

Capricorn Citizen Advocacy

EMERGENCY MANAGEMENT PLAN

Policy number:	1.3.7	Approved by Management Committee:	27 th March 2024
Version:	2.0	Signed off by Executive:	27 th March 2024
Responsible person:	Coordinator	Scheduled Review Date:	27 th March 2027

Purpose

This plan has been developed to outline Capricorn Citizen Advocacy's:

1. initial responses for various types of emergencies, which may include evacuation of our premises under building fire safety legislation where appropriate; and
2. response to major emergency events which may require compliance with the directions of authorities such as the Police and/or Emergency Services

1. Category of Response

1.1. First phase response

Coordination of *initial* emergency response will be managed by the Coordinator or in the Coordinator's absence, the Administration Officer.

Evacuation Coordinator

Name/Location	Contact No. (landline and mobile)	Email Address
Coordinator	0409 220 072 & 07 4922 0299	office@capricornca.org.au
1st Backup: Administration Officer	0417 762 197 & 07 4922 0299	donna.graham@capricornca.org.au

A list of possible emergency events and the appropriate first phase response actions to be undertaken is set out below.

Should an emergency incident require evacuation of a building, the [Fire & Evacuation Plan - Appendix One](#) will be activated. *The designated assembly area is on the footpath at the rear of Crescent Lagoon State School and opposite the office in Willis Street, Rockhampton.*

Instructions from the Evacuation Coordinator must be followed by all participants in an evacuation.

1.2. Second phase response

Where an emergency event has caused:

- major interruption to the work of Capricorn Citizen Advocacy
- a security breach or structural damage, or
- warnings have been issued of an impending natural disaster involving relocation of employees

the second phase business continuity response will be managed by the Coordinator.

1.3. Major emergency event response

If a natural disaster is imminent or predicted, Emergency Services personnel will issue warnings through radio, television, social media, SMS and online news websites.

Evacuation will be at the direction of Police and/or Emergency Services personnel and the Evacuation Coordinator. Evacuation will be to the location stated in the [Fire & Evacuation Plan - Appendix One](#) unless otherwise advised.

For larger scale evacuation, further instructions will be subject to and in accordance with the local emergency plans of [Rockhampton Regional Council Local Disaster Management Group](#).

An assessment has been carried out of the type of major events that could occur and affect the business of Capricorn Citizen Advocacy. Possible events have been identified, taking into account the business of the local environment, location, weather conditions and known history.

The following emergency procedures are provided as a guide regarding actions to be taken should one of these major emergency events occur.

2. Emergency Procedures

In the event of an emergency incident, an employee's first reaction must be to:

- **RAISE ALARM**
- then as directed **CALL 000**
- followed by the responses provided below:

2.1. Major structural damage to building

Event	Response
Fire in building, adjacent building	<ul style="list-style-type: none"> Refer to the Fire & Evacuation Plan - Appendix One (Evacuate to assembly area on the footpath at the rear of Crescent Lagoon State School and opposite the office in Willis Street, Rockhampton.
Bomb/Chemical Spill or Gas Explosion	<ul style="list-style-type: none"> Remove people from immediate danger If considered safe to do so, contain the affected area by closing doors/windows Operation of air conditioning – recirculate or shut down Notify Evacuation Coordinator and raise the alarm Follow instructions of Evacuation Coordinator If instructed, evacuate in accordance with Fire & Evacuation Plan - Appendix One or If instructed, remain in the building (shelter in place/lockdown) and await further instructions Provide first aid as necessary Do not use mobile or handheld phones

2.2. Natural disaster

Event	Response
Natural disasters such as: <ul style="list-style-type: none"> Cyclone/Storm Cell Flood/Tidal Surge Earthquake Landslide 	<p>General instructions</p> <ul style="list-style-type: none"> Monitor radio/TV/SMS/online alerts, warnings and updates (ABC Capricornia 837 AM) Move to a safe location away from windows, exterior walls If evacuation is required, follow instructions from relevant personnel <p>Cyclone</p> <ul style="list-style-type: none"> Refer to the Prepare for Disasters information published on the above disaster website https://www.qld.gov.au/emergency/dealing-disasters/prepare-for-disasters Beware of the calm 'eye' of the cyclone. If the wind drops, don't assume the cyclone is over. Violent winds will soon resume from the opposite direction. The Bureau of Meteorology (BOM) issues cyclone watch warnings where a cyclone is likely to effect coastal or low lying areas within 24 to 48 hours. <p>Earthquake</p> <ul style="list-style-type: none"> If indoors, stay there. Keep clear of windows and overhead fittings, outer walls Shelter under and hold onto a door frame, strong table or bench

