

Policy 32	EMERGENCY AND DISASTER MANAGEMENT
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Record of policy development		
Version	Date approved	Date for review
0.1	Interim 20 January 2022	TBA

Policy purpose: Coastlink maintains and manages processes to support its staff, clients and the community in the case of an emergency or disaster. This policy provides the basis for actions taken by Coastlink to improve safety and welfare of staff, clients and the community in the event of an emergency or disaster.

Policy: The Central Coast Alternative Care Group Ltd Board (Board) has ultimate responsibility for safeguarding the organisation and its personnel, clients and visitors. It is the responsibility of the CEO to ensure that emergency and evacuation procedures and facilities are established, maintained and reviewed regularly and that they are appropriate and adequate for the organisation's identified needs.

It is also the responsibility of the Board for ensuring that personnel have the appropriate training, information and instruction in emergency procedures and the use of emergency equipment and facilities.

As a part of its risk management processes the Emergency Management Team will do everything in its control to prevent injury or harm to individuals as a result of any emergency. To reduce the risk to personnel the Senior Management Team will be responsible for providing a work environment where all personnel are trained and prepared for emergencies. Emergencies may include:

- Fire
- Medical emergency
- Power outage
- Bomb threat
- Personal threat
- Hazardous materials
- Natural disaster
- Evacuation for any reason

The CEO will ensure that adequate resources are allocated to enable an appropriate response to any emergency (e.g. staff training, personal protective clothing or first aid equipment)

Relevant Standards

NSW Disability Service Standards:

- | | | |
|------------------------------|--------------------------|-----------------------|
| 1. Rights | 4. Feedback & Complaints | |
| 2. Participation & inclusion | 5. Service Access | 6. Service Management |

NDIS Practice Standards:

1. Rights and Responsibilities
2. Provider Governance and Operational Management
3. Provision of Supports
4. Support Provision Environment
5. High Intensity Daily Personal Activities
6. Specialist Behaviour Support
7. Implementing Behaviour Support Plans
8. Early Childhood Supports
9. Specialised Support Coordination
10. Specialist Disability Accommodation

Aged Care Quality Standards

- | | |
|---|---------------------------------------|
| 1. Consumer dignity and choice | 5. Organisation's service environment |
| 2. Ongoing assessment and planning with consumers | 6. Feedback and complaints |
| 3. Personal care and clinical care | 7. Human resources |
| 4. Services and supports for daily living | 8. Organisational governance |

Related Legislation & References

[Aged Care Act 1997 \(Cth\), Schedule 2 User Rights Principles 2014. Charter of Rights and Responsibilities – Home Care](#)

[Aged Care Quality & Safety Commission](#)

[Better Practice Guide to Complaints Handling in Aged Care Services \(2013\)](#)

[Commonwealth Home Support Programme Guidelines](#)

[Commonwealth Privacy Act 1988](#)

[National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#)

[National Disability Insurance Scheme Act 2013](#)

[National Disability Insurance Scheme Code of Conduct](#)

[NDIS Quality and Safeguards Commission](#)

[NDIS Practice Standards Amendments 2021](#)

[NDIS Practice Standards and Quality Indicators](#)

[SafeWork NSW](#)

[United Nations Convention on the Rights of Persons with Disabilities](#)

