



1.5 EMERGENCY AND DISASTER MANAGEMENT POLICY AND PROCEDURE

1.0 Purpose

To ensure that emergency and disaster management includes planning that ensures that the risks to the health, safety and wellbeing of participants 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 participants in an emergency or disaster.

2.0 Scope

The policy applies to:

- ESG Inclusive Homes employees, whether permanent or casual, contractors, volunteers, and stakeholders
- All participants, their families, carers and/or advocates.

3.0 Definitions

Terminology	Definition
Emergency	A serious, unexpected, and often dangerous situation requiring immediate action.
Vulnerable Person	An individual living in the community who is: <ul style="list-style-type: none"> - Older, frail, and/or physically, intellectually, or cognitively impaired; and - Unable to comprehend warnings and directions and/or respond in an emergency.

4.0 Policy

ESG Inclusive Homes uses an 'all-communities, all emergencies' approach to respond to a broad range of emergencies and/or disasters. This approach is underpinned by the principles of working as one in conjunction with communities, government, agencies, and business to create safer and more resilient communities. Building resilience to emergencies is a shared responsibility and connects community systems and networks to plan for and support wellbeing, liveability, sustainability, viability, and community connection outcomes.

Emergencies and/or disasters can:

- Can cause direct risks to ESG Inclusive Homes participants and services including prolonged exposure to extreme weather conditions, smoke, water inundation and isolation
- Cause disruption to essential services such as transport, power and telecommunications, education, and other normal activities
- Cause a wide range of effects and impacts on the human, built and natural environments
- Be sudden in their onset and long-lasting
- Hazardous substances or dangerous goods; and
- Security threats such as criminal activity, vandalism, or bomb threats.

ESG Inclusive Homes implements effective planning measures to ensure continuity of support is achieved to ensure the safety, health, and wellbeing of each participant before, during and after an emergency or disaster. Effective emergency and disaster planning includes but is not limited to:

- Preparing for, and responding to an emergency or disaster in a way that ensures continuity of supports that are critical to the safety, health, and wellbeing of each participant before, during and after an emergency or disaster
- Detailed plans that explain and guide how ESG Inclusive Homes will respond to, and oversee the response to, an emergency or disaster
- Making changes to a participant's supports
- Adapting, and rapidly responding, to changes to a participant's supports and to other interruptions
- Actively testing current emergency and disaster management plans in place for each participant and adjusting accordingly in the context of a particular kind of emergency or disaster
- Communicating changes to participant support to workers and to a participant and their support networks
- Consulting with a participant, their family, carer and/or advocate and develop an *Emergency and Disaster Management Plan*
- Bi-annually reviews (or more frequently if required) of each participant's *Emergency and Disaster Management Plan* with the support of a participant, their family, carer and/or advocate to ensure ESG Inclusive Homes is actively responding to the changing nature of an emergency or disaster
- Complying with all mandatory disaster and emergency laws, regulations, and legislation; and
- Ensure that all ESG Inclusive Homes employees complete mandatory comprehensive induction and annual refresher training on emergency and disaster management.

4.1 Responsibilities

4.1.1 Responsibilities of The Director and/or Appointed Delegate

- Ensure that ESG Inclusive Homes employees undertake mandatory emergency and disaster management training as part of ESG Inclusive Homes induction training and complete annual competency refresher training
- Undertake bi-annually reviews of the *Participant Emergency and Disaster Management Plan* with a participant, their family, carer and/or advocate to ensure ESG Inclusive Homes responds to the changing nature of emergencies, disasters and associated weather conditions and climate; and
- Ensure continuity of supports provided to a participant are maintained if services are altered or ceased because of an emergency or disaster.

4.1.2 Responsibilities of ESG Inclusive Homes Employees

- Actively test and adjust the *Participant Emergency and Disaster Management Plan* with a participant, their family, carer and/or advocate as required to ensure efficient emergency and disaster management should it be required; and
- Ensure all participant information is up to date, easily accessible and consider a participant's needs in a range of possible emergency events

4.1.3 Responsibilities of ESG Inclusive Homes Participants, their Families, Carers and/or Advocates

- ESG Inclusive Homes places an expectation on a participant, their family, carer and/or advocate to provide a safe environment for ESG Inclusive Homes employees to deliver care or services to participants in a safe environment that is in alignment with all relevant local building laws, regulations and/or legislation.

