

STUDENT SAFETY AND SECURITY KIT

ABOUT SAFETY AND SECURITY INFORMATION KIT

This Kit has been designed to ensure that all students and staff are fully informed of the safety and security requirements, including Emergency Procedures that affect their personal safety.

Worldwide Skills Development Pty Ltd t/a The Future Culinary Academy (herein referred to as "FCA") Chief Executive Officer (CEO) will be responsible for the implementation and maintenance of the policy and for ensuring that students, staff, and contractors are fully aware of and comply with the application and associated procedures. Safety depends on the cooperative effort of everyone concerned.

Management

- Ensuring that activities are resourced to the extent necessary to ensure the health and safety of persons either performing or who are affected by those activities.
- Implementing safety measures within their control in accordance with legislative requirements.
- Providing information, instruction, training, and supervision to all persons under their control, including contractors and visitors to ensure that any risk is minimised.
- The formulation, promulgation, and review of specific safety rules for activities conducted within the area under their control.

All employees of the Institute are:

- Responsible for safe work practices consistent with the extent of their control or influence over working conditions and methods.
- Required to co-operate with management in achieving a safe and healthy workplace.
- Required to take reasonable care for their own health and safety and of anyone else who may be affected by their actions.
- Encouraged to actively contribute to the continuous improvement of the Institute's health and safety policies and procedures.

Visitors, Contractors, and Students:

Are required to comply with all reasonable instructions given, consistent with their protection as well as the protection of others whilst on campus.

As an employee, it is your right to work in a healthy and safe environment and to be provided with information about hazards as well as opportunities for training and supervision to minimise these hazards.

It is the student's responsibility to co-operate with the Future Culinary Academy in its legislative responsibility to secure the health and safety of staff, students, and visitors and to ensure the safe working practices of students. The OHS/WHS policy ensures that a safe and healthy environment is provided for all students and employees in the Institute.

All accidents, whether injury producing or not, must be reported to the CEO /Critical Indent officer. The reporting of injuries enables us to investigate and eliminate hazards and unsafe work practices, thus ensuring safe work conditions for employees.

Always remember to:

- Use safe work practices
- Ensure the equipment you use are safe
- Speak up if you see an unsafe condition or work practice
- Seek advice from the staff or the CEO
- Assist FCA to promote a safe workplace

International Student Safety Procedures:

- All classes will be timetabled within FCA's designated class hours, as specified in the relevant timetable.
- No classes will be timetabled for more than eight hrs per day, including breaks.
- Students are advised not to walk in dark areas, take shortcuts and should leave in-group after evening classes.
- All students will be provided with support services and welfare information at orientation, and through the Student Handbook.
- FCA has employed a full-time student support officer who will be available for students to discuss issues that may be adversely affecting their studies.
- All staff, including academic, marketing and administrative staff, are expected to exercise a pastoral concern for students and to assist them in the best way they can and, as appropriate to the staff member's position.
- Future Culinary Academy has a Critical Incident Policy and procedure, which includes emergency evacuation procedures. It is available to all staff and students through FCA's website www.thefca.edu.au, Student Handbook and copy can be made available from the reception.
- FCA has access and equity and procedure, which includes procedures to deal with discrimination, sexual harassment and bullying. It is available to all staff and students through FCA's website and at reception.
- All staff and students must exercise duty of care towards their colleagues and fellow students in the implementation of these procedures.

MANAGING SAFETY AND SECURITY ON AND OFF CAMPUS

Future Culinary Academy is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Students and staff are required to observe any lawful directions given by a staff member of FCA to ensure the safety of individuals and the orderly conduct of learning programs in line with the OHS Legislation.

ON CAMPUS SAFETY

When you are at FCA during the day or late evening, here are some tips to help keep you safe:

- Make sure you observe safety signs, read instructions and are aware of the security and emergency arrangements at the FCA campus.
- First aid boxes are available on the campus. Students can seek help from reception if they need first aid assistance.
- Check the train, tram or bus shuttle services timetable before leaving campus for out of office hours.
- If you drive to the FCA campus, try to park on campus or close to campus and use well-lit car parks.
- When leaving FCA at late evening, try to walk with a friend or group, and take paths that are well lit and ideally frequently used by other people.

