



TOMAX

**EMERGENCY FIRST
RESPONSE PROCEDURES**



IMPORTANT

In the event of an emergency, a call will come over the PA system **TWICE** saying:

“ ATTENTION, ATTENTION, ATTENTION.
THIS IS A BUILDING EMERGENCY.
PLEASE LEAVE THE BUILDING IMMEDIATELY.
DO NOT RUN. **”**

CALLING THE FIRE BRIGADE

01

**DIAL 000
& ASK
FOR FIRE
SERVICE**

02

**ADVISE
OPERATOR
“THERE IS
A FIRE AT
_____”**

03

**DO NOT
HANG UP
UNTIL
TOLD TO
BY THE
OPERATOR**

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EMERGENCY ORGANISATION CHART

CHIEF CONTROL OFFICER

Chris Chalmers

PERSON IN CHARGE

Chris Chalmers

FLOOR CONTROL OFFICERS

**Stephen Edwards &
Chris Chalmers**

EMERGENCY TEAM

**Fiona Yu &
Jessica Kong**

EMERGENCY RESPONSE TEAM

CHIEF FIRE WARDEN

Stephen Edwards

0412 943 435

DOWNSTAIRS FIRE WARDEN

Chris Chalmers

0405 500 480

UPSTAIRS FIRE WARDEN

Fiona Yu

0433 380 418

FIRST AIDERS

Leigh Kerr

0409 242 270

Chris Chalmers

0405 500 480

EMERGENCY CONTACT LIST

EMERGENCY CONTACT LIST	PRIMARY	SECONDARY
GENERAL		
Ambulance - Emergency	000	
Police - Emergency	000	
Police - Dandenong Station		(03) 9767 7444
Fire Department - Emergency	000	
State Emergency Services	132 500	
Poison Control Center	13 11 26	
Crime Stoppers	1800 333 000	
Workcover VIC	1800 451 462	
Worksafe VIC - Mulgrave	(03) 9564 9444	
CLAYTON OFFICE		
Tomax Clayton Head Office	1300 186 629	
F.R.V Fire Station - Clayton		(03) 9662 2311
Electrical - AGL	13 12 45	
Yarra Valley Water	13 27 62	
DANDENONG WAREHOUSE		
Tomax Dandenong Warehouse Manager	0424 478 044	
Dandenong Fire Brigade		(03) 9791 7611
Electrical - AGL	13 12 45	
South East Water	13 28 12	

ARMED INCIDENT ON PREMISES

- ✗ DO NOT RESIST IN ANY WAY
- ✗ DO NOT IN ANY WAY ANTAGONISE THE ROBBERS
- ✗ DO NOT STARE AT THE ROBBERS (THEY MAY THINK YOU RECOGNISE THEM)

- ✓ GIVE ONLY WHAT IS ASKED FOR, NO MORE
- ✓ TAKE NO ACTION THAT MAY JEOPARDISE SAFETY
- ✓ TRY TO SAFELY OBSERVE WHERE THE ROBBER/S GO AFTER THEY LEAVE
- ✓ OBEY INSTRUCTIONS - REMAIN CALM AND CO-OPERATE

AFTER THE ROBBERS LEAVE

1. Staff member/s where robbery took place to:

- Notify Reception and Person in Charge as soon as the robber/s have left.
- All Staff involved or witnessing the incident to fill in armed incident form individually immediately after robbers have left.

Do not compare notes with others.

- Secure the scene and ensure nothing is touched or moved. The Police will gain vital evidence on their arrival if nothing is disturbed unnecessarily.

2. Reception (Person in Charge to appoint staff member in absence of receptionist) to:

- Notify Police on 000 and advise situation, including all relevant details.
- Ensure Person in Charge has been notified.
- Stand by for further instructions.

3. Person in Charge to:

- Preserve robbery area as a crime scene pending arrival of Police.
- As far as practical, ensure witnesses await arrival of Police.
- Notify relevant Staff Counselling Services and arrange for Critical Incident Stress Debriefing.
- Ensure safety of visitors and staff.
- Arrange, in consultation with Service Manager, appropriate security and access for visitors and staff.