5.0 Procedure

5.1 Preparing for an Emergency or Disaster

If ESG Inclusive Homes is impacted because of an emergency or disaster, it is essential that ESG Inclusive Homes has established protocols in place to ensure services and care can continue and remain as uninterrupted as possible. In the instance that the impact of an emergency or disaster has caused significant disruption, all stakeholders must be prepared to temporarily cease services or change and/or alter delivery of service or care locations.

ESG Inclusive Homes is committed to establishing a *Participant Emergency and Disaster Management Plan* with a participant, their family, carer and/or advocate that clearly outlines actions to take in the event of an emergency or disaster by taking into consideration:

- Identifying supports critical to a participant's physical and psychological well being
- Needs of communities and participants such as Aboriginal people and communities, to ensure a culturally responsive approach
- Transport to alternate locations for continuity of service provision (where necessary)
- Specific transportation requirements
- Environmental elements relevant to a participant's location
- Key management and service-delivery personnel and ensuring their contact information is kept up to date
- Essential service functions that must be maintained during, or restored immediately after, a disruptive event
- The development a register of service-essential equipment that can be removed off-site in case of flood
- Alternative power supplies to run essential equipment in blackout conditions
- First-aid and emergency kits
- Subscription to a local service that issues weather alerts
- Liaising with other local service-providers to promote continuity of service delivery
- Liaising with emergency services
- Reduction in employee's availability due to disruption of transport systems and personal crises; and
- Emergency preparedness activities such as site assessments and risk mitigation strategies such as options for altering or ceasing services, relocation, sheltering and evacuation.

ESG Inclusive Homes places an expectation on a participant, their family, carer and/or advocate to provide a safe environment for ESG Inclusive Homes employees to deliver care or services to participants in a safe environment that is in alignment with all relevant local building laws, regulations and/or legislation.

If a disaster or emergency is identified near or within a participant's home that will impede on the employee's member's ability to deliver care or services, ESG Inclusive Homes employees are to notify a participant, their family, carer and/or advocate and contact emergency services if immediate assistance is required.

ESG Inclusive Homes employees are to notify the Director and/or appointed delegate and complete an *Incident Form* in a timely manner. The Director and/or appointed delegate will record the incident in the *Risk Register* and *Quality and Continuous Improvement Register* and where relevant feed into service planning and delivery processes.

5.2 Fire Safety and Emergency

The Director and/or appointed delegate will ensure that appropriate fire safety and emergency measures are developed, implemented, and reviewed including but not limited to:

- Fire emergency management and evacuation procedures

- Ensuring all ESG Inclusive Homes locations meet fire safety requirements set out by relevant local laws, regulations, and legislations
- Ensuring that fire equipment is installed, suitable for risks specific to ESG Inclusive Homes workplace and readily available in accordance with the relevant Australian standards
- Ensuring that fire equipment is regularly tested by ESG Inclusive Homes local fire authority or fire equipment supplier in accordance with ESG Inclusive Homes *Internal Review* and *External Audit Schedule*
- Displaying emergency evacuation plans prominently in all ESG Inclusive Homes locations
- Meeting all mandatory fire safety auditing requirements
- Maintaining a *Business Emergency and Disaster Management Plan* unique to each ESG Inclusive Homes premises
- Lodging all actual and/or false alarms with the Department of Health and Human Services
- Ensuring all ESG Inclusive Homes undergo fire safety and emergency training and annual refresher training and relevant records
- Practising emergency and evacuation procedures with all ESG Inclusive Homes employees (where applicable) at least every six months; and
- Reviewing this *Emergency and Disaster Management Policy and Procedure* on an annual basis.

5.3 Fire Emergency Plans

ESG Inclusive Homes *Fire Emergency Plan* (located within the *Business Emergency and Disaster Management Plan*) will be tailored to specific service locations and circumstances, in consultation with local health and emergency services. The Director and/or appointed delegate will prepare, test, and annually review ESG Inclusive Homes *Fire Emergency Plan* which includes but is not limited to:

- Emergency contact details for key employees who have specific roles or responsibilities under the emergency plan such as fire wardens, floor wardens and first aid officers
- Contact details of all ESG Inclusive Homes employees so that in the event of an emergency all employees can be accounted for
- Current location, exit points and assembly areas
- Contact details for local emergency services such as police, fire brigade, ambulance, and the poison information centre
- A description of the mechanisms for alerting people at the workplace to an emergency or possible emergency such as sirens or bell alarms
- Evacuation procedures including arrangements for assisting any people with hearing, vision, or mobility impairment
- A map of ESG Inclusive Homes workplace/s, illustrating the location of fire protection equipment, emergency exits and assembly points
- Emergency exits will be kept unlocked, unblocked and all exit signs will be maintained and kept illuminated
- Testing of emergency procedures, including the frequency of testing; and
- Information, training, and instruction to relevant employees in relation to implementing the emergency procedures.

