

# EMERGENCY GUIDELINES

**For all  
Emergency  
Services:**

**SWTAFE desk phone: DIAL 0 - 000**  
**Any other phone: DIAL 000**



**After calling 000, dial the Internal Emergency Notification number: 777 from a TAFE phone or 5564 8777 from other phone to advise SWTAFE Management of the emergency.**

*Note: Outside normal business hours the Emergency Services (Police, Ambulance, Fire Brigade) are primarily relied on for emergency response.*

**If the 777 phone is not answered, leave a voice message with your name, location, brief description of emergency and a return phone number.**

**Security Services – after 5.00pm Monday to Friday, and on weekends: Colac Campus only:** call CQ Recruitment Security on mobile: 0499 000 989. **Other campuses:** call 999 from a TAFE desk phone or 5564 8999 then press: **1** for Warrnambool & Sherwood Park, **2** for Portland, **3** for Hamilton, to speak directly with Security Service.

FIRE, GAS, CHEMICAL Emergency	MEDICAL Emergency	BOMB THREAT
<ul style="list-style-type: none"> <li>◦ ONLY IF SAFE to do so:</li> <li>- Assist or notify any person in immediate danger</li> <li>- If fire alarm is not activated and if a break glass alarm is nearby, press the glass to activate the alarm</li> <li>- Secure personal belongings</li> <li>- Close (but do not lock) doors and windows</li> <li>◦ Dial 000 for the Fire Brigade</li> <li>◦ Attack a fire ONLY IF SAFE TO DO SO</li> <li>◦ If Chemical, use spill kit if available and only if safe to do so</li> <li>◦ Dial the internal emergency notification number 5564 8777</li> <li>◦ Evacuate the building to the Emergency Assembly Area</li> <li>◦ Do not use the lift</li> <li>◦ Remain at the assembly area until you are further directed</li> </ul>	<ul style="list-style-type: none"> <li>◦ Check for dangers to yourself, injured persons and others</li> <li>◦ Dial 000 for an ambulance</li> <li>◦ If possible, arrange for someone else to meet and direct the ambulance on arrival</li> <li>◦ Dial the internal emergency notification number 5564 8777 for first aid assistance (unless a First Aider is already on the scene), and to arrange for a person to meet and direct the ambulance on arrival</li> <li>◦ Remain with injured person until First Aider and ambulance arrive</li> <li>◦ <u>NOTE:</u> Automated External Defibrillators (AEDs) are available in the main reception area at SWTAFE campuses: Warrnambool, Sherwood Park, Portland and Hamilton. Colac – AED in 1<sup>st</sup> Aid Room, Glenormiston – portable AED.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Stay calm and let the caller finish the message</li> <li>◦ Try to keep the caller on the line as long as possible</li> <li>◦ Ask questions and record all information on a piece of paper: what time is the bomb going to explode; where is it now? what does it look like? what will cause it to explode?</li> <li>◦ Note characteristics of caller ie gender, voice, speech, language used, background noises</li> <li>◦ DO NOT HANG UP</li> <li>◦ From a different phone, dial 000 for the Police</li> <li>◦ Dial the internal emergency notification number 5564 8777</li> <li>◦ Respond to any directions given</li> </ul>
HOLD UP	UNREASONABLE BEHAVIOUR	OTHER Emergency
<ul style="list-style-type: none"> <li>◦ Obey instructions; observe continually without staring; physical details and attire; mannerisms, distinguishing marks, weapons; articles touched by intruder; direction intruder leaves; description of vehicle and registration</li> <li>◦ If safe to do so, activate duress alarm if one is nearby</li> <li>◦ After offender has left, immediately dial 000 for the Police</li> <li>◦ Dial the internal emergency notification number 5564 8777</li> <li>◦ Cordon off area where intruder touched articles</li> <li>◦ Record details of incident and description of intruder; wait for Police and other assistance</li> </ul>	<ul style="list-style-type: none"> <li>◦ Where a person is unreasonable, uncontrollable, threatening injury or suicide</li> <li>◦ Do not approach the offender unnecessarily</li> <li>◦ Activate duress alarm if one is nearby</li> <li>◦ If safe to do so, notify persons in proximity</li> <li>◦ Leave by nearest exit, avoiding contact with the offender</li> <li>◦ Dial 000 for the Police</li> <li>◦ Dial the internal emergency notification number 5564 8777</li> <li>◦ Wait for assistance</li> </ul>	<ul style="list-style-type: none"> <li>◦ For all other emergencies dial 000 for the emergency services and then dial the internal emergency notification number 5564 8777</li> </ul>