



**SAVVY Services Pty Ltd**

# **Emergency & Disaster Management Plan**

# Emergency & Disaster Management Plan

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## 1. Emergency Contact List

### Emergency Services

Ambulance	
Fire Brigade	In Emergency
Police	Dial
Rural Fire Service	000
SES	

### SAVVY Personnel

Chief Operations Officer	Deanna Maunsell	0487 777 794
Chief Executive Officer	Christopher Murphy	0422 098 901
SAVVY	If COO & CEO do not answer	1300 942 895

### Other

Gas Utility	Energy Australia	133 466
Electrical Utility	Energy Australia	133 466
Lift Company	MMJ Real Estate Wollongong	02 4229 5555

## 2. Governance arrangements

### Authority

The development, implementation and revision of The Emergency & Disaster Management Plan (the Plan) is the responsibility of the Board of Directors.

The Emergency Management Team (EMT) will be responsible for ensuring training and related exercises of the Plan are carried out, and effectiveness is reviewed and documented.

### Aim

The aim of the Plan is to clearly outline SAVVY’s approach and response to disaster and emergency management. Emergency and disaster management includes Planning which ensures 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.

### Approach

Figure One below, summarises SAVVY’s approach to disaster and emergency management.

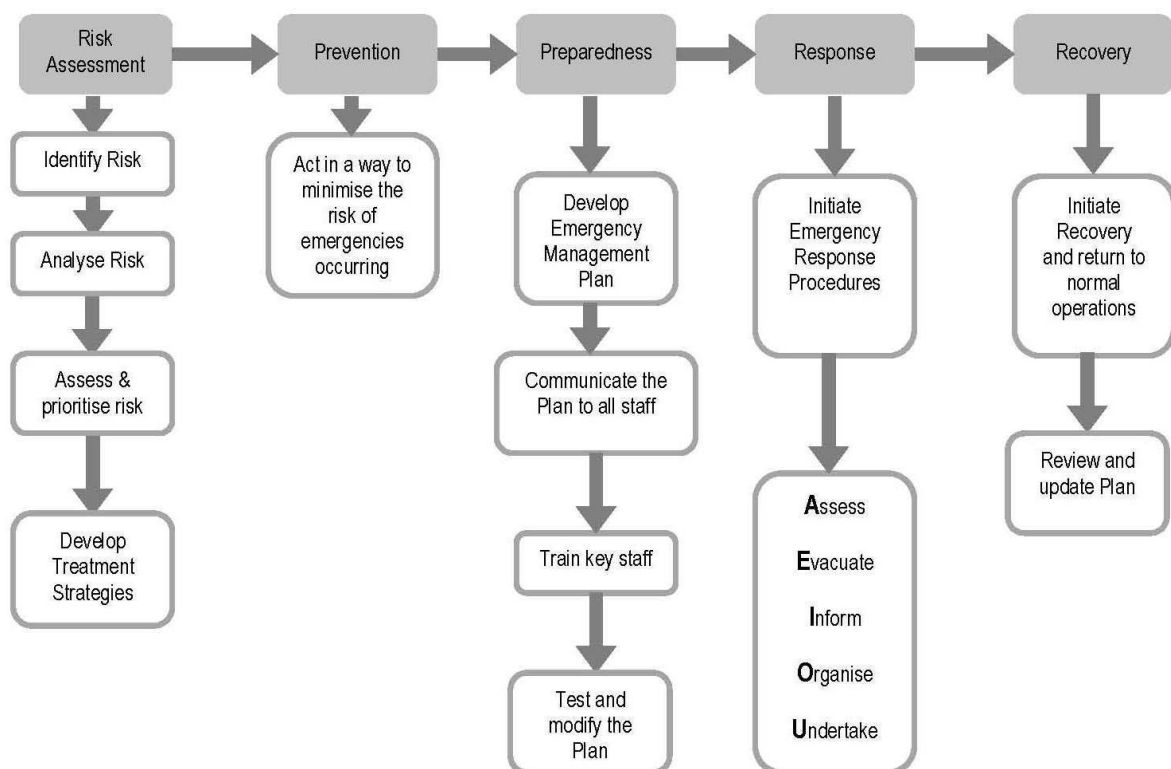


Figure One – Approach to disaster and emergency management

## Objectives

The objectives of the Plan are to:

- Document the response activities that SAVVY will undertake when there is a perceived or real threat to life, health or property
- Clarify the roles and responsibilities for all stakeholders

## Organisational Arrangements

The established hierarchy which applies to normal work-related activity will generally apply during an emergency.