➢ **Using the equipment on campus**

When using equipment on campus, you should read manufacturer /operating instructions and if unsure, ask a staff member for help. Make sure you switch the power off while plugging off any equipment. Make sure wires are not loose or damaged. Use personal protective equipment (PPE) wherever required.

Some dangers associated with equipment include electric shock with electrical equipment, burns using the microwave or hot water kettle or using hot water in toilets or sinks, eyes strain with long use of computers, paper cuts while using a printer, etc. Do not engage in horseplay or self-repair while dealing with equipment on campus.

➢ Using the internet

When using the internet on campus, you should protect yourself against spam, online scams like 'phishing,' online bullying and identity theft. Do not open suspicious links and emails.

You can find more information about protecting yourself online at https://www.australia.gov.au/ (opens in a new window). Many Australian internet service providers also offer guidance, so check their website as well.

➢ Security

Although the Institute takes every care to provide a secure study environment, students are strongly advised to keep personal and valuable items with them at all times when on the Campus. Institute is not liable for any loss of personal property. If you have any concerns for your safety or personal belongings, notify reception immediately.

➢ Emergency

If the Future Culinary Academy needs to be evacuated, the staff authorised to conduct safety procedures will give you instructions.

Fire

If you can see or smell smoke or flames, tell the nearest staff member immediately. If the alarm sounds, listen and obey the trainer's instructions. With your trainer, walk down the nearest fire exit stairs quietly and calmly. The allocated safety staff will guide you to exit the building. Safety Warden will cross-check with trainers to make sure all students are present and accounted for.

In case of Emergency Evacuation

In the case of an emergency or a fire drill, your cooperation is appreciated. Follow your trainer's instructions and leave the premises in a calm and orderly manner. Designated meeting places are indicated on evacuation signs throughout the building.

- Do not panic: immediately prepare to leave the building by the nearest and safest exit.
- Assist any person with a disability to leave the building.
- Walk quickly and calmly to the designated assembly area of the premises or as advised by a Warden or Fire and Emergency Services personnel.
- Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire and Emergency Services personnel.
- Do not re-enter the premises until informed that it is safe to do so by a Warden or Fire and Emergency Services personnel. Do not enter the premises if the alarm is on.

Bomb Threats and Scare

On receipt of telephoned bomb threats

- Remain calm and do not do or say anything that may encourage irrational behavior.
- Keep the caller talking (do not hang up) as this may assist in tracing the call, but do not agitate the caller.
- If possible, attract someone's attention and request that they notify security/emergency response services or security of the campus building.
- Note as many details as possible, including:
  - exact wording of the threat
  - background noises
  - Characteristics of caller's voice (gender, accent, delivery, speech defects, manner and estimate of age).
  - Ask for the location of the device, no matter how general

- Ask for the time of detonation.
- When the call has ended, secure the phone to prevent any call from being made on it.
- If not done previously, notify FCA staff.

Suspicious item/bomb threat in campus

You may encounter a suspicious item unexpectedly or while conducting a search as part of your facility or employer's Bomb Threat Response Plan. If it appears to be a suspicious item, follow these procedures:

- Remain calm.
- Do NOT touch, tamper with, or move the package, bag, or item.
- Notify authorities immediately
- Notify FCA staff on campus
- **Call 000 if no one is available.**
- Explain why it appears suspicious.
- Follow instructions.
- FCA staff and/or law enforcement will assess the situation and provide guidance regarding shelter-in-place or evacuation.
- If no guidance is provided and you feel you are in immediate danger, calmly evacuate the area. Distance and protective cover are the best ways to reduce injury from a bomb.
- Be aware. There could be other threats or suspicious items.

➢ EMERGENCY CONTACT LIST AND EMERGENCY PROCEDURE

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre [24 hours]	131 126
24/7 State-specific crisis support services	13 92 76, www.medicarementalhealth.gov.au/crisis-links
Public transport & timetables	131 638 or https://www.ptv.vic.gov.au/timetables
Accident Towing	131 869 https://131tow.com.au/services-category/accident-towing-11
Dentists: Dental Hospital Service [Emergency Only].	(03) 9341 1040
Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Vic Emergency Hotline	1800 226 226 (For major incident updates and warnings in Victoria)
Healthdirect Australia	1800 022 222 (24/7 free health and medical advice from registered nurses)
Lifeline	13 11 14 (24/7 anonymous crisis support and mental health suicide prevention)
Translating and Interpreting Service (TIS National)	131 450 (If you need an interpreter for urgent services)

Nurse On Call: AMA Victoria's Doctor Search	1300 606024
Study Melbourne Student Helpline	1800 056 449 (Available 7:00 AM – 10:00 PM, 7 days a week; or +61 3 9623 1512 from outside Australia)
Safe Steps (Family Violence Response)	1800 015 188 (24/7 support for safety, shelter, and support regarding family violence)

- **Emergency Procedures**

It is most important that you are aware of the correct procedures to follow in emergency situations.