NOTE: General Manager only to give statements to the media after consulting with Police. Do not refer to cash held or missed, safety measures, Company procedures or personal details of visitors or staff present.

ASSEMBLY ZONES/FORM UP POINTS

EMERGENCY FORM-UP POINT



Area in front of Reception

NOMINATED ASSEMBLY ZONE



Car park in front of building

DESIGNATED EXITS



BOMB THREAT

ALL THREATS MUST BE TREATED AS GENUINE.

DO NOT TOUCH ANY SUSPICIOUS OR UNFAMILIAR ARTICLE REPORT IT IMMEDIATELY TO PERSON IN CHARGE

1. Person receiving bomb threat to:

- Keep caller talking and write answers down to record information including:
 - a) Exact location of bomb or device if known
 - b) Time of detonation if known.
 - c) Inform Caller premises are occupied and detonation of a bomb could result in death or serious injury to many innocent people
- Hold up bomb threat card to attract attention of any staff member in vicinity
DO NOT HANG UP AT END OF CALL
- Obtain a Bomb Threat Checklist and complete as soon as possible after the caller hangs up.
- Hand the Bomb threat Checklist to Person in Charge as soon as possible

2. Staff Member in vicinity alerted to call. Staff member to:

- Contact Person in Charge and advise them details of threat.
- Carry out the duties of runner under direction of Person in Charge
- No other staff member in vicinity when call is received:
- Person receiving bomb threat to advise Person in charge details of threat when caller has hung up

3. Person in Charge to appoint staff member as runner to relay messages from person receiving bomb threat and

- Advise Police and Emergency Services on 000
- Assign Emergency Team to quickly search nominated areas if safe to do so (Emergency Team search is to be undertaken only if approved by Police prior to and on arrival)
- Alert all staff and visitors for possible evacuation
- Log all areas searched and time searched.

4. Staff to quickly search own work area including their work area toilets

if safe to do so and report results to Person in Charge.

Staff search to be undertaken only if approved by Police prior to and on arrival)

IF EVACUATION IS NECESSARY

(Chief Control Officer to decide after consultation with Police)

5. Person in Charge to:

- Carry out evacuation procedures.
- Carry out instructions of Emergency Services Personnel on site it safe to do so.
- Ensure evacuation area for bomb threat is well away from flying glass and other debris in the event of an explosion.
- Ensure the building is re occupied only when declared safe by Emergency Services personnel.

WINDOWS & DOORS IN THE AREA OF SUSPECT TO BE OPENED TO DISPERSE BLAST PRESSURES IN EVENT OF BLAST. ALL MACHINERY, POWER, GAS ETC. IN THE AREA TO BE TURNED OFF.

DRUG OVERDOSE / SUICIDE ON PREMISES

1. Staff not to assume unless for obvious reasons that person is deceased and all effort to be made to resuscitate the person.

2. Notify Person in Charge and advise:

- Nature and location of incident
- Steps being taken to isolate area where deceased was found.
- Any further action necessary at that point.

3. Person in Charge to:

- Advise Police and Ambulance Service
- Attend scene and ensure:
 - a) Appropriate medical response is in place, including Ambulance assistance.
 - b) Proper protective items and safety measures are being used by staff, particularly if drugs are involved (e.g. protective gloves, resuscitation face shields, oxy-viva equipment, sharps bin)
 - c) Clients surrounding the incident not directly injured or ill are in a safe area and not suffering post-traumatic shock or anxiety as a result of the incident.
 - d) General Manager is advised.
 - e) Carry out any requests of the Police or Ambulance prior to and upon their arrival, provided there is no danger to staff or visitors.
 - f) Staff Counseling services are arranged if required.

NOTE: Police may require statements from staff and clients on their arrival. In the case of a suicide, police may request that the area where the death took place be sealed off while they carry out an investigation

EARTHQUAKE

INDIVIDUAL PERSONAL SAFETY IS THE FIRST PRIORITY IF INSIDE THE BUILDING: TAKE REFUGE UNDER DOOR FRAMES OR ARCHWAYS WHICH WILL PROVIDE SOME PROTECTION.

IF OUTSIDE THE BUILDING: MOVE AWAY FROM BUILDINGS, HIGH WALLS, POWERLINES ETC. WHICH MAY INJURE.