## Emergency Management Team

An Emergency Management Team (EMT) will be convened when the Plan is activated and will comprise the following roles:

Role	Position	Responsibilities
<b>Chair</b>	<i>Chief Executive Officer</i>	Coordinate EMT meetings, set meeting times and agenda, delegate tasks
<b>Secretary</b>	<i>Executive Officer</i>	Organise EMT meetings, record and distribute minutes of meetings
<b>Emergency Coordinator</b>	<i>Chief Operations Officer</i>	Ensure all emergency management decisions are implemented, coordinate emergency response activities
<b>Media spokesperson</b>	<i>Chief Executive Officer</i>	Provide information to the media
<b>Clinical expert</b>	<i>Head of Multidisciplinary Care</i>	Facilitate clinical assessment of participants as required
<b>People &amp; Culture Representative</b>	<i>Head of People &amp; Culture</i>	Facilitate support to team members impacted by the emergency
<b>Services Coordinator</b>	<i>General Manager</i>	Facilitate support to team members and participants impacted by the emergency

The EMT will meet daily until the Chair determines a change to meeting frequency.

## Distribution

The Plan is accessible for team member use via:

- a. TurnPoint
- b. Employment Hero

The Plan will be available on the [savvyco.com.au/governance](https://savvyco.com.au/governance) web page for participants and their families to view.

## Legislation and supporting documents

- [\*National Disability Insurance Scheme Act 2013 \(NDIS Act\)\*](#)
- [\*NDIS Rules\*](#)
- *NDIS Practice Standard (Emergency and disaster management)*
- [\*NDIS Code of Conduct\*](#)
- Work Health and Safety Act 2011 (Cth)
- Work Health and Safety Regulations 2011 (Cth)
- Safe Work Australia
- SAVVY Policy - ORG2.8 Disaster and Emergency Management
- SAVVY Policy - ORG 2.6 Incident and Hazard Management Policy
- SAVVY Policy - WHS 1.1 Work Health and Safety Policy
- SAVVY Policy - WHS 2.2 Infection and Control Policy
- SAVVY Policy - WHS 2.3 Hazardous Substances Policy

## Triggers to activate the Plan

A workplace emergency is defined as an unforeseen situation that threatens employees, participants or the public. An emergency may be natural or manmade, and may disrupt or shut down operations.

The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed. Emergencies may be a specific event with a clear beginning, end and recovery process, or a situation that develops over time and where the implications are gradual rather than immediate.

The Plan will be activated for emergency events such as:

- a. Fire or explosions
- b. Serious injuries, bites, poisonings or other medical emergencies
- c. Emergency as a result of environmental conditions
- d. Including, but not limited to:
  - i. Bushfire
  - ii. Storm
  - iii. Earthquake
- e. Hazardous substances and chemical spills
- f. Gas or water leak
- g. Vehicle accident
- h. Bomb threat
- i. Civil disorder or illegal occupancy including robbery
- j. Hostage or terrorist situation
- k. Physical (including sexual) assault
- l. Infectious disease outbreak/pandemic

### 3. Risk Assessment

SAVVY uses risk assessment processes to identify and control barriers to effective emergency management.

All Board members, team members, volunteers and participants are expected to behave in a way to minimise the risk of emergencies occurring.

Where possible, participants and their support networks will be consulted about emergency and disaster Plans put in place.

### 4. Communications

An efficient emergency response will be facilitated through early and regular communications to all stakeholders.

#### **Participant Communication**

Information provided regularly to participants will address:

- Progress of emergency
- Emergency management and control measures being implemented

Regularity of the communication will be determined by the EMT.

#### **Team member briefings**

Information provided regularly to team members will address:

- Progress of emergency
- Emergency management and control measures being implemented
- Impact on team members and/or rostering, including how team members fatigue is being managed

Regularity of the communication will be determined by the EMT.

#### **Stakeholder updates**

Stakeholders identified by the EMT, relevant to the emergency, will be updated regularly for the duration of the emergency. Stakeholders may include:

- General practitioners
- Families
- Pharmacy
- Informal carers

Regularity of the communication will be determined by the EMT.

