

Emergency & Evacuation

Information Booklet – Southbank Apartments

1. Introduction

These guidelines are intended to establish the procedures to be adopted in the event of any emergency which may require partial or total evacuation of the building. Evacuation from this building may be necessary as the result of fire, explosion, chemical leak, structural fault, equipment failure or bomb threat. These guidelines have been prepared principally for fire emergencies, but they are suitable for use in other emergencies.

2. Potential hazards and your actions

As a high rise building in the inner city, it is unlikely that Southbank will be directly impacted by bushfire, flooding, floods, etc. However, below is a list of websites that may be useful in event of an emergency situation:

- Bushfires - NSW Rural Fire Service www.rfs.nsw.gov.au
- Floods - NSW SES www.floodsafe.com.au
- Storms - NSW SES www.stormsafe.com.au
- Urban fires - Fire & Rescue NSW www.nswfb.nsw.gov.au
- Heatwaves, earthquakes and other disasters - Australian Emergency Management Institute www.em.gov.au, and
- Tsunami - NSW SES www.ses.nsw.gov.au.

Bushfire and smoke impact

In the event of surrounding bushfires, nearby districts may become smoke affected. If this occurs, we recommend keeping all windows and balcony doors closed and occupants to stay inside the building as much as possible.

Heatwaves

During the summer months in Australia (1 December to 1 March) and the months either side of summer, Wollongong can, and does experience occasional heat waves. We recommend that where possible:

- you stay in doors between the hours of 8:00am and 6:00pm;
- limit exercise during the hottest part of the day;
- keep the blinds/curtains of the apartment closed – this keeps the heat out;
- stay well hydrated.

Please be aware that during heatwaves, there are typically “fire bans” which means that use of BBQs is restricted.

At times, a Total Fire Ban for the area may be enforced. In the event of a TOTAL FIRE BAN:

- No fire may be lit in the open
- All fire permits are suspended

This includes incinerators and barbecues (BBQ) which burn solid fuel, e.g. wood, charcoal or heat beads.

Storms

Wollongong can and does experience storms (thunder, lightning, high winds and rain). We recommend that where possible:

- you stay indoors during these storms;
- keep the blinds/curtains of the apartment closed.

Building fire and/or evacuation

When a fire alarm is triggered, evacuate the building. Do not fight a fire unless properly trained in the use of fire extinguishers.

If you see smoke or fire and the alarm has not sounded:

- If you are trained to use an extinguisher and the fire is small enough, attempt to extinguish the fire.
- Close the doors at the site of the fire; do not lock doors, evacuate the building.
- As you exit the building tell others to evacuate the building.

When outside the building, report the fire by calling 000 on a mobile phone.

3. Emergency Information - Staying Informed

In order to keep informed regarding potential emergency situations or hazards, further information can be sourced from the following media outlets:

- ABC Radio 702AM – emergency broadcaster
- ABC Television – emergency broadcaster

Storms

Weather warnings such as storms, hail and rain events, gales, floods, dangerous surf, damaging winds, etc can be sourced from the Bureau of Meteorology's website:

- www.bom.gov.au

Bushfire and smoke impact

In the event of bushfires in the surrounding districts please monitor fire danger and air quality

- warnings at www.rfs.nsw.gov.au/fdr

4. Emergency Contacts

Life threatening emergency contacts

For all life-threatening emergencies

Fire/Medical/Police **000**

If you are deaf or have a speech or hearing impairment, text 106

Please only call 000 when someone is seriously injured or in need of urgent medical help, your life or property is being threatened or you have just witnessed a serious accident or crime.

Where appropriate:

1. Warn anyone in immediate danger
2. Contain or manage the situation if safe to do so
3. Raise the alarm by activating a 'Break Glass' alarm
4. Evacuate via your closest safe exit
5. Call emergency services on triple zero
6. Call the Building Manager and Astra Representative

Emergency App

We strongly recommend that you download the following emergency app. The app uses GPS functionality built into smartphones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

Emergency Plus

<https://www.emergencyplus.com.au/>

Non -emergency contacts

The following numbers are provided for non-emergency situations:

Host or Authorised Representative	+61 448 379 790
Police	131 444
International Incident Emergency Helpline	1300 555 135
NSW Rural Fire Service (for information on fire bans and bushfires in NSW)	1800 679 737
NSW State Emergency Services (for support and advice in the instance of an emergency)	132 500
RSPCA (to find a shelter, branch, care centre or vet clinic)	+61 2 9770 7555
WIRES (for emergency advice for injured wildlife)	1300 094 747
Plumber	+61 448 379 790
Electrician	+61 448 379 790

5. Emergency Evacuation

Astra Apartments is committed to keeping our guests and visitors safe and assisting them during, and after any incidents.

Emergencies can occur at any time for a variety of reasons. Be prepared to respond independently, particularly if after working hours. Astra staff will respond as quickly as possible to support guests with medical requirements, alternative accommodation, snacks and water while the incident is handled by appropriate authorities.

Smoke detection

Smoke detector devices are fixed to the ceiling of your apartment. These devices will activate an audible alarm if smoke and/or heat is detected in your apartment.

The alarm is powered by mains electricity and has a battery backup. If the battery is running low or flat the alarm will beep once every 3-5 minutes. If this occurs, call your Astra Representative so the battery can be replaced. Do not remove the battery.

The smoke alarm is a continual loud beeping/squeaking sound. If the alarm activates please evacuate the building – see evacuation procedures below.