AFTER THE INITIAL SHOCK:

1. Staff to:

- Ascertain whether any injuries to visitors or staff have occurred.
- Advise Person in Charge of situation in their area

2. Receptionist (Person in Charge to appoint staff member in absence of Receptionist) to:

- Advise Person in Charge who will assess the situation
- Notify Emergency Services and advise situation.
- Remain at phones and relay messages for and to Emergency Services if attending and staff as required only if safe to do so.

3. Person in Charge to:

- Ascertain whether any immediate danger to visitors and staff by damaged or exposed services, electricity wires etc.
- Ascertain what immediate assistance is required.
- Advise Receptionist of the situation in their area.
- Assemble Emergency Team then remain in assembly zone only if safe to do so.
- Advise Manager of any assistance required.
- Carry out directions of Manager provided it is safe to do so.
- Direct activities of Emergency Team in relation to their area.
- Carry out all directions of Emergency Services on their arrival as required.

4. Manager to:

- Take up position at assembly zone only if safe to do so or other safe area.
- Direct the activities of Person in Charge as required only when safe to do so.
- Consider evacuation and carry out emergency procedures if required.
- Brief Emergency Services on arrival and carry out their instructions where safe to do so

5. First Aid Officers to: render assistance to injured if necessary where safe to do so

6. Emergency Team to:

- Carry out directions of Person in Charge only if safe to do so
- Fight fire if necessary and safe to do so and act as directed by
- Emergency Services on their arrival if necessary if safe to do so
- Cordon off dangerous area/s and assist to evacuate the area if required if safe to do so.

EMERGENCY EVACUATION

1. Chief Fire Warden take up position at reception and:

- Appoint Deputy Chief Fire Warden to assess situation
- Brief reception as to status of the situation
- Direct staff member to act as receptionist in absence of receptionist.
- Direct Deputy Chief Fire Warden on method of evacuation
- Appoint 2 staff members to act as runners.
- Nominate appropriate assembly zone.
- Ensure Emergency Services have been advised that evacuation is taking place.
- Ensure Manager/General Manager has been advised of situation
- Brief Fire Service on situation on their arrival including location of gas cylinders.
- Proceed to nominated ASSEMBLY ZONE only after all staff/visitors evacuated or as directed by Emergency Service personnel.

2. Receptionist (member of staff appointed by Chief Fire Warden in absence of receptionist) to:

- Call Fire Service on 000 and advise full evacuation is taking place.
- Don't hang up until advised by operator/instructed to leave by Person in Charge.
- Announce Instruction 1 over PA System as per pg 2 of the emergency procedures.
- Remain at Reception until told to leave by Chief Fire Warden or Emergency Services if safe to do so.

3. Deputy Chief Fire Warden to take up position at emergency meeting point and:

- Assemble staff and appoint runners.
- Provide staff members not allocated duties to assist Emergency Team as required.
- Check staff and visitors against staff sign on registers and visitors book
- Ensure all staff and visitors are accounted for.
- Advise Chief Fire Warden of the situation and action taken.
- Proceed to nominated ASSEMBLY ZONE when directed to by the Chief Fire Warden or as directed by Emergency Services Personnel.

4. Emergency Team to:

- Ensure Exit Doors are clear and open.
- Evacuate staff/visitors in a calm and orderly manner via designated exits to Assembly Zones nominated by Chief Fire Warden
- Close windows and doors to contain smoke/fire if safe to do so.
- Remove oxygen cylinders if safe to do so.
- Ensure all areas are checked for staff/visitors as far as is safe to do so.
- Mark doors with a large cross as staff/visitors are evacuated from that area.
- When all areas are evacuated:**
- Report to Deputy Chief Fire Warden, proceed to the nominated ASSEMBLY ZONE.
- Remove oxygen cylinders from Dorney House area if safe to do so.
- Ensure all staff are accounted for at the nominated ASSEMBLY ZONE.
- Mark doors with a large cross as staff/visitors are evacuated from that area.
- When all areas are evacuated:**
- Report to Deputy Chief Fire Warden, proceed to the nominated ASSEMBLY ZONE.
- Ensure all staff are accounted for at the nominated ASSEMBLY ZONE.
- Report situation at ASSEMBLY ZONE to Deputy Chief Fire Warden.

