



**DD's Compassionate
Support Pty Ltd.**

NDIS

Emergency and Disaster Management Procedure

Policy area	Risk Management
Document type	Procedure
Applicable to	Dd's Compassionate Support Pty Ltd
Version	05.001
Date approved	01 June 2024
Approved by	Director
Review date	30 June 2026
Policy Sponsor	Director
Related policies	<p>Emergency and Disaster Management Policy Risk Management Policy Incident Management Policy Client Health and Wellbeing Policy Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy Client Living Alone and Receiving Personal Care from a Sole Worker Policy Transition of Care Between Different Environments Policy Covid-19 Response Policy Duty of Care Policy Client Advocacy Policy Consent Policy Support Planning Policy Service Access and Exit Policy Service Delivery Policy Privacy Policy Work Health and Safety Policy Waste Management Policy Human Resources Management Policy Client Feedback and Complaints Management Policy Continuous Improvement and Quality Management Policy</p>
Authority	<p>NDIS Act 2013 NDIS Practice Standards and Quality Indicators NDIS Code of Conduct Aged Care Act 1997 Aged Care Quality and Safety Standards Aged Care Code of Conduct</p>

PURPOSE

The purpose of this procedure is to explain how our organisation manages an emergency or disaster.

SCOPE

This procedure applies to all our workers (employees, contractors and volunteers).

DEFINITIONS

Term	Definition
Disaster	Any phenomenon, natural or human-made, that has the potential to cause extensive destruction of life and property. Examples include flood, fire, heatwave, snowstorm, storm/cyclone or a health pandemic.
Emergency	A serious risk to health, life or the environment. Examples are the same as listed above under 'Disaster'.

CONTEXT

Our organisation is committed to ensuring the health, safety and wellbeing of clients and workers before, during and after an emergency or disaster event. We will implement and maintain processes to:

- adequately plan and prepare for emergency and disaster events;
- provide continuity of support for all clients, to the extent possible, before, during and after an emergency or disaster event;
- provide essential supports for clients with complex/high needs during an emergency or disaster event;
- consider cultural and linguistic needs and preferences in our emergency and disaster planning;
- seek input from the client and/or family/alternate decision-maker/advocate in the development of the client's personal emergency plan;
- ensure personal emergency plans are person-centred, responsive and achievable; and
- collaborate and communicate with relevant stakeholders before, during and after an emergency or disaster event.

PROCEDURES

1. Actions to Take When an Emergency or Disaster is Declared

- 1.1 Follow all guidelines and directives issued internally (CEO, senior management) and externally (state/territory Minister of Health, federal government).
- 1.2 Keep up to date with any updates from official sources and take appropriate action(s).
- 1.3 Review the client's personal emergency plan to check it has supports in place for the client before, during and after the emergency or disaster event.
- 1.4 Contact client and/or family/alternate decision-maker/advocate and discuss with them, in a language, mode and method they are most likely to understand, how the event may or will affect their services, actions the organisation is going to take and how and when the client's personal emergency plan will be implemented.
- 1.5 Identify workers who are critical to the delivery of essential frontline services and discuss with them the personal emergency plan to ensure continuity of support.

2. Testing and Review

- 2.1 Conduct a trial run of the personal emergency plan.
- 2.2 After the trial run, review with client and other stakeholders and adjust the plan accordingly.
- 2.3 Follow points 2.1 and 2.2 for the organisation's emergency and disaster/business continuity plan.

SUPPORTING DOCUMENTS

Related procedures and forms include:

- Contingency Emergency and Disaster Plan Template
- Continuity of Care Backup Support Form
- Personal Emergency Preparation Plan
- Support Planning Procedure
- Service Access and Exit Procedure
- Service Delivery Procedure
- Incident Management Procedure
- Reportable Incident Management Procedure
- Client Advocacy Procedure
- Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Procedure
- Transition of Care Between Different Environments Procedure
- Client Feedback and Complaints Management Procedure

- Continuous Improvement and Quality Management Procedure

RESPONSIBILITIES

<Defined role(s)> are responsible for:

- maintaining this procedure and associated documents;
- ensuring the procedure is effectively implemented across the service;
- monitoring workers compliance with the requirements of this procedure; and
- ensuring training and information is provided to workers to carry out this procedure.

All workers are responsible for complying with the requirements of this procedure.

COMPLIANCE

Deliberate breaches of this procedure will be dealt with under our misconduct provisions, as stated in the <Code of Conduct/Other document>.