Emergency Management Procedure

1 Purpose

To ensure the safety of all staff, students, and visitors at the University of Southern Queensland (University) during emergencies.

2 Scope

This procedure applies to all staff, students, contractors, and visitors accessing or working within the University's physical campuses.

3 Procedure Overview

This procedure establishes the University framework for managing emergencies across its campuses. It defines the roles and responsibilities of key stakeholders, outlines the structure and content of emergency management plans, and details the appropriate responses to various emergency scenarios to safeguard all individuals on site.

The procedure incorporates requirements for hazard identification, emergency Risk assessment, and the development, implementation, and maintenance of site-specific emergency plans. It outlines the requirement for training and testing, to ensure preparedness and compliance.

If an emergency escalates beyond operational control of the Emergency Control Organisation (ECO) or poses significant reputational, financial, or safety Risks, this procedure triggers escalation to the University Crisis Management Procedure and Plan.

This procedure aligns with the following legislation:

- *Work Health and Safety Act 2011* (Qld)
- *Work Health and Safety Regulation 2011* (Qld)
- *Building Fire Safety Regulation 2008* (Qld).

4 Procedures

4.1 Emergency Roles and Responsibilities

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4.1.1 Emergency Planning Committee (EPC)

The Emergency Planning Committee (EPC) operates under the governance of the University Safety Committee and plays a vital role in ensuring emergency preparedness across University campuses. It plays a collaborative role in supporting compliance and operational readiness where a Fire Safety Advisor (FSA) is appointed. Key responsibilities include:

- Supporting the Fire Safety Advisor in the development and maintenance of emergency procedures and documentation.
- Overview of emergency planning activities across campuses, ensuring site-specific needs are addressed.
- Ensuring training and evacuation drills are completed to meet legislative requirements.
- Reviewing feedback from drills and incidents to inform continuous improvement of emergency procedures.
- Contributing to hazard identification and emergency Risk assessments.
- Ensuring emergency procedures align with broader health, safety, and business continuity frameworks.

4.1.2 Emergency Control Organisation (ECO)

The University Emergency Control Organisation (ECO) is a structured team responsible for executing emergency procedures and ensuring the safety of all campus occupants during emergency events. The ECO operates under the guidance of a certified Fire Safety Advisor (FSA).

The ECO includes the following key roles

Fire Safety Advisor (FSA)

The FSA advises on fire safety measures and ensures compliance with the Building Fire Safety Regulation 2008. They are the person responsible for the management of the ECO. The FSA will:

- Ensure regular fire Risk assessments are conducted to identify potential fire hazards and ensure compliance with fire safety regulations.
- Ensure employees are provided with fire safety training, including the use of fire extinguishers, evacuation procedures, and emergency response actions.
- Ensure regular fire drills are conducted to ensure that all employees are familiar with evacuation procedures and can respond effectively in an emergency.

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- Investigate incidents involving drill failures and workplace fires, completing reports, and providing recommendations to the EPC and relevant authorities if necessary.
- Ensure all plans relating to fire safety are reviewed and current, including building plans and other documentation to ensure regulatory compliance.
- Provide oversight of the Hazardous Chemical Manifest sheet and inform QFES of the location of the manifest.
- Ensure the organisation adheres to all relevant fire safety regulations and standards and consult or escalate to the EPC as required.
- Notify the Incident Controller if an incident meets escalation criteria defined in the University Crisis Management Plan.

Chief Warden

Leads the emergency response within their area of responsibility, coordinates with emergency services, and ensures the emergency plan remains current and effective. They are responsible for:

- Developing and maintaining the emergency response plan.
- Ensuring ECO members are trained and conducting regular emergency drills within their area of responsibility.
- Identifying potential hazards and ensuring evacuation routes are clear.
- Initiating the emergency response plan and managing communication during emergencies.

Area wardens

Manage specific areas and ensure safe evacuation. They are responsible for:

- Conducting regular inspections of their designated areas.
- Ensuring all occupants are aware of evacuation routes and procedures.
- Assisting in the evacuation of their area during an emergency.
- Reporting any issues or hazards to the Chief Warden.

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- Must comply with UniSQ WHS policies, procedures, and site-specific requirements.

First aid officers

Provide medical assistance as needed. First Aid Officers:

- Administer first aid to injured individuals until professional medical help arrives.
- May escalate incidents or call 000 in the event of a life-threatening emergency.
- May escalate an Emergency through SafeZone app to call 000 and notify Security simultaneously.
- Maintain first aid supplies and ensure they are readily accessible.
- Participate in regular first aid training and emergency drills.

4.2 Emergency Risk Assessment

The University is required to conduct Emergency Risk Assessments to identify and evaluate potential hazards across its campuses, in accordance with the Health, Safety and Wellbeing Risk Management Procedure and relevant WHS legislation. This assessment informs the development of required emergency management plans and ensures legal compliance with the duty to manage Risks. The Emergency Planning Committee (EPC) may review the relevant Risk assessments annually or following significant changes, ensuring a proactive and responsive approach to emerging Risks.

