Soaring Sparrows

Emergency Management and Continuity of Services Plan

1️⃣ Purpose 🎯

This plan helps keep **everyone safe** – participants, staff, and visitors 👩‍🦼 👨‍💼 👧 .

It also makes sure services **keep running** during emergencies like fire, floods, or pandemics 🌪️ 🦠 .

It tells us how to **prevent problems, respond quickly, and recover** afterwards ✅ .

2️⃣ Who This Plan Is For 👥

- All **staff** 👩‍💼 👨‍💼

- All **participants** 🧑‍🦯 👨‍🦼

- All **visitors** 👪

3️⃣ What Are Emergencies & Disasters? 🚨

Emergency: Something that is dangerous **right now** and needs urgent action.

Examples:

- Medical problems (allergic reaction, heart attack) 💗

- Fire or explosion 🔥 💥

- Violence or aggression 🔴

- Power or water failure 💡 💧

- Participant crisis (behavioural or mental health) 😱

Disaster: A big event that **affects many people and services**. Examples:

- Natural disasters: bushfires, floods, storms 🌊 🔥 🌪️

- Tech disasters: power outage, internet failure 💻 ⚡

- Public health: pandemics, infectious diseases 🦠

Key point: Emergencies and disasters need **quick action, clear communication, and safety first** ⚖️

🔼 Roles & Responsibilities 👨‍💼 👩‍💼 👥

- **Director:** Lead response, communicate with authorities, keep contact lists updated 📞 🗂️

- **Staff:** Follow the plan, help participants, report and document incidents 📝

- **Participants:** Follow staff instructions, report safety concerns 🚨

- **External Support:** Fire, police, ambulance, council, health providers 🚑 🚒 👮

5️⃣ Risk Assessment & Prevention 🛡️

- Check the office, mobile services, and participant homes for hazards 🔍

- Keep first aid kits, fire extinguishers, emergency exits, PPE ready 🧰 🔒

- Staff trained in **first aid, CPR, manual handling, infection control** 🎓

- **Essential to Life Services:** Critical supports needed for safety or survival 🫁 💊

  - Personal care, feeding, hydration

  - Mobility support

  - Medical treatments or therapies

  - Any other support critical to wellbeing

6️⃣ Emergency Communication 📟

- Keep an **Emergency Contact List** updated 📒

- Use phones, SMS, email, or alerts to notify staff & participants 💬

- Document all communication in participant notes 📝

7️⃣ Emergency Procedures 🚨

All emergencies are **recorded in the Incident Register**.

Fire 🔥

- Evacuate to meeting point 🟫

- Call 000 📞

- Check everyone is safe ✅

Medical Emergency 💗

- Provide first aid if trained 🩹
- Call 000 if serious 📞
- Notify Director

Severe Weather / Natural Disaster 🌪️

- Monitor warnings 📣
- Inform participants of safety measures 👨‍💻
- Stop or adjust services if unsafe 🚫
- Record actions

Security Threat / Aggression 🥊

- Move away from danger 🏃
- Call 000 if needed 📞
- Report to Director

Pandemic / Infectious Disease 🦠

- Follow government advice 🏛️
- Use PPE, hygiene, distancing 😷 🧴
- Adjust services as needed
- Keep remote contact options 💻
- Document exposure and actions 📝

8️⃣ Continuity of Services 🔄

- Keep participant records up-to-date 📁

- Have backup staff ready 💁‍♀️

- Director responsibilities delegated if absent 🔄

- Review continuity plans quarterly 🗓️

- **Essential to Life Services** always prioritised 💊 🫁

- Communication order during disasters:

    1. Participant / Representative

    2. Emergency Contact / Plan Nominee

    3. SIL or SDA provider

    4. Regular Support Worker

    5. Emergency Services 🚨

9️⃣ Training & Drills 🏋️

- Run annual drills (fire, evacuation, medical, pandemic) 🔥 🩺 🦠

- Include in new staff induction and refresher training 📚

- Keep training records 📄

🔟 Record Keeping 📝

- Document **all incidents, near misses, and emergency responses**

    o Participant notes

- o   Incident Register

- o   Staff training records

1️⃣1️⃣ **Review** 🔄

- Review plan **every 2 years** or after major events

- Include feedback from **staff, participants, and regulators** 🗣️

✅ This is your Easy Read guide to **Emergency Management and Continuity of Services** If you want the **full policy**, please ask us.