

# EMERGENCY MANAGEMENT

## POLICY AND PROCEDURE

### **Policy Statement**

The safety of our workers, visitors and contractors in case of emergency requires controlled movement to ensure everyone's safety and security.

### **Principles**

The purpose of this procedure is to ensure the safety of our workers, visitors and contractors in case of emergency. It outlines procedures for controlled movement of occupants, including evacuation if necessary, from the premises and grounds.

This procedure covers emergency situations until the appropriate emergency service arrives to take control.

### **Definitions**

**Emergency** - is an event that occurs as a result of an incident that threatens the wellbeing of people or the security of property. An emergency may arise as a result of a safety incident such as a fire, machine fault, gas leak, chemical spill or even an act of nature (storm, flood, wind, bushfire).

**Emergency Plan** shall include:

- evacuation procedures.
- emergency contact phone numbers; and
- emergency procedures are developed with each client

**Emergency Muster Area** - An area, isolated from smoke and fire, where employees and visitors are to gather in the case of an emergency.

## **Procedure**

- An emergency plan is developed specific to each client's home in conjunction with the client and (their family).
- Support professionals will offer resources to their clients that are available through Mypower and encourage the development of thorough emergency plans for all circumstances and review every 2 years with the client to take into account any change in circumstances.
- Emergency situation arises in a client's home.
- Staff / Contractor assesses the situation and telephones for appropriate emergency services if required.
- Staff / Contractor initiates evacuation procedures. Staff, client and any other persons on the premises exits the premises via the nearest safe exit and proceed to the emergency muster area.
- Staff / Contractor will be responsible for the safe exit of the client if safe for the staff / contractor.
- Staff / Contractor briefs emergency services personnel about the emergency.
- All persons remain at the emergency muster area until emergency services arrive and do not return to building or premises until instructed by emergency services staff.
- Emergency plans are created with the clients and their families, and a copy of the plan is kept in a known area.
- Staff / Contractor contacts the client's facilitator as soon as practicable, after performing all duties to ensure the safety of the client and the requirements of emergency services.
- Staff / Contractor sends in an incident report within 24hrs of the incident occurring.
- Facilitator offers debrief as soon as is practicable after the event is over, and within 24hrs.
- Broad ranging, unfolding emergencies (such as bushfires or floods) that may require preparation / alternative arrangements to support to be made, will be communicated to support professionals through a dedicated channel, and to clients in the form of communication preferred by the client.

## **Relevant Legislation and Policies**

- Work Health and Safety Act 2011
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Quality and Safeguarding Framework
- United Nations Convention on The Rights of Persons with Disabilities