



Emergency and Disaster Management Policy and Procedures

*I have the right to be continued to be supported before, during and after
any emergency or disaster – client voice*

Introduction

Play Grow Flourish management and staff acknowledge that people with disability need to be included in the planning prior to an emergency occurring. This occurs through pre-planning to ensure they are safe and supported during times of crisis. Play Grow Flourish aims to build the capacity of people with disabilities, their families, and carers to prepare, respond and recover from natural disasters and emergencies.

Scope

This policy applies to all Play Grow Flourish Management and staff who support clients as part of the scope of their role and duties.

Principles

Emergency and disaster management includes planning that meets the NDIS Legislation Amendment (Quality Indicators) Guidelines 2021.

- Ensures that the risks to the health, safety and wellbeing of clients that may arise in an emergency or disaster are considered and mitigated; and
- Ensures the continuity of supports critical to the health, safety, and wellbeing of clients in an emergency or disaster.

Policy

Play Grow Flourish are committed to a robust plan in ensuring all clients have adequate support during an Emergency or Natural Disaster. Types of emergencies with major consequences may include:

- Floods, storms, fires, and bushfires
- Extreme heat and heatwaves
- Viral epidemics and pandemics
- Contamination of food or water supply
- Severe weather conditions
- Cybersecurity threats



- Bushfire threat to client's place of residence, and
- Disruption to essential services such as electricity, gas, and telecommunications networks.

Planning for emergencies helps to ensure that disruption to the services is minimised and the sense of wellbeing for clients is maintained or rapidly restored.

Play Grow Flourish aims to be well prepared for emergencies and can implement a response in the event of an emergency that is appropriate to the needs of the client

Procedure

Governance Risk Management

Play Grow Flourish Governance Framework includes a Business Continuity Plan and Emergency Plan (BCP) that provides key contacts and directions for staff to follow in the case of an emergency. The BCP is tested and reviewed regularly to maintain effectiveness. Reports of testing are reviewed by the Director and remedial actions are undertaken. Testing processes include:

- Testing information backup systems
- Testing staff knowledge
- Evacuation drills
- Testing client knowledge of their personal Emergency Plans.
- Seeking feedback from staff and clients about the plans in place.

Furthermore, risks and associated strategies are documented in the Business Risk Management Register. *See also Master Register*

Emergency Officer

The Emergency Plan identifies an Emergency Officer. The Emergency Officer (in this case the Director) will provide leadership and delegation in the following processes:

- Review the BCP
- Undertake communications with Emergency Services
- Review and prioritise clients based on the Vulnerability Register (*see Master Register*)
- Undertake communications with staff ensuring that client emergency plans are actioned
- Document all actions within the BCP Incident Event Log and Incident Response Checklists
- Monitor progress and support staff to support clients
- Seek additional support, if necessary, e.g. sourcing additional staff



Client Personal Emergency Management Plans

Each client who is deemed to rely on the service for daily needs undertakes Emergency Planning at the commencement of service as part of the Intake Process.

The Emergency Management Plan is located within the client file that includes the following critical information that is necessary in an emergency:

- Client Profile
- Client Goals
- Risk Assessment
- Client Meal Planning
- Clients personal Emergency Plan
- Client Medical Plan (including medication)
- Client Behaviour Support Plan
- Any other relevant documentation

Emergency Management Planning is undertaken in partnership with the client and identifies the following:

- Local Emergency Contacts
- Secondary contacts
- Support Networks (including other providers)
- Potential risks and strategies for natural disaster
- Potential risks and strategies for medical emergency
- Information regarding Play Grow Flourish Emergency Management Plan

The plan is explained to the client and their support network in a language, terms and mode of communication that will best suit their communication needs.

The Emergency Officer (in this case the Director) will monitor weather conditions and implement the Emergency Management Plan prior to the event, to ensure that clients are supported during an emergency or disaster situation.

Staff must action the Personal Emergency Plan and review all other critical information e.g. medical plans prior to undertaking action in an emergency.

The Director must be advised immediately by staff about any difficulties experienced in actioning the plan.



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NDIS Support services





Responsibilities

For the purpose of this policy, the Management Team includes the Director, Executive Team Leader and Human Resources Manager.

The Management (Emergency Officer) is responsible for:

- Reviewing this policy on an annual basis to ensure that the policy is current and reflective of internal systems
- Reviewing and updating the Business Continuity and Emergency Plan to ensure it is current and reflective of key contacts and service activities
- Undertaking Emergency Management Planning tests annually
- Recording Emergency Management practice sessions
- Undertaking any continuous improvement activity identified in Emergency Management practices.
- Reviewing Personal Emergency Management Plans to ensure they are completed correctly.
- Ensuring staff are trained in Emergency Management Procedures at induction and through refresher training.
- Leading continuous improvement initiative related to emergency and critical incident planning.

Shift Managers are responsible for:

- Monitoring severe weather conditions and considering impacts on clients.
- Developing Personal Emergency Management Plans with clients
- Supporting staff to understand and implement procedures during their shifts, including guiding new or relief workers
- Reporting any concerns, incidents or system gaps to shift managers or the executive team leader for review and resolution
- Participating in ongoing training related to emergency management and contributing to improvement initiatives.
- Ensuring all emergency management documentation is completed accurately and stored according to company protocols.
- Liaising with Human Resources Manager or Executive Team Leader to coordinate support or debriefs following a critical incident.

Staff are responsible for:

- Reviewing Personal Emergency Management Plans in line with Goal Plan Reviews with the client
- Undertaking training and familiarising themselves with Play Grow Flourish Emergency Management Procedures



- Participating in Emergency Management practices
- Reporting any concerns, incidents or system gaps to shift managers or the executive team leader for review and resolution
- Engaging in reflective practices following emergency drills or incidents to support continuous improvement.
- Using active communication during emergencies to ensure the safety and wellbeing of clients, colleagues and themselves.

Review

Play Grow Flourish will review each policy through internal audit processes, client feedback or as contextual drivers determine the need for a review.

Release Date:	Version No:	Approval By:	Amendments:
January 2024	1.0	Director	Nil
Review Date:	Version No:	Approved By:	Amendments:
May 2025	2.0	Human Resources Manager	Added two responsibilities under Management, shift managers and staff