

Emergency and Disaster Management Policy



**AUTHENTIC
SUPPORT**

4/177 Main South Road
Morphett Vale SA 5162
1800 202 202

Policy area	Risk Management
Document type	Policy
Applicable to	Authentic Support Pty Ltd
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Related policies	Risk Management Policy Governance 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
Authority	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

PURPOSE

The purpose of this policy is to explain our organisation’s commitment and approach to emergency and disaster management.

SCOPE

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

DEFINITIONS

Term	Definition
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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' and also includes terrorist threats and other similar crisis events.

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.

POLICY STATEMENT

1. Compliance

- We will comply with all relevant legislation, regulations, standards and health directives issued by federal, state and local governments before, during and after an emergency or disaster event.
- We will comply with relevant organisational policies, procedures and work instructions before, during and after an emergency or disaster event.



2. Emergency and Disaster Planning

- We will develop and maintain emergency and disaster plans that describe how our organisation and workers will prepare for and respond to an emergency and disaster event and how we will manage risks to the health, safety and wellbeing of clients and workers.
- We will ensure our emergency and disaster planning is integrated in our governance and risk management frameworks.
- We will seek input from the client and/or their family/alternate decision-maker/advocate, to identify and assess client risks and develop a client-specific personal emergency plan to action during and after an emergency or disaster event.
- We will consider the client's needs, circumstances, preferences and goals when developing the Personal Emergency Preparation Plan.
- We will ensure the Personal Emergency Preparation Plan is culturally safe to suit the client's needs and preferences and is provided and presented in a language, mode and method that the client is most likely to understand.

3. Testing and Review

- We will implement processes to regularly test and review both clients' personal emergency plans and the organisation's emergency and disaster plan.
- We will seek feedback from all relevant stakeholders (clients and workers) and adjust the plan accordingly.
- We will strive to continuously improve our emergency and disaster management processes.

4. Communicate and Consult

- We will communicate and consult with all relevant stakeholders and share information with other service providers before, during and after an emergency or disaster event, with client consent, to ensure continuity of support and the health, safety and wellbeing of the client.
- We will debrief with clients and workers after an emergency or disaster event and offer any emotional support (e.g. counselling) if requested or required.



5. Information and Record-keeping

- We will maintain documented evidence of workers who have relevant experience to assist in an emergency or disaster situation.
- We will document our process for ensuring we have alternate/back-up workers with relevant emergency and disaster management experience, to assist in an emergency or disaster situation in the event regular workers are unavailable.
- We will ensure information and records are accurate and up to date.
- We will ensure the client has provided us with all required written consents.
- We will store the information securely to ensure privacy, dignity and confidentiality and make sure it is accessible to the client and only other stakeholders authorised to access it.

6. Worker Engagement, Training and Supervision

- We will maintain a skilled and trained workforce, which is aware of steps to take in an emergency or disaster event and how to prioritise client health, safety and wellbeing.
- As part of our worker onboarding process, we will identify new workers with relevant experience to assist in an emergency or disaster situation (e.g. current or past volunteer with State Emergency Service or Rural Fire Service) and maintain documented evidence of this.
- We will maintain documented evidence of worker internal and external training in emergency and disaster management, including details on who provided the training, to whom and alternate/back-up workers who have the relevant training/competency to assist in an emergency or disaster if regular trained workers are unavailable.
- We will maintain processes to adequately monitor and supervise workers.

SUPPORTING DOCUMENTS

Related procedures and forms include:

- Emergency and Disaster Management Procedure
- Covid-19 Response Procedure
- Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Procedure
- Incident Management Procedure

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- Reportable Incident Management Procedure
- Support Planning Procedure
- Service Delivery Procedure
- Service Access Procedure
- Client Advocacy Procedure
- Continuous Improvement and Quality Management Procedure
- Client Feedback and Complaints Management Procedure
- Transition of Care Between Different Environments Procedure
- Authority to Act as an Advocate Form
- Code of Conduct Agreement
- Incident Investigation Form
- Incident Investigation Form — Final Report
- Incident Report
- Incident Register
- Risk Assessment Form
- Risk Management Plan Register

RESPONSIBILITIES

Operations Manager is responsible for:

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

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

COMPLIANCE

Deliberate breaches of this policy will be dealt with under our misconduct provisions, as stated in the Code of Conduct Agreement.