- If you are NOT attending classes and/or are NOT present at Future Culinary Academy campus and an emergency arises, please call Ph: 1800 843 322 | +61 3 8658 7474 (Outside Australia).
- If you are attending classes, or present at FCA's location and anything happens to you, or to a fellow student, or to anyone, please follow the steps detailed below:

Critical incident officer: CEO - Mr Dilpreet Singh Bagga **–** 1800 843 322 | +61 3 8658 7474 (Outside Australia)

1. Medical Emergency

- Make sure there is no danger to you or to the victim(s)
- If possible, advise FCA's critical incident officer
- If necessary, you may be required to:
  CALL an AMBULANCE – DIAL 000, POISONS 131 1 26
- Someone will ask what service you need-tell him or her "AN AMBULANCE". They will then put you through to the ambulance service, who will ask you some questions.
- Check that you know the address where you are, so you can tell the ambulance officer.

  ADDRESS: Level 5, 420 St. Kilda Road, VIC 3004

- Keep the victim calm and get help.
- If the person is conscious, ask questions and get information such as:
  - How did this happen?
  - Are they in pain and where is the pain?
  - Has it happened before?
  - Are they on medication?
  - Who is their next of kin or is there someone they should notify?
  - AND ANY OTHER INFORMATION you can get.
- If the patient is NOT conscious:
  - Do not disturb or move the patient unless the injured person is in further danger. Call for help.
  - Check if the person has a medical bracelet or locket with information, e.g., diabetes, heart condition, epilepsy, etc.

All the above helps to ensure that the sick or injured person receives the most appropriate treatment from the ambulance officers and the hospital staff.

2. CHEMICAL SPILLS AND TOXIC FUMES:

If there is a large spill of chemicals or you are experiencing strong fumes:

- Tell a staff member of FCA about the emergency.

- You may be required to dial 000. Someone will ask what service you need – tell them what the problem is – either toxic fumes or a chemical spill. They will usually put you through to the fire service, who will ask you some questions, give them all the information you can:
  - Address of the spill location
  - Type of chemical (if known)
  - Is there a risk of fire?
- Is anyone hurt, and how many?
- Evacuate the area
- Ask everyone to move to a safe area in an orderly manner. Keep people together so that you can account for everyone.
- Most chemicals have toxic fumes. Depending on the amount of chemical spilled, you may need to evacuate the whole building or just the affected area
- If possible, open the windows and doors to allow the fumes to escape
- If there is a danger of fire, evacuate and leave it to the professionals to deal with.

3. GAS LEAKS ARE ALSO TOXIC.

- Contact a member of staff. If possible, turn the gas off at the mains and open the doors and windows to allow the fumes to escape.
- Do not SMOKE or CREATE A FLAME! This can cause an explosion.
- If there is a risk of fire or explosion, evacuate immediately.

IN CASE OF EMERGENCY

EVACUATION TIPS

- DIAL 000 or notify FCA staff.
- Check that no one else is in the area.
- If there is no danger to you, assist any injured people.
- Leave via the nearest emergency exit.
- Go direct to the designated meeting point.
- Remain there until the Institute's staff member has checked that everyone is present.
- Do not leave this area until you are told to leave by an FCA staff member or the police.
- Do not go back into the premises until the police or fire brigade tells you it is safe to do so.

OFF SAFETY CAMPUS

While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.

Going out

When you are out with friends or by yourself, here are some simple things to consider:

- Always plan your trip home, especially at late evening. You may want to pre-book a taxi or arrange transport with a friend. Always make sure you have enough money to get home.
- Try to travel with a friend or in a group.
- Keep your bag and belongings close to your body and where you can always see them.