### **Communication with emergency services**

The Emergency Coordinator is the primary contact for emergency services personnel. Upon arrival of the emergency services, they are to be informed of the emergency circumstances, including if any persons remain in the building/office, if appropriate.

## **5. Preparedness**

The list of potential emergency situations and disaster and emergency Plans are reviewed annually. SAVVY will also review these in the event of a disaster or emergency situation. Plans are in place to identify, source and induct a workforce in the event that workforce disruptions occur in an emergency or disaster.

All Board members, team members and volunteers are trained in disaster and emergency response procedures at induction and annually to ensure they are familiar with implementing disaster and emergency management Plans.

All Board members, team members and volunteers familiarise themselves with emergency evacuation procedures, including their responsibilities and the emergency evacuation assembly point.

Emergency evacuation drills are undertaken in all sites quarterly under the instruction of the CEO.

- a. The Fire Warden conducts emergency evacuation drills at a minimum of once per year. All persons in the premises at the time of the drill are to respond as if in a true emergency evacuation.
- b. A record of the emergency evacuation drill is made using the Emergency Evacuation Report, which identifies details of the evacuation and where further safety actions are required. The Emergency Evacuation Report is also used to record evacuation details following a true emergency evacuation.

All fire safety activities undertaken by SAVVY are recorded and reviewed to identify gaps in training, knowledge, equipment or processes. Fire activities include, but are not limited to, fire safety training, drills and exercises, records of maintenance and inventories of equipment kept.

SAVVY team members with capabilities that are relevant to assisting in the response to an emergency or disaster (such as contingency planning for infection prevention & control) are to be identified and assigned where required. Training will also be provided to implement emergency and disaster Plans.



## 6. Response

### Plan Activation

Activation of this Plan will follow an assessment or escalation of an incident. The decision to activate this Plan is dependent upon various criteria including the perceived level of threat and the amount of support required.

When a disaster or emergency situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property.

The R.A.C.E acronym has been adopted as the standard emergency message and response for all SAVVY workers, as it is applicable in many emergency situations.

<b>R RESCUE</b>	<ul style="list-style-type: none"> <li>• Any person in immediate danger if safe to do so</li> </ul>
<b>A ALARM</b>	<ul style="list-style-type: none"> <li>• Raise the alarm/alert others</li> <li>• Contact emergency services by telephoning 000</li> <li>• In case of fire activate alarm</li> </ul>
<b>C CONTAIN</b>	<ul style="list-style-type: none"> <li>• Close doors to contain fire and secure the area</li> </ul>
<b>E EXTINGUISH / EVACUATE</b>	<ul style="list-style-type: none"> <li>• Attempt to extinguish fire only if trained &amp; if safe to do so</li> <li>• Evacuate premises</li> </ul>

A register of participants who require support during an emergency can be obtained through TurnPoint. This list can be obtained by the Chair, Secretary, Emergency Coordinator or Services Coordinator of the EMT. The list can be sorted by postcode.

Alternative arrangements for the continuity of supports for each participant are to be considered, where changes or interruptions are unavoidable and support is safe to do so. These changes will be:

- a. explained and agreed with the participant
- b. delivered in a way that is appropriate to their needs, preferences and goals.

In the event of an emergency or disaster, each participant should access support in a safe environment that is appropriate to their needs. Measures for this include:

- a. using and identifying team members familiar to the participant where possible.
- b. undertaking work with other providers (including health care and allied health providers and providers of other services) to identify and manage risks to participants and to correctly interpret their needs and preferences.
- c. for participants with communication needs, having clear arrangements in place to support them to understand and express emerging health concerns.
- d. routine environmental cleaning is conducted in settings in which supports are provided to participants (other than their homes), particularly of frequently touched surfaces.
- e. PPE is available to SAVVY team members, and SAVVY participants who require it.

Refer to Appendix One Emergency Response – Client Incident Response Protocol

The following information is further guidance for specific emergencies:

### **Fire Management**

- a. In the event of a fire, fire safety equipment is to be used to extinguish the fire if safe to do so. If it is unsafe to use fire safety equipment, emergency evacuation procedures are implemented.
- b. The fire warden or in their absence a collectively agreed other lead person ensures that emergency services are contacted by phoning 000.
- c. All fires should be attended by fire emergency services, regardless of the size, extent or damage of the fire as there may be further risks which emergency services can identify and assess.