✓ All staff to comply with instructions of Fire/Emergency Services on Arrival

✓ Chief Fire Warden is the only person to declare the building safe for staff to return consultation with Emergency Services Personnel

✓ No staff to leave assembly area until cleared to do so by Chief Fire Warden

FIRE SAFETY

1. Chief Fire Warden to:

- Put on helmet
- Ascertain area alight
- Appoint 2 staff members – one as runner – one as market.
- Send Emergency Team to alarmed area.
- Ascertain situation at alarmed area by sending runner.
- Use PA to inform staff of area where alarm activated by announcing: “AREA ALARMED KITCHEN’ or relevant area.
- Ring 000 and advise Emergency Services of alarm and nature and extent of emergency
- Consider / order full evacuation if necessary as per evacuation procedures.
- Brief Emergency Services on their arrival including special needs areas and known hazards.

2. Emergency Team to:

- Check area where alarm was activated AND
 - Evacuate staff/visitors from immediate area.
 - Close windows and doors to contain smoke / fire if safe to do so.
 - Remove any oxygen cylinders from area if safe to do so.
 - Ensure each area of building is checked for occupancy as far as is safe to do so.
 - Immediately advise the Chief Fire Warden if safe to do so.
- Emergency Team to consider fire fighting ONLY IN PAIRS, IF TRAINED AND SAFE TO DO SO.

3. Deputy Chief Fire Warden to:

- Report to emergency form up point – put on helmet.
- Assemble staff and appoint runners.
- Provide staff members not allocated duties to assist as required.
- Immediately advise the Chief Fire Warden of the situation and action taken.
- Carry out instructions of Chief Fire Warden if safe to do so.
- Ensure General Manager has been advised of the situation.

4. All Other Staff to:

- Proceed to emergency form up points where rostered and await further Instructions.
- Carry out instructions of Emergency Team if safe to do so.

ALL STAFF TO COMPLY WITH INSTRUCTIONS OF FIRE SERVICE ON ARRIVAL

GAS LEAK / CHEMICAL SPILLAGE

1. Staff Member detecting or advised of leaking gas or chemical spillage to:

- Immediately inform Person in Charge of the incident

2. Person in Charge to:

- Conduct an immediate check of the area and
- Notify Chief Control Officer and advise the situation
- Ensure no naked flames or smoking in the area. Immediately shut off all sources of ignition. (pilot lights, naked flames, no smoking etc.)
- Notify Reception during normal business hours.
- Assess seriousness of incident.
- Turn off the supply (gas, fuel, chemical) if safe to do so.
- Carry out evacuation procedures if necessary.
- Ensure reception notify Emergency Services.
- If chemical incident advise Emergency Services Personnel nature and type of chemical if known to ensure their safety and appreciation of the type of incident.
- Ensure Gas Supply Company is notified in case of a gas leak
- When safe to do so ensure all doors and windows are open to ventilate area and ensure area is free of all gas, etc. before allowing staff and visitors to re-enter.

3. Receptionist (Person in Charge to appoint staff member in absence of Receptionist) to:

- Notify Emergency Services on 000 and ask for Fire Service.
- Notify Emergency Services if full evacuation is taking place prior to their arrival.
- Remain at phone and relay messages for and to Emergency Services and staff as required if safe to do so.

MEDICAL EMERGENCY

1. Staff member discovering collapsed person to:

- Check person responses to TOUCH AND TALK.
- Callout for assistance from any Staff member in vicinity.
- Carry out Life Support Flow Chart procedures until assistance arrives.

2. Staff member in vicinity alerted to call -

Staff Member to:

- Contact Person in Charge and advise them of medical emergency.
- Assist with competent Life Support flow chart procedures as required.

No other staff member in vicinity when call is received:

- Ensure Person In Charge is notified as soon as is practical.

3. Person in Charge to:

- Send qualified first aid staff to attend scene immediately
- Ensure all necessary appropriate equipment and care is provided
- Call Ambulance on 000
- Notify Medical Officer.

