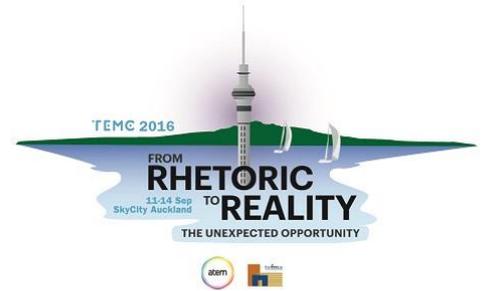


Concurrent Session B
Monday 12 September 2016
11:45am – 12:35pm



Session 6
#ENAS @CQUni

Priscilla Stevens-Quiney, Jo Miller, Peter Vanheck
Central Queensland University

Priscilla Stevens-Guiney is the Senior Executive Officer for the International and Services Office at CQUniversity. In this role she has lead a diverse team to in the delivery of the Emergency Management Alert System (ENAS) for CQUniversity, which was recognised and awarded the 2016 Opal Award for the projects outstanding contribution to internal staff engagement and the 2016 Vice-Chancellor Award for Professional Staff. Mrs Stevens-Guiney comes from a protected area management background and her experience in emergencies and emergency response, particularly in remote and dispersed environments aided in the project management of the ENAS system.

Peter Vanheck is the Data Centre Manager at CQUniversity. He is responsible for ICT infrastructure and systems, IT Security and Risk Management, Audio Visual and Data Centres. Leading a team of level three engineers to manage IT infrastructure projects and operational activities across an increasing national footprint to support the IT Director and CIO achieve University strategic goals. Peter has over 20 years of experience working in the ICT sector within Australia and the United Kingdom.

Jo Miller is the Manager, Risk & Reporting at CQUniversity and is responsible for leading and overseeing the corporate risk and reporting functions within the University. This includes providing high-level, comprehensive and integrated advice, evaluation and assistance on these areas across the University. With more than 25 years' extensive and diverse experience in higher education providing a substantial foundation for supporting the University's risk management activities.

The Emergency Notification Alert System (ENAS) is a significant step forward in CQUniversity meeting the care and safety of students, staff, contractors and other persons who are working on any of the 23 locations that the University operates around Australia. Having a multi-layered message management system for all stages of an emergency is paramount in ensuring everyone is aware of what to do and when. The ENAS demonstrates that CQUniversity is committed to safety. Its commitment of resources to develop and implement this highly advanced emergency system will ensure that the capability will grow and expand as the University does, whilst saving significant future cost in other security infrastructure.

Engagement, Leadership, Innovation and Best Practice

Establishing the ENAS required the project team to review all existing emergency and crisis response policies and procedures, to identify current practices and areas for improvement. In addition, the project team completed an audit of each University site to ascertain the current infrastructure in place to enable the University to communicate quickly to large groups of people to take action in an emergency. This resulted in an Options paper being prepared for Vice-Chancellor's Advisory Committee (VCAC) consideration.

The ENAS comprises four key components: the SafeZone app via an information technology platform provided by Critical Arc, short message service (SMS) via Whispir, Atea for notification through CISCO handsets and Microsoft for mail message into Outlook. Feedback from our key clients CriticalArc (SafeZone), Whispir (Telstra), and the Queensland Emergency Services is that the federal, state and local governments and Universities have emergency notifications in place, but unlike CQUniversity's ENAS, which is comprehensive. They believe that CQUniversity is the first University to establish a contemporary ENAS that is simple to use.

Implementation of the system required the project team to undertake a comprehensive review and update of seven existing policies, procedures and terms of reference related to crisis management. As well as the development of a new Working Alone and Check-In Guideline featuring the SafeZone app. The App significantly improved the safety of staff and students who work alone or in isolated circumstances, while on-campus or out in the field. Staff inductions and student orientations, and the Fire Emergency Procedures on-line training program were all updated to reflect the implementation of the ENAS.

Video's, Q&A's, a web page and information was placed on the Health and Safety (H&S) portal to help staff and students to download the App and gain a deeper understanding of the ENAS. Moving forward, staff and students will be exposed to the ENAS whenever they complete any emergency or lockdown drill.

Recognising the challenge of promoting the SafeZone smartphone app in a crowded app space on students' phones, and the high-frequency nature particularly of Vocational Education and Training (VET) enrolments, CriticalArc has worked with the ENAS team to devise new processes such as bulk pre-registration of students upon enrolment and staff on acceptance of their offer of employment.

CriticalArc confirmed that to have achieved 2000 sign-up's in four months is the fastest sign-up rate ever to the App for a university. Tailor-made instructional videos on SafeZone have been loaded onto the university's OH&S portal, YouTube and web site as well as the CriticalArc website.

CQUniversity's ENAS featured in the CriticalArc Emergency Management White paper in July 2015. This White Paper was circulated to over 1,000 Higher Education providers in Asia Pacific, UK, Europe, Middle East and USA along with press releases.

When the system went live in February 2015, media across Australia featured this innovative approach to staff and student safety. CQUniversity has been developing and testing the technology, which issues messages via text, email and a mobile app, for the past 18 months. It is the only university in Australia to have this type of warning system.

The University has seen successful student and staff uptake of SafeZone (currently 2200), with direct promotions to students and a rolling campaign of departmental staff briefings via teleconference across multiple campuses.

Keeping the university communities safe and informed during an incident is important and with the implementation of the ENAS, CQUniversity has taken another step forward in ensuring staff, students and contractors are safe whilst at work or study.

