Simple English

Emergency Management and Disaster Plan

1. Purpose

This plan is to keep **participants, staff, and visitors safe** and to ensure services **continue during emergencies or disasters**, including pandemics.
It guides **prevention, response, and recovery** to reduce harm and disruption.

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2. Scope

This plan applies to:

- All **staff**

- All **participants**

- All **visitors** to offices or community services

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3. Definitions

Emergency: A situation that can **cause immediate danger or harm**. Examples:

- Medical emergencies (allergic reaction, heart attack)

- Fire or explosion

- Violence or aggression

- Power or water failure

- Participant crisis (sudden behaviour or mental health issues)

Disaster: A large-scale event that **affects many people or services**. Examples:

- Natural disasters: bushfires, floods, storms, extreme weather

- Technological disasters: major power outage, internet failure, chemical spill

- Public health emergencies: pandemics or outbreaks

Key Principle: Emergencies and disasters need **quick action, clear communication, and documented procedures** to protect people and meet NDIS standards.

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4. Roles and Responsibilities

- **Director:** Leads emergency responses, communicates with authorities, maintains emergency contacts

- **Staff:** Follow the plan, help participants, report and document incidents, carry out continuity procedures

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

- **External Support:** Emergency services (fire, police, ambulance), healthcare providers, local authorities

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5. Risk Assessment and Prevention

Staff will:

- Check offices, mobile services, and participant environments for hazards

- Maintain first aid kits, fire equipment, emergency exits, and PPE

- Ensure training in **first aid, CPR, manual handling, and infection control**

- Identify **Essential to Life Services** (supports critical to a participant's health or survival) in participant Care Plans and the Risk Register

    - Examples: feeding, medication, mobility assistance, essential medical treatments

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6. Emergency Communication

- Keep an **Emergency Contact List** with staff, participants, emergency services, and NDIS contacts

- Use phones, SMS, email, or CRM alerts to communicate

- Record all communications in participant notes

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7. Emergency Procedures

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

Fire:

- Evacuate to the nearest exit and meet at the assembly point

- Call 000 and inform Director

- Account for everyone

- Do not re-enter until cleared

Medical Emergency:

- Provide first aid if trained

- Call 000 if serious

- Notify Director

Severe Weather / Natural Disaster:

- Monitor warnings from authorities

- Inform participants and follow safety instructions

- Stop or adjust services if travel is unsafe

- Record actions

Security Threat / Aggression:

- Remove yourself and participants from danger

- Call 000 if needed

- Report and document the incident

Pandemic / Infectious Disease:

- Follow government advice

- Use PPE, hygiene, and physical distancing

- Adjust or suspend services if needed

- Maintain remote communication if possible

- Document staff and participant exposure and actions taken

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8. Continuity of Services

- Keep participant records up-to-date for backup staff

- Identify backup staff for mobile and office services

- Delegate Director responsibilities if absent

- Review continuity plans quarterly

- Prioritise **Essential to Life Services** for participants during emergencies

- Communication during disaster:

  1. Participant / representative

  2. Emergency contact or plan nominee

  3. SIL or SDA provider if applicable

  4. Regular support worker

  5. Emergency services

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9. Training and Drills

- Conduct annual drills for fire, evacuation, medical emergencies, and pandemic response

- Include emergency procedures in new staff induction and refresher training

- Keep records of all training

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10. Record Keeping

- Document all incidents, near misses, and emergency responses in:

  o Participant notes

  o Incident Register

  o Staff training and supervision records

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11. Review

- Review the plan **every two years** or after a major incident, regulatory change, or service expansion

- Include feedback from staff, participants, and regulators