4.3 Emergency management plan

All workplaces are required to prepare, maintain, and implement an emergency management plan to ensure a coordinated and effective response to emergencies. Each building should have a site-specific plan that supports a compliant and well-coordinated response, protects life and property, and ensures readiness across all facilities. The plan should include:

- Building Information: Including building name and address, classification, and floor area.
- Emergency notification procedures: Steps to notify emergency service organisations including which services to contact.
- Campus emergency codes: Guidance on responding to various emergency types (e.g. fire, medical, lockdown) using standardised codes.
- Evacuation diagrams: Clearly marked diagrams showing evacuation routes, first aid

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stations, assembly areas, and fire equipment locations. These should be displayed throughout the building.

- Medical treatment procedures: Identification and training of First Aid Officers, maintenance of First Aid Kits, and clear signage indicating the location of first aid facilities.

- Personal Emergency Evacuation Plans (PEEPs): Individualised plans for people requiring assistance during emergencies, developed in consultation with the individual and reviewed regularly to ensure safe evacuation.

- Effective communication protocols: Clear communication between the person responsible for leading and coordinating the response and all persons at the workplace, including the use of PA systems, alarms, and other methods.

- Testing and training: Regular testing of the emergency management plan, including frequency, outcomes, and provision of Information, training, and instruction to relevant workers.

4.4 Training and drills

To ensure emergency preparedness and alignment with the *Work Health and Safety Regulation 2011* (Qld) and *Building Fire Safety Regulation 2008* (Qld), the University requires training and regular emergency drills for all relevant personnel.

4.4.1 General Staff Training

All new staff must be provided with general evacuation instructions within two business days of commencing employment. In addition, all staff are required to complete general evacuation instructions at least once every 12 months. First response evacuation instructions must be delivered to new staff within their first month of employment and refreshed at intervals not exceeding two years.

4.4.2 Emergency Control Organisation (ECO) Training

All ECO members, including Chief Wardens, Area Wardens, and First Aid Officers, should undergo role-specific training. Training should include awareness of escalation protocols and the interface between emergency response and crisis management.

Training must be coordinated by the Fire Safety Advisor (FSA) and include skills maintenance activities at least every 6 months.

4.4.3 Emergency Drills

Chief Wardens, or a nominated person, are responsible for coordinating and conducting at least one emergency drill per year for each building. These drills should simulate relevant emergency

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scenarios such as fire, lockdown, or medical emergencies and involve all building occupants where practical. The outcomes of each drill must be documented, including key observations and any issues identified, and submitted to the Fire Safety Advisor for review.

4.5 Review and continuous improvement

To ensure the University's emergency procedures remain current, effective, and compliant, all plans and protocols are subject to regular review and continuous improvement.

Emergency Management Plans for individual buildings must be reviewed at least every 12 months, or sooner if:

- An emergency has occurred
- There is a structural or functional change to the building
- Directed by the Fire Safety Advisor (FSA)

Facilities Management is responsible for notifying the FSA of any building changes that may trigger a review.

4.6 Record Keeping

This procedure, along with all subordinate documentation, must be maintained in accordance with the University Records and Information Management Procedure. It should also be integrated with other Critical Incidents and business continuity systems to ensure consistency, traceability, and coordinated response across the University's emergency and operational frameworks.

5 References

Nil.

6 Schedules

This procedure must be read in conjunction with its subordinate schedules as provided in the table below.

7 Procedure Information

Accountable Officer	Chief People Officer

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Responsible Officer	Associate Director (Security and Emergency Management)
Policy Type	University Procedure
Policy Suite	Work Health and Safety Policy
Subordinate Schedules	
Approved Date	30/3/2026
Effective Date	30/3/2026
Review Date	30/3/2031
Relevant Legislation	*Work Health and Safety Act 2011* (Qld) *Work Health and Safety Regulation 2011* (Qld) *Building Fire Safety Regulation 2008* (Qld)
Policy Exceptions	Policy Exceptions Register
Related Policies	
Related Procedures	Business Continuity and Crisis Management Procedure First Aid Procedure Incident Management Procedure Records and Information Management Procedure Work Health and Safety Risk Management Procedure
Related forms, publications and websites	UniSQ Crisis Management website Facilities Management Emergencies website
Definitions	**Terms defined in the Definitions Dictionary**
	Critical Incident A Critical Incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury and includes missing Students, severe verbal or psychological aggression, death or serious injury or any threat of these, and natural disaster. Information Any collection of data that is processed, analysed, interpreted, organised, classified or communicated in order to serve a useful

	purpose, present facts or represent knowledge in any medium or form. This includes presentation in electronic (digital), print, audio, video, image, graphical, cartographic, physical sample, textual or numerical form. Procedure An operational instruction that sets out the process to operationalise a Policy. Risk The effect of uncertainty on objectives. SafeZone A personal safety mobile application, allowing registered users a quick and easy means of raising an alert for assistance. University The term 'University' or 'UniSQ' means the University of Southern Queensland. University Record Any recorded information created or received that provides evidence of the decisions and activities of the University while undertaking its business. This is irrespective of the technology or medium used to generate, capture, manage, preserve and access those records.
	Definitions that relate to this procedure only
	Incident Controller A designated individual responsible for leading and coordinating the tactical response to a critical incident or crisis (as per Crisis Management Plan). The Incident Controller assesses the situation, activates appropriate response protocols, and manages operational teams and resources.
Keywords	
Record No	13/308PL