4. First Aid Staff to:

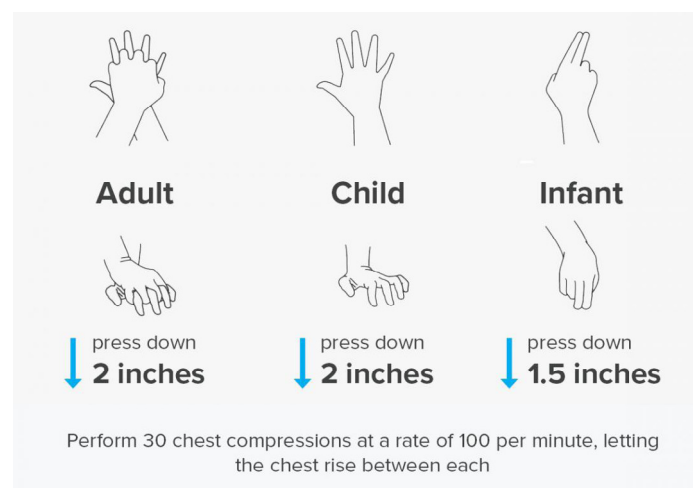
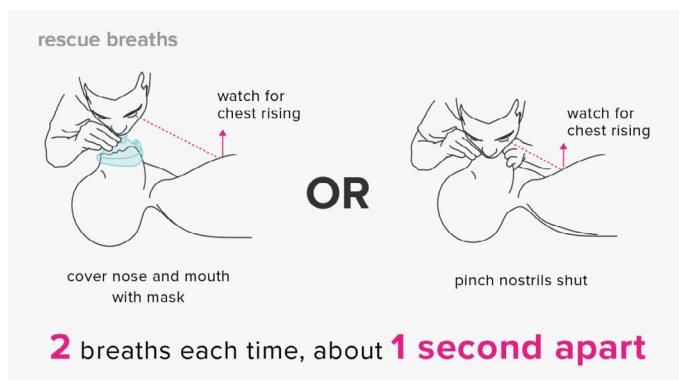
- Carry out CPR and other appropriate medical procedures as required.

COLLAPSE

CHECK RESPONSE TO TOUCH AND TALK

IF CONSCIOUS -
Monitor until the
Ambulance arrives

IF UNCONSCIOUS -
Apply CPR



MISSING PERSON

1. Staff Member noticing missing client to:

- Notify Person in Charge and advise:
 - a) Area and time last seen
 - b) Full description of missing person
 - c) Action taken so far
 - d) Any special needs (medication requirements etc.)
 - e) Possible areas missing client may visit.

2. Person in Charge to:

- Carry out full search of area where client last seen
- Arrange full search of complex building and grounds
- Gather details from client's file
- Contact General Manager and advise all available information and action taken

IF MISSING PERSON IS NOT LOCATED IN COMPLEX BUILDING OR SURROUNDS:

3. Person in Charge to:

- Contact Police and advise situation and action taken
- Carry out instructions of Police on their arrival

4. Manager to:

- Contact relatives of missing client and advise the situation
- Ascertain any further information which may assist in locating missing client

***Incident Form must be completed as soon as practical**

SUICIDE INTERVENTION

When receiving a call from a person who is talking about suicide:

1. LISTEN and if possible use the AVAYA caller ID on the phone system to identify and pass on the callers number to a staff member nearby who can then call emergency services for advice.

2. Show support to the caller, listen to what they have to say.

- a) Acknowledge distress, and affirm their seeking help.
- b) Let them know you want to help them.
- c) Ask how they are feeling about the things that have happened to them to make them feel this way.
- d) Ask directly about thoughts of suicide and self harm whenever there are grounds for concern.

3. Ask: Are you thinking about suicide? Are you planning to kill yourself?

Or you could say – “so you are feeling really down. Sometimes when people feel like this, they have thoughts of suicide. Are you thinking of suicide?” Asking about suicide does not cause the person to consider suicide if they were not thinking about it, or to consider it more seriously if they are already having thoughts of suicide.

4. Listen to their response

- Ask the person to agree not to act upon thoughts of suicide for a specific time.
- Acknowledge they will have thoughts of suicide but not to act on the thoughts until they can receive help. Ask the person how long they think they can keep themselves safe.
- Maybe they have a suicide plan – if this is the case you need permission to disable the plan.