### **Raising the alarm**

An employee who discovers an emergency (i.e. fire, gas leak etc.) should:

- a. Rescue any person in immediate danger if it is safe to do so
- b. Do not attempt to combat the fire – this should be left to professionally trained people
- c. Contact the Fire Warden or SAVVY's Executive Manager and ask them to:
  - Activate the alarm system
  - Call emergency service by telephoning 000
  - Advise the fire warden
  - Evacuate to the assembly point

### **Evacuation**

- a. Where an emergency alert or alarm is given that requires evacuation of a building (i.e. fire, explosion, bomb threat, natural disaster), all persons are to leave SAVVY premises in a prompt and calm manner via the emergency exits. In an emergency evacuation, do not use building lifts.
- b. The Fire Warden is responsible for providing direction and facilitating safe evacuation of all persons. The Fire Warden must collect the Visitor Register/appointment book and ensure all persons evacuate the building and meet at the designated emergency assembly site. Where the Fire Warden is not available, a senior team member or other suitable person is to identify themselves as the person responsible for leading the emergency response.
- c. All persons are to follow instructions of the identified emergency response leader and emergency services personnel.
- d. Mobility impaired persons are supported by other persons to safely evacuate the premises. Mobility impaired persons who are in immediate danger and cannot safely evacuate the premises are moved to a safe place. A safe place may be inside a fire isolated fire stair, or into another section of the building, closing doors between the person and the fire, however still on an exit route.
- e. Team members are responsible for ensuring that visitors are escorted to the emergency assembly site.
- f. If a person is trapped in the building, no person is to re-enter the premises unless it is completely safe to do so and permission is given by an EMT member. If it is unsafe to re-enter the premises, inform emergency services on their arrival for them to assess and respond to the situation.
- g. No person is to re-enter the premises while the fire alarm is sounding or until clearance is given by emergency services.

### **Evacuation Procedures for Fire Warden**

- a. When notified of a fire, the Fire Warden should ascertain whether the person who discovered the fire has called the Fire Brigade. If not, the Fire Warden, depending on the reported seriousness of the situation, should do so whilst commencing the evacuation of the building.
- b. The evacuation of the building is achieved by firstly notifying any other Fire Warden of the situation. The Fire Warden then quickly walk around the building and instruct all people present to leave the building immediately and move to the assembly point. Team members should not be offered any explanations. Care should be taken to notify team members in areas not part of the main building (e.g. basements, toilets, storage areas).
  - i. The Fire Warden(s) should ensure that every room, including the toilets have been checked for occupants. The doors of each room should be closed once vacated.
  - ii. To ensure that Fire Warden do not unnecessarily risk their own lives or the lives of others, the following procedures must be adhered to:
    - Any person refusing to leave the building is to be left in the building.
    - If a person has a disability that is likely to slow the exit of remaining people from the building, the disabled person must be the last to leave the building with the fire warden.
    - If it is difficult to reach a person without risking a life, then that person must be left in the building for the Fire Brigade to rescue.
- c. Fire Warden should be the last to leave the building and move to the Assembly Point. At the Assembly Point a list of names will be taken and team members will be asked to account for any missing persons.
- d. The decision to switch off the electricity supply should be taken by emergency services.

### **Evacuation assembly site**

- a. Following evacuation from SAVVY premises, all persons are to assemble at the designated emergency assembly site.
- b. The emergency assembly site is clearly labelled on the Evacuation Plan.
- c. All persons are to remain at the designated emergency assembly site until given clearance to return to SAVVY premises or other directions by the Fire Warden and emergency services personnel.

### **Bomb Threat**

- a. In the event of a bomb threat, remain calm and always treat the threat as genuine.
- b. Team members must keep calm and act in as normal a manner as possible.
- c. If the threat is via Telephone:
  - 1 Remain calm. Do not panic
  - 2 If able, notify another team member to call 000
  - 3 Prolong the conversation for as long as possible as on open line can be traced
  - 4 Carefully note personal characteristics
  - 5 Refer to the Bomb Threat Checklist (Appendix 2)
  - 6 Try to find out where the “alleged bomb” has been placed
  - 7 DO NOT HANG UP THE PHONE – even if the caller does
  - 8 Immediately after the call, phone Police
  - 9 Complete the bomb threat checklist
  - 10 Do not attempt to locate the bomb or remove it
  - 11 Emergency Coordinator should contact appropriate authorities who will advise what action to take
  - 12 If the decision is made to evacuate, follow evacuation procedures