The Director and/or appointed delegate must undertake an immediate review of ESG Inclusive Homes *Fire Emergency Plan* when there are changes to the workplace such as re-location or refurbishments or when new activities have been introduced which may impact on current fire safety protocols.

5.4 Responding to an Emergency or Disaster

ESG Inclusive Homes is responsible for implementing actions immediately when they become aware of a risk or actual emergency to ensure safety of all stakeholders.

ESG Inclusive Homes must continually monitor risks and warnings through local networks as well as mainstream media and maintain regular contact with local emergency service agencies particularly during high-risk periods.

Dependant on the nature of the emergency and/or disaster the following options must be considered:

- Altering or ceasing services
- Leaving services early
- Relocating
- Immediate evacuation to a safe place; or
- Contact emergency services.

5.5 Post Emergency and/or Disaster

In the aftermath of an emergency or disaster, and when it is safe to do so, ESG Inclusive Homes employees are to:

- Support a participant, their family, carer and/or advocate as required
- Resume services as soon as possible to promote continuity of care
- Check that all service-essential equipment is functioning, repaired, or replaced as necessary
- Ensure first-aid and emergency kits are restocked; and
- Seek guidance from the Director and/or appointed delegate on matters as required.

5.6 Reviewing

The Director and/or appointed delegate is responsible for ensuring:

- ESG Inclusive Homes employees consult with a participant, their family, carer and/or advocate to review and re-assess the efficacy of current *Emergency and Disaster Management Plans* post an emergency or disaster
- Ensure all ESG Inclusive Homes stakeholders are provided with information on how to leave feedback, compliments, or complaints
- Review the measures taken to preserve business continuity during an emergency or disaster and make appropriate improvements
- Review service-continuity plans with other local service-providers and liaise with them to make improvements to the *Emergency and Disaster Management Plan*
- Review both *Participant Emergency and Disaster Management Plans* and *Business Emergency and Disaster Management Plans* bi-annually or periodically with a participant, their family, carer and/or advocate, particularly when new services are introduced; and
- Review this *Emergency and Disaster Management Policy and Procedure* as part of ESG Inclusive Homes *Internal Audit Schedule* and *External Audit Schedule*.

5.7 Training

All ESG Inclusive Homes employees are to complete mandatory comprehensive induction and annual refresher training on:

- Participant Emergency and Disaster Management Plans
- Business Emergency and Disaster Management Plans
- Evacuation training/ drills
- Basic life support; and
- First-aid.

It is the responsibility of the Director and/or appointed delegate to ensure all completed or outstanding mandatory training is monitored and updated in the *Employment Register*.

6.0 Related Documents, Legislation, Regulations and Standards

- *Business Emergency and Disaster Management Plan*
- *Participant Emergency and Disaster Management Plan*

- *Incident Form*
- *Incident Register*
- *Risk Assessment Form*
- *Risk Register*
- *Employment Register*
- *Quality and Continuous Improvement Register*
- *Quality and Continuous Improvement Plan*
- *Internal Audit Schedule*
- *Safe Environment Policy and Procedure*
- *Incident Management Policy and Procedure*
- [National Disability Insurance Scheme Act 2013](#)
- [National Disability Strategy 2010-2020](#)
- [Work Health and Safety Act 2011](#)
- [Occupational Health and Safety Act 2004 \(Victoria\)](#)
- [Occupational Health and Safety Regulations 2007 \(Victoria\)](#)
- [Emergency Management - Australian Government, Department of Home Affairs](#)
- [Vulnerable People in Emergencies - Victorian Department of Health and Human Services](#)

7.0 Policy Review

This *Emergency and Disaster Management Policy and Procedure* will be reviewed on an annual basis to ensure that ESG Inclusive Homes operates in accordance with legal, regulatory and company standards. This process will include a review and evaluation of current practices and service delivery types and locations, relevant policies and procedures, forms and registers and will incorporate all ESG Inclusive Homes employees, participant, and other stakeholder feedback.

ESG Inclusive Homes *Quality and Continuous Improvement Register* will be used to record and monitor progress of any improvements identified and where relevant feed into service planning and delivery processes.

ESG Inclusive Homes may make changes to this *Emergency and Disaster Management Policy and Procedure* at any time to allow for continual improvement, evaluation, and implementation of best practices to improve the effectiveness of its operation.