

Emergency and Disaster Management Policy

Purpose

This policy outlines the procedures and responsibilities for managing emergencies and disasters within Klint providing therapy supports. The goal is to ensure the safety of clients, staff, and visitors, and to maintain the continuity of care during and after an emergency.

Scope

This policy applies to all staff members, contractors, volunteers, clients, and visitors within the practice premises.

Policy Statement

Klint is committed to:

- Providing a safe environment for all clients, staff and visitors.
- Ensuring the continuity of essential services and after emergencies.
- Complying with relevant legislation and guidelines related to emergency and disaster management, including NDIS Practice Standards and federal government emergency directions.
- Recognising the human rights of people with disabilities to be consulted and full included in planning supports and services, including emergency management plans.

Definitions

Emergency: An unforeseen situation requiring immediate action.

Disaster: A serious disruption to the functioning of the practice causing widespread impact which requires significant resources and assistance for recovery.

NDIS Participants: Clients who receive support funded by the National Disability Insurance Scheme.

Hazard: A type of emergency or event that could pose a risk to life or property, such as a pandemic, bushfire, or cyclone.

PPE: Personal Protective Equipment, such as masks and gloves, to protect health and safety.

Visitor: Any non-employee attending the premises.

Responsibilities

Director: Overall responsibility for emergency preparedness, response and recover.

Business and Quality Manager: Leads operational implementation and ensures worker training. Ensures resources are available.

Staff members: Understand and follow emergency procedures. Participate in training and drills.

Clinical Leads: Responsible for coordinating emergency response activities.

All workers: Support the implementation of emergency and disaster management plans and procedures.

Preparedness

Risk Assessment: Conduct regular assessments to identify potential emergency scenarios.

Emergency Plan: Develop and maintain an Emergency Management Plan outlining procedures for different types of emergencies.

Training: Provide regular training for all staff on emergency procedures, including fire safety, first aid, and evacuation drills.

Emergency Supplies: Maintain an adequate supply of emergency materials such as first aid kits, fire extinguishers, and emergency contact lists.

Response

Immediate Action: On discovering an emergency, staff should ensure their own safety first, then assist others if it is safe to do so.

Evacuation: Follow the evacuation procedures as outlined in the Emergency Management Plan. Ensure all clients, staff, and visitors are safely evacuated.

Communication: Use the established communication channels to notify emergency services, staff, and clients about the emergency.

Support: Provide necessary support to clients, particularly those with disabilities, during an evacuation or emergency situation.

Recovery

Assess Impact: After the emergency, assess the impact on the practice and services.

Continuity of Care: Implement strategies to ensure the continuity of care for clients. This may include relocating services, using telehealth, or rescheduling appointments.

Review: Conduct a review of the emergency response to identify areas for improvement. Update the Emergency Management Plan accordingly.

Support for Staff: Provide support for staff affected by the emergency.

Communication

Internal: Use internal communication channels to keep staff informed about the emergency status and any changes to procedures.

External: Communicate with clients, families, and other stakeholders about the impact of the emergency on services and any changes to appointments or service delivery.

Documentation

- Maintain records of risk assessments, training, drills, and actual emergencies.
- Document the response and recovery actions taken during an emergency.

Relevant policies and procedures

- Emergency and Disaster Plan
- Incident Management Policy
- Risk Management Policy
- Risk Register
- Privacy and Information Management Policy
- NDIS Support Plan and Service Agreement

Review and update

- This policy and the Emergency Management Plan will be reviewed annually or after any significant emergency event.
- Updates will be made to reflect changes in legislation, best practices, and lessons learned from emergency responses.
- Include conditions for additional reviews, such as after an emergency event or in response to new government directives.

References

- National Disability Insurance Scheme (NDIS) guidelines
- Relevant state and federal emergency management legislation
- Occupational Health and Safety regulations
- NDIS Code of Conduct