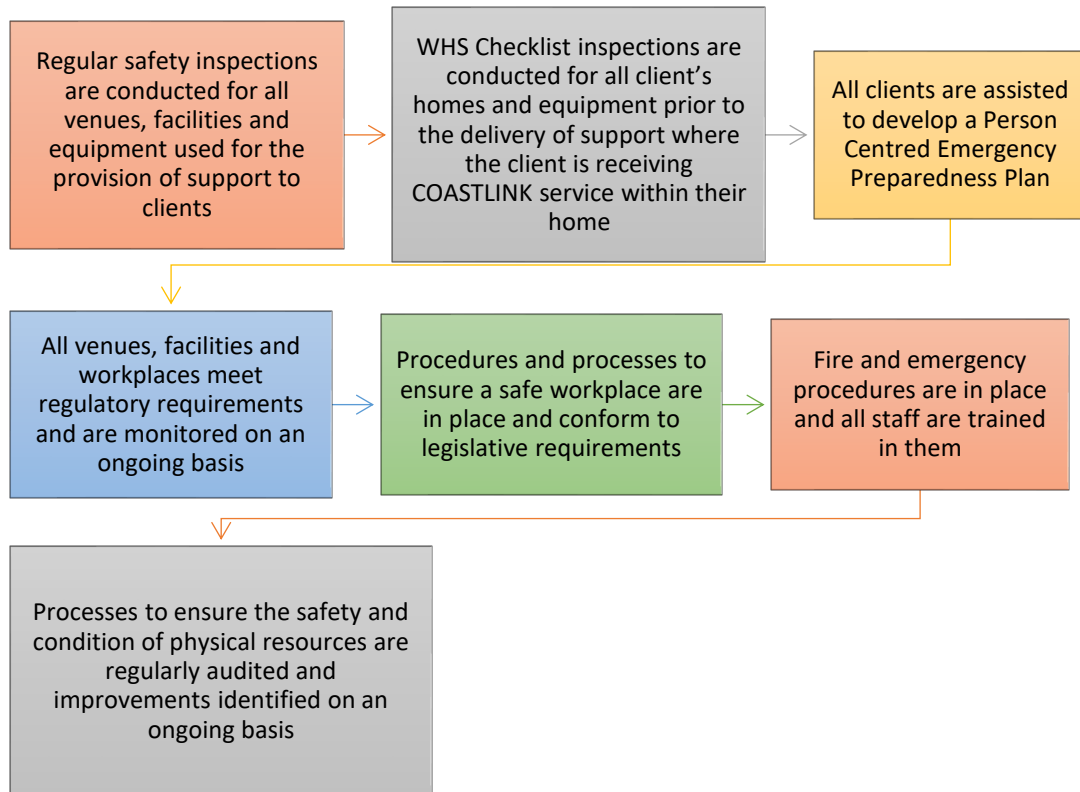
[Work Health and Safety Act 2011](#)

Related Procedures	
Documents/Forms	
Emergency and Disaster Management Plan	Document Register
WHS Inspection – Workers Home	Document Register
Safety Audit External Venue	Document Register
Fire and Emergencies Information	Shared drive, office and centres

Responsibilities and delegations	
This policy applies to: Clients Employees/volunteers	It will be distributed through: Client handbook, Coastlink website, Coastlink brochures Employee/volunteer handbook, shared drive
Policy approval	Board

Definitions
Refer to Definitions list at front of Coastlink Policy and Procedure Manual

(32.2) EMERGENCY AND DISASTER MANAGEMENT PROCEDURE OVERVIEW



32.3 Ensuring a Safe Environment

32.3.1 The Emergency Management Responsibilities

The Emergency Management Team are responsible for ensuring that:

- organisational structures are developed that clearly show roles and responsibilities in the event of an emergency
- all reasonably foreseeable situations that constitute an emergency have been identified and assessed with appropriate controls in place
- regular emergency evacuation drills are conducted to test procedures and systems
- staff designated as emergency contacts (e.g. Fire Wardens and First Aid officers) receive appropriate training for coordinating emergency responses
- all workers are familiar with the emergency response procedures and emergency alarm sounds
- they actively participate in the development and review of the emergency policy and procedures
- 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 all stakeholders during the emergency

The Emergency Management Team will also ensure that procedures are in place to respond to emergencies, which may include:

- Fire
- Medical emergency
- Power outage
- Bomb threat
- Personal threat
- Hazardous materials
- Natural disaster
- Evacuation

Each Coordinator or Team Manager 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)
- their responsibilities regarding documentation (e.g. internal reports, incident forms)

Further information

Local Emergency Services contact details are as follows:

All emergencies (includes all fire and ambulance calls)	000
Gosford Police	4323 5599
Wyong Police	4356 6099
Tuggerah Lakes Police	4333 2999
Public Health Unit (COVID)	1800 020 080
Public Health Unit Central Coast	4320 9730
Public Health Unit Central Coast (after hours)	4320 2111

32.4 Fire and Emergency Procedures

32.4.1 Fire Procedures:

- Fire procedures – each centre displays evacuation plans and undertakes regular fire drills;
- ⊖ Each Coordinator must ensure that one- Fire Drill and Evacuation takes place within each of their programs and venues every quarter, the drill will be conducted by the Support Worker and will involve clients where possible.
- ⊖ The drill and results will be documented via the Fire Drill Record Form the completed form will be sent to the Coordinator, after Coordinator views and actions, it will be forwarded to the Leadership Team.
- ⊖ The Coordinator will analyse the outcomes of the drill, taking any required actions, this may involve consulting the Operations Manager. Any actions required or taken must be documented on the Fire Drill Record Form.
- Clients must be included in all fire evacuations and their actions noted in the Fire Drill Record Form.
- Regular fire and evacuation training is provided, including how to evacuate non-ambulant clients in cases of fire and emergency;
- All centres owned by COASTLINK will be have fire equipment installed to reduce loss of life in case of fire;
- Although not required by law, sprinkler systems have been installed in the 2 COASTLINK owned houses at Watanobbi;

- COASTLINK is reliant on the owners/lessees of leased buildings to comply with relevant NSW fire regulations however COASTLINK will require annual fire statements to be forwarded for each of these buildings by their owner/operator;
- All owned centres will be subject to fire inspections by qualified personnel at least annually;
- Annual fire statements undertaken at COASTLINK owned properties will be provided annually to the relevant authorities.

