# Emergency & Disaster Management Procedures

## Introduction

As a part of its risk management processes *futures in sight* (fis) will do everything in its control to prevent injury or harm to individuals as a result of any emergency. fis will also ensure that arrangements are in place to facilitate the continuity of supports that are critical to the safety, health and wellbeing of people with disability in the event of an emergency.

To reduce the risk to employees, contractors and volunteers, fis Partners will be responsible for providing a work environment where everyone is trained and prepared for emergencies.

Emergencies may include:

* Fire
* Medical emergency
* Disease outbreak
* Power outage
* Bomb threat
* Personal threat
* Hazardous materials
* Natural disaster; and
* Evacuation for any reason.

fis Partners ensure that adequate resources are allocated to enable an appropriate response to any emergency (e.g. worker training, personal protective equipment (PPE) or first aid equipment).

## Principles

fis recognises that:

* it is people that protect lives and the wellbeing of others
* shared responsibility is key to building resilience - no one agency can address all of the impacts of a particular hazard
* an ‘all hazards’ approach increases efficiency by recognising and integrating common emergency management elements across all hazard types
* decisions in emergencies and disasters should be made at the closest appropriate level (subsidiarity)
* continuous improvement is an integral part of emergency management

## Scope

All employees, contractors, volunteers and fis Partners are required to understand the emergency & disaster management policy and know how to oversee a response in an emergency.

fis Partners have ultimate responsibility for safeguarding the company and its employees, contractors, volunteers and participants using fis services.

It is the responsibility of fis Partners to ensure that emergency and disaster management procedures are established, maintained and reviewed regularly, and that they are appropriate and adequate for the company’s identified needs.

It is also the responsibility of fis Partners to ensure that people have the appropriate training, information and instruction in emergency and disaster management procedures, and the use of emergency equipment and facilities.

## Legislation

* State Emergency and Rescue Management Act 1989
* Rural Fires Act 1997
* State Emergency Services Act 1989
* Bushfires Management Act 2016
* NDIS Act 2013

## Related Policies and Documents

* Emergency Response Plan
* Delegations of Authority
* Risk Management
* Work Health and Safety
* Incident and Accident Reporting
* Individual Action Plan

## Services Delivered

|  |  |
| --- | --- |
| **Sector** | **Service type** |
| NDIS | * Coordination of Supports * Plan Management * Capacity Building supports |

## Definitions

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| Participants | Any person purchasing fis services as listed above |
| Essential Services | Any support for daily activities for personal care, meal & medication management |
| Non-essential services | Social support, support not required for a person to function independently |

## Procedure

### Continuity of critical supports

Contractors providing fis support coordination services ensure that participants will continue to receive critical supports where there are unavoidable changes or interruptions.

Critical supports for the health, wellbeing and safety of each participant are identified as part of the initial planning phase with participants.

When necessary, fis partners and associates will implement the Emergency Response plan (Appendix 1) including:

* identifying the impact of emergencies and disaster
* managing any modification of participant supports where necessary to ensure continued support; and
* supporting participants through changes and other interruptions to their critical supports.

Prior to any emergency, fis partners and associates will identify and assess risks to people they support and implement processes to mitigate these where possible, including:

* reviewing support strategies for people who are isolated; and
* ensuring Support Coordinators are vaccinated and wear appropriate PPE where relevant.

Partners and associates will ensure that where there are changes to the supports of participants due to unavoidable interruptions, the changes are:

* explained and agreed with them; and
* delivered in a way that is appropriate to their needs, preferences, and goals.

### Outbreak Management Plan

fis Partners will ensure that there is an outbreak management plan in place to ensure safety of participants.

The outbreak management plan addresses:

* planning actions
* identifying at-risk participants
* participant PPE stock levels
* communication actions
* restriction of face-to-face meetings.

Partners and associates will implement the outbreak management plan including:

* managing the modification of participant supports where necessary to ensure continued support
* adapting to participant service alterations and other interruptions
* introducing the use of PPE (where face-to-face meetings are unavoidable)
* practicing infection prevention and control procedures
* responding to the emergency or disaster; and
* communicating changes to participants, staff and participant support networks.

### Emergency plan for each participant

fis Support Coordinators will ensure that participants with critical supports are identified in Dynamics and have an emergency response plan.

fis will safely store all emergency contact details for each participant (e.g., families, guardians or advocates).

### Workforce planning

fis partners, contractors and employees conduct their work from home offices.

An alternate partner or contractor is identified as a secondary contact on every fis service agreement with participants.

Within the Plan Management Team, there is at least two employees and a partner trained in various plan management procedures to ensure continuity of supports.

fis Partners:

* ensure contractors and employees are aware of their leave entitlements allowing them to access leave to self-isolate if required
* maintain an up-to-date register of all fis contractors and employees
* ensure that relevant contractors and employees undergo induction and training in emergency and disaster management procedures.

### Compliance with delegations of authority

fis partners are responsible for ensuring that contractors, employees and volunteers understand the responsibilities of all people at fis in relation to emergencies and that:

* organisational structures are developed that clearly show roles and responsibilities in the event of an emergency
* the plan is periodically reviewed to ensure that it responds to the changing nature of an emergency or disaster
* contractors, employees and volunteers actively participate in the development and review of the emergency and disaster management plan
* Support Coordinators consult with participants and their support networks to ensure individual emergency response plan is in place if required
* in the event of an emergency fis partners are responsible for alerting people to the emergency and communicating adequately with participants, their families or guardians/advocates during the emergency
* all contractors, employees and volunteers have been informed of the company’s policies and procedures regarding all aspects of work health and safety (e.g., emergencies, critical incidents, risk management)
* all contractors and employees have been trained in incident management that may be part of emergency and disaster situations.

## Review

This policy will be reviewed on a two-yearly basis.

However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

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| Signed by all Partners |  |  |  |
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**Appendix 1**

**Emergency Response Plan**

Participant Name:

Plan date:

Review date:

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| --- | --- | --- | --- |
| **What are the main risks in your community?** | **How would the emergency affect you?** | **What are your strategies to minimise the impact?** | **Who are your key contacts?** |
| Health emergency (i.e. Covid, pandemic, influenzas, etc) |  |  |  |
| Weather (i.e. storm, heatwave, bushfire, cyclone, floods) |  |  |  |
| Other (i.e. house fire, landslide, power outage, equipment failure) |  |  |  |