

Emergency and Disaster Management

As a part of its risk management processes The People Project Tasmania will do everything in its control to prevent injury or harm to individuals as a result of any emergency. The People Project Tasmania will also ensure that arrangements are in place to facilitate the continuity of supports that are critical to the safety, health and wellbeing of clients in the event of an emergency.

The Board has ultimate responsibility for safeguarding the organisation and its personnel, clients and visitors. It is the responsibility of the Board to ensure that emergency and disaster management procedures are established, maintained and reviewed regularly, and that they are appropriate and adequate for the organisation's identified needs.

The Board delegates day-to-day responsibility for the procedures around emergency and disaster planning to the CEO and the Management Team,

To reduce the risk to personnel all staff members are 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.

The People Project Tasmania will 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).

Procedures

The Board will be responsible for ensuring that:

- The People Project Tasmania has established an emergency and disaster management plan;
- the emergency procedures manual identifies and anticipates responses to all reasonably foreseeable emergencies which may include:
 - fire;
 - medical emergency;
 - bomb threat;
 - personal threat;
 - hazardous materials;
 - structural failure
 - cyber security incident
 - remote work emergency
 - natural disaster; and
 - evacuation.
- organisational structures are developed that clearly show roles and responsibilities in the event of an emergency.

The Management Team is responsible for ensuring that:

- regular emergency evacuation drills are conducted to test procedures and systems;
- staff members designated as emergency contacts (e.g. Emergency Wardens and First Aid officers) receive appropriate training for coordinating emergency responses;
- all staff members are familiar with the emergency procedures manual and emergency alarm sounds;
- staff members actively participate in the development and review of the emergency and disaster management plan;

- the plan is tested and adjusted in the context of a particular kind of emergency or disaster;
- the plan is periodically reviewed to ensure that it responds to the changing nature of an emergency or disaster;
- staff members with capabilities that are relevant to assisting in the response to an emergency or disaster (such as contingency planning) are identified; and
- in the event of an emergency, they (or a nominated member of staff) are to be responsible for alerting people to the emergency and communicating adequately with clients, their families or guardians/advocates during the emergency.

Each Team Leader will be responsible for ensuring their team members have:

- been informed of the organisation's policies and procedures regarding all aspects of work health and safety (e.g., emergencies, critical incidents, risk management);
- been trained in how to respond to any emergency and provided with written information on:
 - fire related emergencies (e.g., knowing where fire extinguishers are located and which fire extinguisher to use for the various types of fires, how to use extinguishers);
 - medical/ first aid related emergencies (e.g., who is the first aid officer(s), where the first aid kit is located);
 - who to call if there is a power outage and what to do (e.g. if people are trapped in a lift);
 - what to do if a bomb threat is received;
 - personal threats (e.g., harassment, assault, robbery);
 - what to do if there is an incident with hazardous materials (e.g., gas leak or chemical spill);
 - how and when evacuations will be managed (e.g., assembly meeting areas);
 - what to do and who to contact if there is a cyber security incident;
 - their responsibilities regarding documentation (e.g., internal reports, incident forms).

Continuity of critical supports

The People Project Tasmania understands that it is more likely that our NDIS clients will be adversely impacted by an emergency or disaster than others in the community.

We acknowledge that we may not provide the same level of service to our clients during or immediately after an emergency or disaster situation. For these reasons, clear communication between The People Project Tasmania, their established service providers and the client or their nominee is essential to prepare for changes due to a disaster or an emergency.

The People Project Tasmania will identify supports which are critical for the health, wellbeing and safety of each client. Staff members will do their utmost to ensure that clients will continue to receive critical supports where there are unavoidable changes or interruptions.

Staff members have been trained in the implementation of the emergency and disaster management plan including:

- modifying client supports where necessary to ensure continued support; and
- adapting to client changes and other interruptions.

Staff members will identify and assess risks to people they support and implement processes to mitigate these where possible in conjunction with their current direct supports and external providers.

Staff members will ensure that where there are changes to the supports of clients 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.
- In the case of an Emergency or Disaster, The People Project Tasmania will:
 - Inform clients of the current situation and how the provision of their services and staff members may be impacted via email or phone (whichever contact is most feasible at the time)
 - Consult with clients and support networks about the required actions as per the plan and any adjustments or changes in circumstances, ensuring that they are informed of what will occur before, during and after any disaster or emergency.
 - Continue to provide client support and coordination with the same key staff members if they are available

- Replace key staff members with experienced staff members who have the knowledge and skills to provide appropriate care to the client if required and where possible
- Inform the client of any service changes and outline reason/s for these changes
- Seek support within the local care community if our staff are unavailable, and ensure that any new staff members are appropriately experienced, trained and hold all relevant checks required.

Emergency plan for clients

The People Project Tasmania will ensure that each NDIS client who engages The People Project Tasmania for Support Coordination has an emergency plan in place, containing details of:

- their emergency contacts (e.g., families, guardian or advocate);
- any medical conditions;
- current GP and any other health professionals;
- the advanced care or support plan (if they have one);
- protocols to follow in the event of a medical emergency for the client.

Workforce planning

The People Project Tasmania will ensure that it has implemented a workforce contingency plan in the event of an emergency, including the outbreak of an infectious disease, or in the event that staff members are unwell and need to self-isolate. This includes:

- ensuring staff members are aware of their leave entitlements allowing them to access leave to self-isolate if required;
- maintaining an up-to-date contact list of all staff members;
- maintaining an up-to-date list of details of any worker's secondary employment;
- ensuring that any new staff members undergo induction and training in emergency procedures; and
- ensuring work from home arrangements have been approved and it is safe for all staff to work from home, if required.

Record of policy development

Version	Date approved	Date for review
V2.0	16/01/2024	January 2025
V2.1		

Responsibilities and delegations

This policy applies to	All The People Project Tasmania staff and clients
Specific responsibilities	<p>Wardens are responsible for briefing new staff members on emergency procedures.</p> <p>Managers are responsible for ensuring evacuation drills are regularly conducted.</p>
Policy approval	CEO

Policy Context – this policy relates to:

Standards	NDIS Practice Standards, specifically standards 2.2; 2.7; 2.9; 4.5
Legislation	Work Health and Safety Act 2011
Organisation policies	<p>Workplace Health and Safety</p> <p>Risk Management</p> <p>Key Elements of Client Safety and Wellbeing</p> <p>Supported Decision Making and Dignity of Risk</p> <p>Incidents Management</p>
Forms, record keeping, other documents	<p>Emergency and Disaster Management Plan</p> <p>Emergency Procedures Manual</p> <p>Data Breach Response Plan</p>