Emergency & Disaster Management Policy

This policy establishes a framework for planning, preparedness, response, and recovery from emergencies, disasters, and pandemics to ensure the health, safety, and well-being of participants. It applies to all workers, participants, and support networks involved in the provision of NDIS services, covering natural disasters, pandemics, health emergencies, infrastructure failures, and other unforeseen disruptions. Every Human is committed to implementing effective emergency and disaster management plans to minimize risks, maintain continuity of support, and uphold the safety and well-being of all individuals involved.

Key Principles

- Preparedness: Proactive planning and readiness for potential emergencies or disasters.
- Response: Rapid and effective actions to manage emergencies and pandemics.
- Adaptability: Flexibility to modify participant supports as needed.
- Communication: Clear and timely communication with participants, workers, and support networks.
- Continuous Improvement: Regular testing, reviewing, and updating of plans.

Compliance and Legislation

This policy aligns with the NDIS Practice Standards and the NDIS Quality and Safeguards Commission guidelines. Compliance with relevant state and federal emergency and pandemic management legislation will be maintained.

Emergency, Disaster & Pandemic Management

Continuity of Supports

- Measures will be in place to ensure participants continue receiving critical supports before, during, and after an emergency or pandemic.
- Plans will consider participant-specific needs and the impact of various emergencies.

Planning Considerations

Management planning will include:

1. Preparing for and responding to emergencies, disasters, and pandemics.
2. Adjusting and modifying participant supports as required.
3. Adapting rapidly to disruptions while ensuring service continuity.
4. Communicating any changes in support to workers, participants, and their support networks.

Pandemic Management Measures

- A pandemic response will be pre-planned, risk-managed, flexible, and person-centered.
- Every Human will comply with government guidelines, including infection control procedures, PPE use, and vaccination programs.
- Social distancing and isolation protocols will be implemented as needed.
- Workers and participants will be provided with pandemic-specific communication resources such as easy-read documents and digital aids.
- Contact tracing records are maintained for follow-up in case of exposure.

Development & Implementation of Emergency & Pandemic Plans

- Every Human will develop and implement emergency, disaster, and pandemic management plans.
- Plans will be created in consultation with participants, their families, and support networks.
- Plans will outline specific actions for different types of emergencies and pandemics, including COVID-19 and other infectious disease outbreaks.

Testing & Reviewing Plans

- Plans will be tested periodically through simulations and scenario exercises.
- Every Human will conduct reviews and assess the effectiveness of plans to make necessary adjustments.
- Reviews will be informed by feedback from participants, workers, and support networks.

Communication and Training

- Emergency and pandemic response plans will be clearly communicated to all relevant stakeholders.
- Workers will receive training on emergency and disaster response procedures, including role-specific responsibilities.
- Regular refresher training sessions will be conducted to ensure ongoing preparedness.

Specific Emergency Scenarios

Building or Car Fire

- **Building Fire:** Alert all occupants and call 000. Move to a safe location within view of the building for emergency services to make contact. Notify manager and report the incident.
- **Car Fire:** Pull over immediately and evacuate the vehicle. Assist the participant if necessary to get out and away from the vehicle. Do not attempt to retrieve personal belongings. Call 000 if a bystander has not already done so.

Natural Disaster (Bushfire, Severe Weather, Earthquakes, or Tsunami)
- SES warnings should be taken seriously and acted upon without hesitation.
- Management will monitor advice and provide up-to-date instructions to support workers.
- Participants will be contacted to check if support is required for evacuation.

Traffic Accident or Incident
- Pull the vehicle over immediately and check that the participant is safe.
- If unsafe to remain in the vehicle, assist the participant to a safe area if possible.
- Exchange contact and insurance details with any involved parties.
- Call 000 if injuries are present or if drugs/alcohol are suspected.
- Notify the office, which will contact the emergency contact.
- An incident report must be completed within 24 hours.

Robbery or Crime
- Remain calm, assess the situation, and comply with demands to ensure safety.
- Avoid sudden movements or actions that may provoke the offender.
- Take note of the offender's appearance, language, and any distinguishing marks.
- Call 000 and provide emergency services with detailed information.
- Notify the supervisor and report the incident.

Responsibilities

We are responsible for the following:
- **Every Human:** Develops, implements, and oversees emergency and pandemic plans, ensures periodic testing and reviews, and engages with stakeholders.
- **Workers:** Undergo training, implement emergency and pandemic response actions, and maintain clear communication with participants and support networks.
- **Participants and Support Networks:** Engage in planning, provide feedback on emergency and pandemic plans, and adhere to guidance during emergencies and pandemics.

Monitoring and Review
- Emergency and pandemic management plans will be reviewed annually or after any significant emergency or pandemic event.
- Feedback from participants, workers, and external stakeholders will be incorporated into plan revisions.
- Compliance with emergency and pandemic procedures will be monitored, and improvements will be implemented as required.