	<ul style="list-style-type: none"> • If outside, keep well clear of buildings, overhead structures, walls, bridges, powerlines, trees etc. • Shelter under strong archways or doorways of buildings • In a vehicle, stop in an open area until shaking stops • Beware of downed powerlines and road damage, use car radio for warnings before moving <p>Flood/Flash Flood</p> <ul style="list-style-type: none"> • Monitor radio/television/SMS/online broadcasts • Move items such as computers, records etc. to a higher location where possible • Move yourself to higher ground or (previously determined location) • If driving, do not proceed if you can't see the road beneath the water OR if the water is flowing swiftly • Obey instructions of emergency services personnel if requested to evacuate the building or location.
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2.3. Suspicious mail item or package

Event	Response
<p>Biological substance received by mail (chemical/ biological /radiological)</p>	<ul style="list-style-type: none"> • Do not open the item if it appears suspicious (unusual odour, buzzing or ticking noise, sloshing sounds, stains or grease marks, excessively secured, protruding wires, envelope handwritten/misspelt, escaping powder). • Note if a letter feels rigid, or appears uneven or lopsided. • Hold your breath while moving away from the object to avoid inhaling any toxic fumes (do not leave the area). • Report the item to an Evacuation Coordinator or Police. • If already opened, place item in a plastic bag and seal it. • Place in second plastic bag and seal it. • If contents have spilled, do not clean up. Cover the spill with paper, clothing, waste paper bin. • Wash hands (running water and soap) if facilities are available. DO NOT leave office area until directed to do so by emergency services personnel. • Proceed to Emergency Services Decontamination Unit when directed to do so. • Section off the area if possible, remain in work area and await instructions. • Note all persons who have had contact with the item. • Prevent others from entering the area and possibly becoming contaminated. Secure the area if possible enclose the workspace by closing doors. • Turn off fans or other equipment that is circulating air (e.g. air conditioning). • Keep hands away from face.

	<ul style="list-style-type: none"> • Await further instruction. • Any reactions such as shortness of breath, dizziness, choking, dimming of vision or muscular twitching must be reported immediately. • Shower with soap and water when possible. • Evacuation Coordinator must immediately relay information to emergency services and provide relevant information on the item's location, number of people potentially exposed, descriptions of symptoms, etc.
Suspicious mail items – explosive device	<ul style="list-style-type: none"> • Report the item to an Evacuation Coordinator or Police. • Do not open or handle more than is necessary. • Do not cover or confine the item. • Vacate the area and secure it to restrict access. • Do not operate mobile phones, hand-held radios or radio communication devices near the item. • Where possible, open nearby doors and windows to minimise damage should the item explode, and to allow access by trained emergency personnel if required.

2.4. Threats to security

Event	Response
Threats to safety received by telephone eg bomb threat	<ul style="list-style-type: none"> • Keep the caller talking. Do not disconnect the phone. • Try to attract someone else's attention to raise the alarm. • Use the Bomb Threat Checklist – Appendix Two to record all of the above. • Ask for specifics – why did you do this, where is the bomb, what type of bomb, when will it go off? • Try to identify any particular accent, speech impediment or style, whether person appears agitated/abusive. • Is the person male or female, old or young? • Does the person appear familiar with the workplace area being threatened? • Are there any noticeable background noises that may assist in identifying the location? • Note the exact wording of the threat. • Search the building to identify items that “do not belong”. • Do NOT touch or handle the item. • Do not use mobile phones or radio communication items. • If the item is located, follow instructions as for Suspicious Mail Item. • Evacuate the building when instructed.
By Email or Letter	<ul style="list-style-type: none"> • Report immediately to Police. • Retain the item and envelope as evidence.