- Never hitchhike.
- If you do not have a mobile phone, make sure you have a phone card or money to make a phone call.
- Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.
- Leave valuables at home if you do not need to take them with you. This includes jewellery, electronic equipment such as iPads and your passport. If you have recently arrived and do not have anywhere permanent to live yet, talk to your Institute's student support staff about secure storage facilities on or near campus.
- Do not carry large amount of money with you. You can access your money at ATMs found in shops, supermarkets, petrol stations, shopping malls, bars, shop fronts and many other public places.
- **Call 000 in the event of an emergency**. Remember, calls to 000 are free of charge.

Public transport

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. A number of security measures have been implemented to maximise the safety of public transport users, including security officers and guards, help points, good lighting and security cameras. However, you should still use caution when travelling on public transport:

- Avoid isolated bus, rail and tram stops.
- Check transport timetables to avoid long waits, particularly at night.
- Train carriages nearest to the driver or guard are lit and safest at night.
- If you find yourself left in a train carriage on your own or with only one other person, you may feel more comfortable moving to another carriage.

Taxis

Some tips when using taxis in Australia:

- Sit wherever you feel most comfortable – it is normal for passengers to sit in the front or the rear of the taxi.
- Always ensure you know the address of your destination before getting into the taxi.
- Tell the driver the route you would like to take to your destination, and do not be afraid to speak up if the driver takes you to a different route, particularly one you are unfamiliar with.
- If you do not want the driver to know exactly where you live, get them to drop you off a short distance away.

Beach safety

The person most likely to die from drowning in Australia is either very young (under 5 years of age) or a foreign visitor/student.

Always obey signs while being at the beach.

- Apply lots of sunscreens
- Swim only on guarded beaches
- Beware of undercurrent tides

For more information, visit the link: https://www.healthdirect.gov.au/beach-safety

Sun safety

Australia has one of the highest rates of skin cancer in the world. Being Sun Smart is a simple and effective way to reduce your risk of developing skin cancer.

- Make sure you use plenty of sunscreen
- Wear full sleeve clothing, hat, sunglasses

For more information, click on: www.cancer.org.au/cancer-information/causes-and-prevention/sun-safety

While living in Australia, students must observe safety signs, and be attentive while using escalators, road crossings and public transport. It is advisable to use the first carriage on the train while travelling late night. Avoid taking shortcuts through dark lanes, parks while walking late night. When leaving after late night classes from campus it is advisable to walk in groups, stay in lit up area of the station, preferably within reach of the emergency intercom at the station.

While walking always observe crossing lights, while driving observe road signs and adhere to speed limits. For more information about the safety and security of living in Australia, please visit

https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia

https://www.crimestoppersvic.com.au/current-focus/project-study-safe/

Critical Incidents

Future Culinary Academy has a duty of care to protect and provide the highest possible standard of health and safety for its students, staff and visitors. FCA aims to be in the state of preparedness to deal with any critical incident which may arise during on campus and off campus activities through effective planning, management and rehearsal.

As per Standard 6.8 of National Code 2018, Future Culinary Academy has its Critical Incident Policy and Procedures in place.

Critical incidents include:

- Accidents
- Threats of harm, theft, sexual assault, etc.
- Chemical, radiation or bio-hazard spillage;
- collapse or major building damage
- dangerous or threatening person
- death, serious injury or any threat of these
- disappearance or removal of staff or
- student(s)
- domestic violence, drug/alcohol abuse
- Fire, explosions, gas leak, weapons, bombs
- incidents involving siege, hostage,
- injury or death of a student, staff member or member of the public
- medical emergencies
- missing students
- natural disasters such as earthquake,
- floods or windstorms
- outbreak of disease

Non-life-threatening events could still qualify as critical incidents.

Immediate Action- Inform the CEO of the Critical Incident or Call Emergency Services at 000.

If no staff is available around you and danger to life or safety occurs, all staff members are authorised to take appropriate action, including:

- Identify the nature of critical incidents and consequences.
- If consequences are life threatening or immediate danger to safety of yourself and other people, remove /evacuate yourself and others from the area of danger to a safe area.
- Contact emergency services by calling 000. When you call Triple Zero (000) it will prompt if you want Police, Fire or Ambulance --> Stay calm, do not shout, speak slowly and clearly, and tell emergency services exactly:
  - Location, time
  - Nature of critical Incident (e.g., threat, accident, death or injury)
  - Names of people involved
- After providing details of the emergency, contact the CEO as soon as practicable. If this is not possible, then contact the senior most people available and brief them about the incident and its status along with
  - Location, time, and nature of critical incident
  - Names, roles, and contact information of people involved.