### **Personal Threat**

- a. This procedure is the initial response to a personal threat that may arise from an armed or unarmed person confronting team members or others in a violent or threatening manner. Once police or other professional response group arrives, they will assume command.
- b. Under no circumstances should team members, or others put themselves in further danger.
- c. When there are demands for property (money, equipment) with threats of violence, the property should be handed over without question.
  - Try to remain calm
  - If the offender is a participant, refer to the participants environmental risk assessment
  - Obey the offender’s instructions, only doing what is told and nothing more
  - Stay out of danger if not directly involved, leaving the building if it is safe to do so and remove everyone in possible danger out of the way
  - Call 000
  - Follow instructions from Police

### **Threatening Behaviour**

- a. Confrontation may include verbal abuse, threatened violence or substance affected behaviour.
- b. Diffuse the situation
  - 1 Identify if a suitable solution to the cause of the problem can be found
  - 2 If not, politely ask the offending person to desist or leave
  - 3 If the offender is a participant, refer to the participants environmental risk assessment
  - 4 Inform SAVVY HQ of the situation
  - 5 If there is a perceived threat to life or wellbeing, call the Police immediately

## 7. Review of the Plan

The Plan will be reviewed:

- Annually; or
- After activation, to incorporate learnings to improve future responses

Following an incident:

- Team member debriefs will be held to identify what worked well and what didn't
- The CEO & Fire Warden (where relevant) will review the emergency event recommendations will be developed from the debriefs, with the view of identifying and implementing improvements in overall workplace health and safety and emergency management.
- The EMT will develop strategies/ processes to address any recommendations arising from the debrief
- The report is to be forwarded to the Board for consideration.
- If the recommendations are approved by the Board, the Plan will be updated
- Outcomes will be communicated to stakeholders

Appendix One

# Emergency Response

## Client Incident Response Protocol

Every emergency situation is unique, however in every situation, **personnel safety and client safety** must be assessed as the first priority.

1. Assess situation and identify any immediate dangers to clients, employees or public
2. Activate Alarms if relevant (eg fire alarm)
3. Take personal protective measures
4. Take measures to protect clients, including CPR or First Aid
5. Report Emergency (eg Call 000). Take a deep breath before calling and have the below information ready:

**What is the emergency?**

**Where are you?**

**Who is affected?**

**How are they affected?**

**When did the emergency start?**

**What are you doing now to support those impacted / stay out of danger?**

**What support do you need?**

6. Identify source of emergency and establish control measure if trained
7. Contact SAVVY Chief Operations Officer (client related) or CEO (non-client emergencies) using the same calling script as above
  - 0487 777 794 - Deanna Maunsell (Chief Operations Officer)**
  - 0422 098 901 – Christopher Murphy (CEO)**
  - 1300 291 097 - If Deanna or Christopher do not answer**
8. Isolate area or client if necessary
9. Evacuate or shelter in place: Account for all employees and clients
10. Continue to provide support to clients and employees

**Appendix Two**

# Bomb Threat Checklist

**Questions to ask the caller:**

- When is the bomb going to explode?
- Where did you put it?
- What does it look like?
- How will the bomb explode?
- Did you put it there?
- Why did you place the bomb?
- What kind of bomb is it?
- What is your name?
- What is your address?
- Exact working of threat

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***Immediately after the call, complete this form and report to Head of Operations.***

***DO Not discuss with other workers.***

- Phone number call received on:
- Time:
- Date:
- Length of call:
- Comments:

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Name

Position

Signature

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**Notes for after the call**

**Information on caller**

- Sex Male / Female
- Estimated age
- Caller's voice
- Accent (specify)
- Any impediment (specify)
- Voice (loud, soft etc)
- Speech (fast, slow etc)
- Diction (clear, muffled)
- Manner (calm, emotional etc)
- Did you recognise the caller? Yes / No
- If so, who do you think it is?
- Was the caller familiar with the area? Yes / No

**Threat Language**

- |               |                |
|---------------|----------------|
| Well Spoken   | Incoherent     |
| Taped Message | Irrational     |
| Message read  | Abusive / foul |
| Other         |                |

**Background Noises**

- |               |                  |
|---------------|------------------|
| Street noises | Factory noises   |
| Crockery      | Animal noises    |
| Voices        | Clear            |
| PA system     | Static           |
| Music         | House noises     |
| Motor noises  | Office machinery |
| Other         |                  |