	<ul style="list-style-type: none"> • Letters should be protected by replacing in the envelope. • Where the threat names a particular member of staff, take precautions to protect the person and alert Police or other appropriate authorities.
Abusive/aggressive person	<ul style="list-style-type: none"> • Ask the person to identify themselves. • Ask the person to leave the site. • Offer passive resistance by refusing to cooperate. • Instigate lock down procedures where necessary. • Obey instructions of Police. • Report using Workplace Incident Report Form. • Complete Identification Checklist – Appendix Three once threat has passed.
Hold-up/threat with a weapon	<ul style="list-style-type: none"> • Stay calm, your safety and the safety of those around you is of paramount importance. • If you are not directly involved, stay out of it. • Don't argue; obey the person's instructions, but do only what you are told and no more. Do not volunteer any information. • Be deliberate in your actions if you are ordered to do something by the person. Avoid sudden movements. • Don't stare at the person, try to avoid direct eye contact. • If possible, make a mental note of everything you can about the person, speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos. • If the person leaves, without taking risks, observe any vehicle used by the person. Take note of the registration number, type, colour and any distinguishing features. • Assist anyone who has been injured and ring the Emergency Number 000. • Record your observations in writing promptly after the holdup/threat. The Police need individual impressions of what happened, uninfluenced by others. • Complete Identification Checklist – Appendix Three once threat has passed

2.5. Medical emergency

Event	Response
<p>Medical emergencies such as:</p> <ul style="list-style-type: none"> • Heart Attack • Stroke • Severe asthma • Self-harm • Drug overdose • Seizure • Death 	<ul style="list-style-type: none"> • Raise alarm and <u>Dial 000 for Ambulance/Police.</u> • Alert person in authority/building security. • Assess the scene for danger. • Stay with the person, call for help. • Render first aid until emergency personnel arrive. • Note the circumstances in order to report the incident. • Contact next-of-kin where necessary and provide updates as required. • If a death has occurred: <ul style="list-style-type: none"> ○ do not interfere with the scene, or move the body ○ cordon off or secure the area for Police or Workplace Health & Safety Queensland to investigate and inspect the scene.

2.6. Epidemic/pandemic

Event	Response
<p>An epidemic/pandemic is declared for Australia or areas of Australia/Queensland</p>	<ul style="list-style-type: none"> • Stay informed by listening to government and World Health Organisation advice and follow instructions: <ul style="list-style-type: none"> ○ Queensland Government website – <u>www.qld.gov.au</u> ○ Queensland Health Hotline <u>1800 00 45 99</u> ○ Queensland media outlets • Consider instigating a ‘lockdown’ procedure to contain the spread of infection. • Advise ill staff to remain at home and consult their GP. • Observe basic hygiene practices and infection control (cough etiquette, hand washing, cleaning of shared equipment – phones, photocopiers, faxes). • Minimise close contact with visitors/co-workers (eg. remain 1 metre apart (social distancing); conduct business where possible using telephone and email; if face to face, choose a large, well ventilated meeting room, consider remote working arrangements, flexible working hours) • Wear personal protective equipment (PPE) where provided, eg. masks and gloves.

3. Appendices

3.1. Appendix One - Fire & Evacuation Plan

Stage 1: Removal of people from the immediate danger area.

Staff and members of the public in the immediate danger area are to be evacuated to a place of safety. When the area has been evacuated, doors should be closed to localize the fire.

Stage 2: Complete Evacuation of the Entire Complex.

If the emergency necessitates evacuation of the entire complex, staff will assemble at the assembly point and remain there until otherwise directed.

Stage 3: Roll Call.

To be conducted as soon as possible to ensure all occupants are accounted for. Report any missing persons to the attending Fire Officers.

Stage 4: Assembly Areas.

The designated assembly area is on the footpath at the rear of Crescent Lagoon State School and opposite the office in Willis Street, Rockhampton.

FIRE EMERGENCY CHECK LIST

- Emergency Fire Brigade - 000
- Always remain calm. Do not panic.
- *Raise the alarm and always alert other people in the adjoining houses/premises.*
- Assess the situation – call the fire brigade if required – *000*.
- If electrical fire – SWITCH OFF ALL POWER – if safe to do so.
- Extinguish fire using the correct fire extinguisher for the type of fire.
- When attacking the fire DO NOT place your life in jeopardy – always have a clear line of escape.
- If unable to extinguish fire, close all doors and windows and proceed to designated assembly area.
- Ensure all persons are accounted for.

3.2. Bomb Threat Checklist – for Telephone Threats

If you receive a bomb threat, **do not hang up even if the caller does**. Engage the caller in conversation. Keep calm and sound calm. Concentrate on caller's voice and background noises. Use delaying tactics and record information as follows:

REMEMBER: DON'T HANG UP!