5. Explain: that the emotional pain WILL end and state “You can get through this”. The person may feel they are all alone –

6. Ask: Do you feel you have few resources and are powerless?

Being direct and to the point gives the person at risk permission to talk about their thoughts, and gives them permission to talk about it.

7. Listen to their reasons for living and dying ...explain that the decision to talk about it indicates a powerful desire to live.

8. Maintain the supportive approach and ask the person if they would let someone come to them - if so seek address and phone number but keep the caller on the line and maintain support.

If not encourage the person to promise to contact someone they trust or call Lifeline 13 11 14 if the suicidal thoughts return, and to do this before they harm themselves.

9. In some situations the person may refuse to get help. While it’s important that you try to assist with the help they need, you can’t force them to accept it.

10. When the call is ended, try not to let your concerns about the other person dominate you and try to keep a sense of perspective

11. Contact your Manager immediately.

You may also consider calling Lifeline on 13 11 14 (24 hours a day) for support

SUSPECTED FOOD POISONING

✓ Obtain samples of suspect food eaten, seal in plastic bags and refrigerate immediately. Pass all documented and other information to General Manager.

1. Staff to notify the Person in Charge immediately complaint is made by staff/visitor of feeling ill from food provided by Centre.

2. Person in Charge to obtain and document the following information:

- Particulars of person involved
- Where food was eaten
- Method of food service
- What was eaten
- When eaten
- Anyone else with complaint
- Any other person/s with complaint who ate the same food
- Any other person/s with complain who is ill

No comment to be made in any way or form that may be an admission of liability or responsibility or suggests that there may have been previous incidents of food poisoning at the Office.

SUSPICIOUS PERSON

- ✓ Note actions of person/s carefully (taking particular interest in security/drug/cash handling procedures, person hanging around in dark areas outside building, suspect from previous offence at Office etc.)
- ✓ Write down description of suspect/persons and reason for suspicion if practical to do so.
- ✓ If you suspect person/s known to staff or clients, endeavour to discretely obtain identity.
- ✓ Take no action that may jeopardise safety.
- ✓ Report the matter as soon as practical.

1. Staff to:

- Notify Person in Charge and advise description. Location and reason for suspicion.

2. Person in Charge to:

- Assess situation and if practical, ask person to leave area or leave premises.
- Ensure suspicious person form completed.

3. Person in Charge to:

- Notify Police of:
 - a) Nature of incident
 - b) Reason for suspicion
 - c) Description of person
 - d) Relevant drug security, staff security issues of cash handling procedures if warranted, including banking arrangements and
 - e) Take appropriate steps as advised by Police to ensure staff safety, especially after hours.

***Incident Form must be completed**

THREATENING LETTER

1. Person receiving the article to notify Person in Charge

2. DO NOT HANDLE LETTER.

If treated properly, the letter and envelope will allow Police to trace the person sending the letter.

- Ensure the letter is placed in a plastic bag and sealed
- Advise General Manager of letter and action taken.

3. Manager in consultation with relevant staff members to:

- Decide if any immediate action is to be taken
- Contact Police and advise
 - a) Nature of threat
 - b) Steps being taken
 - c) Assistance required

4. Manager to carry out instructions of Police on their arrival.

EMERGENCY CODES

RED: FIRE / SMOKE

BLUE: CARDIAC ARREST / MEDICAL EMERGENCY

PURPLE: BOMB THREAT

YELLOW: INTERNAL EMERGENCY*

BLACK: PERSONAL THREATS

BROWN: EXTERNAL EMERGENCY

ORANGE: EVACUATION

* Essential services, hazardous substances & illegal occupancy

ACTION IN THE EVENT OF A FIRE - R.A.C.E.

- | | |
|-------------------|---|
| REMOVE | Staff and Visitors from immediate area. |
| ALERT | By verbal warning, activating fire alarm and call Fire Brigade |
| CONFINE | Fire and smoke by closing door/s and where applicable, windows. |
| EXTINGUISH | Attach fire (if safe to do so) using available fire Extinguisher and fire hose reels. |