32.4.2 Staff Responsibilities:

Each staff member has a responsibility to familiarize themselves with their work place and be aware of:

- The most direct means of exit from the building
- The nominated assembly point for the building
- The location of any portable firefighting equipment within the building and its application.

Annual training in fire and emergency procedures is mandatory for all staff. Fire drills are also held at least 4 times a year by each supervisor (see 7.11.1 Mandatory Training).

32.4.3 Emergency Procedures

- Threatening telephone calls
- Try to calm the person by acknowledging their feeling or frustration. Ask them to explain their needs in a civil manner to enable you to provide help or guidance
- If behaviour continues advise them that you will hang up unless they are civil
- If the behaviour continues, hang up, notify the manager immediately and complete a written record of the incident
- For each call received keep a log of the time, duration, details of the conversation caller details
- If the caller is unknown to COASTLINK and rings more than once, the matter is to be reported to the police.
- Bomb threat
- Take the threat seriously – do not hang up the phone
- Remain calm – try to record the exact wording of the caller and note any distinctive background noises which might help identify the source of the call
- Ask questions to find out bomb location, appearance and detonation time
- Report the incident to the manager immediately
- Assist as instructed to report the incident to the police and evacuate the area
- Armed Hold Up
- Stand still, keep hands where they can be seen and avoid sudden movements
- Be submissive and obey the offender's instructions exactly
- Remain quiet and speak only when spoken to
- Do not draw attention to yourself or provoke the offender

- Avoid direct eye contact
- If it is safe to do so, mentally note the offender's physical appearance and speech
- Allow the offender to leave, do not chase
- Summon help, contact the Operations Manager or CEO and call the police
- Immediately seal off the area and lock entrances to prevent offender from re-entering
- Ask witnesses to remain
- Going to the Bank for COASTLINK
- Never go alone
- Always hand over any cash, cheques etc without question
- Remain quiet
- When the person has left the scene, call the police and COASTLINK
- Emergency actions required in the case of a missing client, a client who becomes ill, and a client whose behavior is exceptionally challenging and in the case of the death of a client.

32.5 Continuity of critical supports

Coastlink will identify supports which are critical for the health, wellbeing and safety of each client. Workers have been trained to ensure that clients will continue to receive critical supports where there are unavoidable changes or interruptions.

Workers 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.

Workers will identify and assess risks to people they support and implement processes to mitigate these where possible, including:

- reviewing behaviour support strategies for people who are isolated; and
- ensuring workers are vaccinated and encouraging clients where possible to receive both the flu vaccination and COVID-19 vaccinations.

Workers 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.

32.6 Outbreak Management Plan

The CEO will also ensure that there is a separate outbreak management plan in place to respond to an infectious disease.

The outbreak management plan addresses:

- planning actions;
- identifying clients;
- staffing actions;
- stock levels;
- identifying an outbreak;

- communication actions;
- cleaning; and
- restriction of visitors.

Workers have been trained in the implementation of the outbreak management plan including:

- modifying client supports where necessary to ensure continued support;
- adapting to client changes and other interruptions;
- in the use of PPE;
- in infection prevention and control procedures; and
- in the implementation of the plan including:
 - preparing for, and responding to the disaster; and
 - communicating changes to participants, workers and participant support networks.

32.7 Emergency plan for each client

Coastlink will ensure that each client has an emergency plan in place, containing details of:

- their emergency contacts (e.g., families, guardian or advocate);
- any medical conditions as well as ongoing treatment and current medications, including dose and frequency;
- 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.

For each client, all workers providing supports to the client will be trained in responding to a potential medical emergency for that client.

32.8 Workforce planning

The organisation 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 workers are unwell and need to self-isolate. This includes:

- ensuring workers 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 workers;
- maintaining an up-to-date list of details of any worker's secondary employment; and
- ensuring that any new workers undergo induction and training in emergency and disaster management procedures.

In the event that workforce disruptions occur, the organisation will source and induct additional workers from across programs or arrangements with the NDIA.

Further information

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