Exact wording of threat	Questions to be asked				
	<ul style="list-style-type: none"> When is the bomb going to explode? Where did you put the bomb? When did you put it there? What does the bomb look like? What kind of bomb is it? What will make the bomb explode? Did you place the bomb? Why did you place the bomb? What is your name? Where are you? What is your address? 				
Caller's voice	Threat language				
Accent: _____ Any impediment: (specify): _____ Voice (loud, soft, etc): _____ Speech (fast, slow, etc): _____ Diction (clear, muffled): _____ Manner (clam, emotional, etc): _____ Did you recognise the voice? _____ If so, who do you think it is? _____ Was the caller familiar with the area? _____	Well spoken: _____ Incoherent: _____ Irrational: _____ Taped: _____ Message read by caller: _____ Abusive: _____ Other: _____				
Background noises	Other				
Street noises: _____ House noises: _____ Aircraft: _____ Voices: _____ Local call: _____ Music: _____ Long distance: _____ Machinery: _____	Sex of caller: _____ Estimated age: _____				
Action					
Report call immediately to: _____ Phone number: _____					
RECIPIENT					
Name (print):		Ph No:		Signed:	

3.3. Appendix Three - Identification Checklist

Witnesses, i.e. staff, passers/by should complete a separate copy of this checklist immediately after the incident. The forms must be handed over to Police.

Name / Nickname Used:		Sex:	<input type="checkbox"/> Male <input type="checkbox"/> Female	
Approx Age:		Nationality:		
Complexion:		Accent:		
<input type="checkbox"/> Fair <input type="checkbox"/> Dark <input type="checkbox"/> Pale <input type="checkbox"/> Fresh <input type="checkbox"/> Pimpley <input type="checkbox"/> Scarred <input type="checkbox"/> Suntanned <input type="checkbox"/> Ruddy		Weight:		
		Build:		
		<input type="checkbox"/> Thin <input type="checkbox"/> Stout		
		<input type="checkbox"/> Medium <input type="checkbox"/> Muscled		
Stature:		Voice:		
<input type="checkbox"/> Erect	<input type="checkbox"/> Stooped	<input type="checkbox"/> Clear <input type="checkbox"/> Loud		
Walk:		<input type="checkbox"/> Thick <input type="checkbox"/> Slang		
<input type="checkbox"/> Quick <input type="checkbox"/> Slow <input type="checkbox"/> Limp <input type="checkbox"/> Springy <input type="checkbox"/> Pigeon-toed <input type="checkbox"/>		Facial Hair:		
		<input type="checkbox"/> Type	Colour:	
		Disguise:		
Hair type:	Hair Colour:	Hands:		
<input type="checkbox"/> Curly <input type="checkbox"/> Straight	<input type="checkbox"/> Long	<input type="checkbox"/> Large <input type="checkbox"/> Small		
<input type="checkbox"/> Wavy <input type="checkbox"/> Long	<input type="checkbox"/> Crewcut	<input type="checkbox"/> Calloused <input type="checkbox"/> Medium		
<input type="checkbox"/> Short <input type="checkbox"/> Crewcut	<input type="checkbox"/> Shaved	<input type="checkbox"/> Hairy <input type="checkbox"/> Dirty		
<input type="checkbox"/> Bald <input type="checkbox"/> Shaved		<input type="checkbox"/> Nails missing <input type="checkbox"/> Deformed		
Eyes:		Gloves:		
Colour:	Size:	Type:	Colour:	
<input type="checkbox"/> Squint	<input type="checkbox"/> Starey	Jewellery:		
Teeth:		Scars or Markings:		
<input type="checkbox"/> Even <input type="checkbox"/> Uneven	<input type="checkbox"/> Bad/Discoloured	Weapon:		
<input type="checkbox"/> Spaced <input type="checkbox"/> Bad/Discoloured	<input type="checkbox"/> Missing	Clothing:		
<input type="checkbox"/> Protruding <input type="checkbox"/> Missing				
Comments: (other distinguishing characteristics, what they said, method and direction of escape, type of vehicle used, accomplices etc)				

Related Documents

[1.3.6 Risk Management Framework](#)

References

Not Applicable


Ratification

This policy was adopted by Capricorn Citizen Advocacy's Management Committee at its meeting held on 27 / 03 / 2024.



SIGNED:
President

27 / 03 / 2024
(Date)



SIGNED:
Secretary

27 / 03 / 2024
(Date)