLER	
Sex of caller	
Estimated age	
Accent if any	
Speech impediments	
Voice (loud, soft, etc)	
Speech (fast, slow etc)	
Dictation (clear, muffled, etc)	
Manner (calm, emotional, etc)	
Did you recognise the voice?	

LANGUAGE	
[ ] Abusive	[ ] Taped
[ ] Well Spoken	[ ] Irrational
[ ] Incoherent	[ ] Message read by caller
[ ] Other	

BACKGROUND NOISE	
[ ] Music	[ ] Local call
[ ] Machinery	[ ] Long Distance Call
[ ] Aircraft	[ ] Other (specify)

If so, who do you think it was?	
Was the caller familiar with the area?	

EXACT WORDING OF THREAT

ACTIONS	
REPORT CALL TO:	
ACTIONS:	

9. APPENDIX A: Post-emergency record

Name	**Ozford Institute of Higher Education**
Date	
Time Of Notification	
Name Of Person Taking The Call	
Position	
Name Of Person Reporting The Incident	
Contact Telephone Number	
Details	
Immediate Action	Incident Controller notified: YES / NO Time _____ Other staff notified: YES / NO Time _____ Emergency Services notified: YES / NO Time _____ Region and ESMU notified: YES / NO Time _____
Major Activities	
Issues	Operational Debriefing Required: YES / NO Date/Time: _____ Person Responsible to organise: _____ Confirmation of Operational Briefing: Date/Time: _____ Issues for Follow up action:
Signature	
Date	

10. APPENDIX B: Pandemic Actions

STAGE 1 PREPAREDNESS AND STAGE 2 STANDBY

Remain alert to the risks of an escalation or new pandemic; Prepare to commence enhanced arrangements and increased vigilance for case detection.

Response Category	Proposed Actions	Comments
Emergency management plan preparation	• In April annually, ensure emergency management plans are up to date and pandemic planning arrangements are included • Ensure contact lists of staff, students, families, local services – **Queensland Health and** Local Government Emergency Management Coordinators are up to date • Prepare to enact pandemic section of emergency management plan with stakeholders and Incident Management Team • Identify minimum requirements and key staff for continued operations (including planning for the absence of the Academic Dean or International Student Coordinator)	

Hygiene measures	• Promote basic hygiene and pandemic measures within the campus including:
	  o Regular hand washing with soap and water
	  o Covering mouth with a tissue when coughing or sneezing
	  o Careful disposal of used tissues
	• Provide students, faculty and staff with information about the importance of personal safety practices (see Safety | Better Health Channel)
	• Provide convenient access to water and liquid soap and/or alcohol-based hand sanitiser
	• Educate employees and students about covering their cough to prevent the spread of germs
	• Communicate the risk of the pandemic and influenza and how to identify possible cases based on the current up to date case definition by the Chief Health Officer, Department of Health	

Travel	• Follow the advice of the Department of Foreign Affairs and Trade at http://smartraveller.gov.au/zw-cgi/view/Advice/ • Where appropriate, implement procedures to repatriate Australian students who are overseas if there is a risk of travel restrictions and overseas border closures, or risk of pandemic in a nearby country	

Response Category	Proposed Actions	Comments
	• For international students studying in Australia, provide advice to students that in the event of an increased influenza pandemic risk, students may be sent home and, if travel restrictions apply, how the Institute will meet its duty-of-care obligations, etc	

Communications	• As required, ensure pandemic and hygiene information eg posters provided by the Department of Health are displayed
	• In late autumn/early winter hold briefings with staff, students (as appropriate) about:
	    o Pandemic and influenza symptoms
	    o best practice hygiene measures
	    o vulnerable students
	• Follow **Queensland Health** advice and distribute consistent messaging to staff and students, etc.
	• Communicate status/situation, personal hygiene measures, availability of vaccinations and travel messages to staff and students as appropriate (especially those people/families at a greater risk of infection)
	• Direct media queries to the President and CEO	

STAGE 2 RESPONSE

Pandemic declared. Minimise transmission, minimise mortality and morbidity, maintain essential services and inform, engage and empower the public.

Response Category	Proposed Actions	Comments
Emergency management plan enactment	• Enact emergency management plans where necessary • Activate Incident Management Team	
Containment	• Follow the advice of the **Queensland Health** regarding containment activities and exclusion periods for infectious diseases • Help lower risk of exposure by reducing non-essential physical interactions and minimising attendance at mass gatherings such as graduation	
Management of workforce	• Encourage staff who develop flu-like symptoms during a pandemic to stay away until completely well • Ensure staff who develop influenza-like illness on campus leave immediately and seek medical attention	
Travel	• Follow the advice of the **Queensland Health** and the Department of Foreign Affairs and Trade at [Homepage	Smartraveller](Homepage | Smartraveller)	
Communications	• Distribute information about individual protective measures and cleaning procedures • Communicate status/situation, personal hygiene measures, containment measures (if necessary), availability of vaccinations and travel messages to staff and students as appropriate (especially those people/families at a greater risk of infection) • Communicate plans for closure if applicable and send letters to staff and students as appropriate • Direct media queries to the President and CEO	

OZFORD
Institute of Higher Education

STAGE 3 STAND DOWN

Response Category	Proposed Actions	Comments

Emergency management plan review	• Develop a recovery plan to help regain education of students and stabilize families and the community including:
	   o staff availability
	   o procedures to re-open (if applicable)
	   o provision of counselling to students and staff (if required)
	   o monitoring cumulative effects of pandemic and identifying and supporting those who may need assistance
	• Replenish personal protective equipment (if required)
	• Incident controller to de-activate Incident Management Team and conduct final debrief(s)
	• Review effectiveness of Emergency Management Plan for the campus and update as appropriate – involve relevant staff
	• Be aware that multiple waves of the virus may occur, and that review and revision of the plan may be required between waves	

Travel	• Continue to follow advice of Department of Foreign Affairs and Trade at Homepage	Smartraveller	
Communications	• Communicate status of situation to staff and students including supports that may be available	

11. FACILITIES, FLOOR PLAN EMERGENCY EVACUATION PLAN