

PROVISION OF EMERGENCY COMMUNICATION SYSTEMS STANDARD

SCOPE

This standard applies to all buildings and grounds owned and/or under the control of Monash University within Australia.

Instances whereby buildings fall outside the scope of this standard should be referred to Monash Health, Safety and Wellbeing (HSW) for consideration.

As part of fulfilling its obligation to provide a safe workplace, the University must ensure that an effective, reliable and uniform emergency communication system is available in all buildings and grounds under the University's control. The purpose of this standard is to clearly outline the requirements relating to the provision of an effective emergency communication system for all Monash University controlled buildings and grounds.

1. Minimum requirements

- 1.1 The minimum requirements for the provision of emergency communication systems within a building are that:
 - 1.1.1 All new Emergency Warning Intercommunication System(EWIS) installations should be commissioned in accordance with AS1670.4:2018;
 - 1.1.2 Where present and/or possible, Warden Intercommunication Point (WIP)s are connected to the Monash Security control room in addition to the EWIS panel; and
 - 1.1.3 All Monash (internal) telephones must have the facility whereby the user can report emergencies to:
 - Monash Security by dialling 333; and
 - Emergency Services by dialling (0)000 from a physical handset or 000 using a softphone.
 - 1.1.4 There are some buildings owned and occupied by Monash University that do not have EWIS panels. In this instance, the local Emergency Control Organisation (ECO) must determine the methods of communication as part of their [Emergency Response Plan](#). This could include the use of a megaphone and/or walkie-talkies.

2. Additional Modes of Communication

The University also provides [Emergency Help points](#) that are strategically positioned in well-lit areas within the University grounds and are clearly visible to Monash Security via the University's CCTV cameras. When a person presses the red emergency assistance button on the help point unit, a direct call is automatically made via speaker phone to the University's Security control room.

3. Responsibility for Implementation

A comprehensive list of HSW responsibilities is provided in the document [HSW Roles and Responsibilities Standard](#). Specific responsibilities relating to the provision of emergency communication are detailed below.

Buildings and Property (B&P)

B&P is responsible for:

- The installation and maintenance of the EWIS; and
- The provision of specialist advice on the positioning of WIPs.

eSolutions:

eSolutions is responsible for:

- Maintaining the Monash University telephone service and campus Emergency Help points
- Communicating any changes that could have an impact on the minimum requirements outlined in accordance with the [HSW Engagement Standard](#).

Monash Health, Safety and Wellbeing (HSW):

HSW is responsible for where relevant, assisting ECOs to determine the methods of communication as part of their Emergency Response Plan.

4. Records

For HSW Records document retention please refer to the University's: [Information Governance and Recordkeeping Procedure](#)

5. Definitions

Definitions specific to this standard are as follows.

Key word	Definition
Emergency	An immediate or imminent occurrence of an event which in any way endangers (or threatens to endanger) the health and safety of persons, and or Destroys or damages (or threatens to destroy or damage) any property and or the environment.
Emergency Warning Intercommunication System (EWIS)	The EWIS Panel is usually located on the ground floor in a building next to the fire indicator panel. The EWIS will activate alarms tones (i.e. Alert and Evacuation) and allows communication between ECO personnel via WIPs which are connected to the EWIS Panel and located throughout a building. The EWIS Panel also has a public address (PA) system that can be used to communicate messages to the whole building or a specific location, and a Panel WIP which can be used to communicate to the Monash Security control room or Floor Wardens.
Emergency Help Points	Emergency help points are strategically positioned in well-lit areas within the university grounds and are clearly visible to security via the University's CCTV cameras.
Monash (Internal) Phone	These are provided and maintained by eSolutions for all general communication purposes and include physical handsets and the installation of softphones.
Softphone	Computer-based phone, e.g. Zoom phone
Warden Intercommunication Point (WIP) also known as Red Emergency Phone)	Strategically located and readily accessible red wall mounted handsets connected directly to the EWIS panel and to the Monash Security control room.

GOVERNANCE

Parent policy	HS&W Policy
Supporting documents	Monash University HSW Documents HSW Engagement Standard HSW Roles and Responsibilities Standard
Supporting schedules	N/A
Associated documents	Australian and International Standards AS/NZS 1670.4: 2018 Fire Detection, Warning, Control and Intercom systems- System Design, Installation and Commissioning- Emergency Warning and intercom systems AS/NZS 1670.5-2016 and AS/NZS 4428.4-2016 Fire detection, warning, control and intercom systems - Control and indicating equipment - Emergency intercom control and indicating equipment AS 3745-2010: Planning for Emergencies in Facilities ISO 45001:2018 Occupational Health and Safety Management Systems

Related legislation	Occupational Health and Safety Act 2004 (Vic) National Construction Code
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DOCUMENT HISTORY

Version	Date Approved	Changes made to document
1.0	2026	Administrative changes due to: • Conversion of Procedure to a HSW Standard • Transition Procedure out of University Policy Bank on to HSW website