The alarm is fitted with a reset button.

Fire Alarm & Exits

Southbank has an occupant warning system. Fire engineers will test the alarm system from time to time.

All occupants should make themselves familiar with these Emergency Evacuation Procedures for the building, the location of fire exits. Emergency EXITS are clearly marked by green signs hanging from the ceilings in the hallways next to the elevators. Please familiarise yourself with the fire exits. There is an Emergency Evacuation Diagram on the back of the front door to the apartment and on the back of the bedroom door(s).

In the event of an emergency, follow the instructions of any authority. Exit the building following the 'exit' signs via the fire stairs. Emergency lighting will illuminate the emergency egress routes in the event of normal power failure.

Do not use the lift/elevators in emergencies.

Once you have evacuated the building proceed into Pioneers Rest Park on the other side of Bank St.

In the event of an emergency dial 000 to request the services of the fire brigade, ambulance or police. Provide, when instructed, the street address – 14 Beatson Street Wollongong, your name and contact number.

5.1. Emergency evacuation

In some situations you may be required to evacuate. The building has an emergency warning system throughout. In the event of an emergency evacuation, the evacuation alarm will sound. If you are in doubt, please evacuate the building.

All guests and visitors are required to respond to emergency alarms and follow instructions.

1. Collect your apartment keys and your mobile/cellular telephone
2. If necessary, ensure you have sufficient warm clothes before departing the apartment
3. Check for any sign of immediate danger

4. Shut down equipment/processes that cannot be left unattended (stoves, ovens, heaters, etc)
5. Before departing your apartment look at the Emergency Evacuation diagram on the back of the door. Locate the emergency exit door and the assembly area once you have left the building
6. Locate your closest emergency exit on your floor – look for the green exit sign
7. Follow exit signs to find your way out of the building (do not use lifts)
8. Go to the assembly area
9. Call your Astra Representative

5.2. Emergency lockdown

You will be notified of an emergency lockdown by emergency services, security or Owners Corporation responders via building announcements or other mechanisms. These procedures are implemented to ensure building occupants are protected from external threats, e.g. severe storms or civil disturbance.

1. Remain calm
2. Stay inside the building
3. Follow instructions from the Building Manager and call your Astra Representative

5.3. Medical emergencies

If a person is seriously ill or injured, don't hesitate to call triple zero (000) and ask for an ambulance.

1. Call triple zero (000) and ask for an ambulance. The Emergency Plus app <https://www.emergencyplus.com.au/> can be used as it will provide the GPS coordinates of your location.
2. Seek help and try to find a trained first aider
3. Send people to flag and direct the ambulance on arrival

5.4. Hazardous material incidents

Hazardous materials include chemicals, biological materials and radioactive substances in all forms. People working with hazardous materials are required to plan for emergencies including the need to stop work quickly and respond to spills or an uncontrolled release. Refer to the Safety Data Sheet (SDS) for specific hazard information.

General spill procedures

1. If safe to do so, control the source of release or contain the spill
2. Evacuate and secure the immediate area
3. Determine if local and/or emergency services assistance is required
4. Alert Building Manager / Owners Corporation
5. Call your Astra Representative

If emergency services assistance is required

1. Call triple zero (000)
2. Ensure people involved in the incident are available to assist the Emergency Services

5.5. Gas leaks

Natural gas can be detected by odour. It will quickly dissipate in naturally ventilated areas and poses a limited risk of fire or explosion. Despite this, avoid the use of mobile phones (which can be a potential ignition source) or electrical appliances in the immediate area.

Gas leak detected OUTSIDE a building

- Move away from the leak
- Call the Fire Brigade

Gas leak detected INSIDE a building

When you smell gas in an apartment do the following:

- Clear the area.
- Avoid flames and sparks. Don't light matches or cigarettes. Don't operate electrical switches or appliances, or mobile phones. Don't light gas appliances or equipment if you can smell gas.
- Turn off all gas appliances or equipment. Make sure the pilot light is out.
- Open all windows and doors to disperse the gas.
- If you think that gas is escaping after all gas appliances or equipment have been turned off, turn off the main gas supply at the meter and call the Fire Brigade and Building Manager and Astra Representative
- Do not re-enter the premises until after the all clear has been given by emergency services.
- Warn anyone in immediate danger

5.6. Bomb threats

Bomb threats are usually received via a telephone call. If you receive a bomb threat:

1. Remain calm
2. Do not disconnect the call
3. Record as much information as possible
4. Call Police (000), Building Manager and your Astra Representative

5.7. Personal threats

Feel threatened or afraid

1. Go to a busy place
2. Attract the attention of other people in the area
3. Call Police (000)

Aggressive or potentially violent person

1. Try to remain calm
2. Alert someone nearby
3. Be assertive, but polite
4. Attempt to de-escalate the situation
5. Activate a duress device or call Police (000), only if safe to do so

Armed hold-up or intruder

1. Try to remain calm
2. Cooperate with the intruder/s
3. Observe as much as possible, but don't stare
4. Call Police (000), when safe to do so

Suspicious behaviour

1. Politely ask the stranger: "Can I help you?"
2. Report suspicious behaviour to Police and/or building manager if during office hours
3. Do not challenge anyone acting aggressively, and avoid situations where you may be isolated from assistance. If someone responds aggressively to the standard challenge, withdraw from the situation and call Police (000).

6. Other Relevant Contact Details

Astra Apartments - representative	+61 448 379 790
Building Manager	+61 448 379 790