CEO will seek information about the incident and decide whether information about the incident should or should not be publicly available. CEO will issue instructions to urgently deal with any emergency matter.

On receipt of news or information regarding a critical incident, the CEO or senior person will do the following:

- Create for themselves a clear understanding of the known facts.
- If an emergency exists and emergency services are not contacted already, it is advisable to contact the relevant emergency services by calling 000 as soon as possible.
- Ensure safety of students and staff, including evacuation (if not done already).
- If translators are required, contact Translating and Interpreting Services by calling 13 14 50.
- Be present when emergencies arrive and liaise with emergency services.
- Deploy Institute resources and supervise critical incident and emergency response.
- If counselling services are required, contact Lifeline on 13 11 14
- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for advice on best way of assisting student.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Procedure:

On-Campus Incidents: If the incident is on campus and involves death, serious injury or a threat to life or property, the CEO should be contacted immediately.

Off-campus Incidents: If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the CEO (Mr Dilpreet Singh Bagga**,** 1800 843 322 | +61 3 8658 7474 (Outside Australia)).

Any action taken regarding a critical incident is recorded to include outcomes or evidence if the incident is referred to another person or agency.

For detailed Critical Incident Policy and Procedure, visit the FCA website www.thefca.edu.au.

Critical Incident Management Flowchart

Immediate Action	
Witnessing critical incident	Contact Emergency Services - Dial 000. Person witnessing critical incident should contact the CEO and other senior staff member (if CEO is not available) immediately.
Assess situation: focus on immediate safety of other students and staff	Assess the situation and if immediate danger exists: Remove yourself and others from the area to the emergency gathering area (refer to evacuation plans in each area) Contact emergency services by **calling 000, when you call Triple Zero (000), it will prompt if you want Police, Fire or Ambulance.** Stay calm, do not shout, speak slowly and clearly and tell emergency services exactly where to come. Give an address or location. Contact CEO/senior staff and FCA first aid officer.
Critical* incident *officer	• Create for themselves a clear understanding of the known facts • Call 000 if an emergency exists and emergency services are not contacted already. • Ensure the safety of students and staff, including evacuation (if not

	done already). • Be present to liaise with emergency services. • Deploy resources and supervise critical incidents. • Plan an immediate response. • Plan ongoing strategies. • Allocate individual roles/responsibilities for ongoing tasks. • Communicate with families, students, staff and other relevant People. • Undertake debriefing & identify counselling needs and arrange counselling.
Within 24-48 hours	CEO - Manage the media Prepare a written statement Plan ongoing action
	Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following: • Contact with next of kin/significant others • Inform FCA's staff and students. • Prepare a guideline for staff about what information to give to students in line with privacy policy. • Prepare a written bulletin for staff and students if the matter is complex. • Brief staff and delegate a staff member to deal with telephone/counter inquiries. • Managing any media -The CEO or Delegate will be responsible for handling calls and queries from the media. • When liaising with media CEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing the sensitive information to media, which might affect the function of the emergency services. • Identify students and staff members most closely involved with the incident and ensure that they are offered support and counselling. • Arrange a time and place for an initial group/individual debriefing session with the Counsellor/s • Arrange access to emergency funds if necessary.
Within 7 days	CEO completes "Incident Report" form. Record the incident and include the following key details in report: • The time of the incident • The location and nature of the incident • The names and roles of persons directly involved in the critical incident • The action taken by the Institute including any opportunities for improvement • The organisations and people contacted by the Institute.
Within 7-14 Days (as deemed appropriate)	Following the incident, a senior management review will be undertaken, and recommendations should be placed in the continuous improvement register if appropriate. FCA will put in place policies and procedures to ensure that the incident is not repeated.

Related documents

- Critical Incident Policy
- OHS/WHS Policy
- Student Handbook

Other useful safety and security information sources

Melbourne, Victoria
https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia
https://www.youtube.com/watch?v=JaKOZvEH1tU
https://studymelbourne.vic.gov.au/living-here/your-health-and-safety
https://www.crimestoppersvic.com.au/
https://www.police.vic.gov.au/personal-safety