



Procedure: Emergency and Disaster Management

Introduction

In the event of a natural disaster or other emergency, Individualised Community Access Services (ICAS) will create plans to ensure that we can effectively respond to emergencies and disasters. Planning for emergencies and disasters helps ICAS to:

- Plan our responses for different types of emergencies and disasters;
- Manage associated risks, including risks to the health, safety and wellbeing of participants; and
- Ensure continuity of supports during emergencies and disasters.

For specific information about ICAS pandemic management practices, please refer to the Pandemic Management Policy and Procedure.

Types of Emergencies and Disasters

There are many different disasters and emergencies that stem from a variety of causes. Some of the most common disasters and emergencies include:

- Natural Disasters, such as:
 - Bushfires;
 - Cyclones, Hurricanes, typhoons and other severe weather;
 - Earthquakes;
 - Other location specific natural disasters (landslides, floods, tsunamis).
- Human-caused disasters and emergencies, such as:
 - Assault and other violent crime;
 - Riots;
 - Traffic accidents;
 - Building fires;
 - Robbery.
- Other incidents of mass trauma, such as:
 - Pandemics.

For further information around cautionary actions that can be taken in the event of a natural disaster or human-caused disaster, refer to Appendix 1.

Planning for Emergencies and Disasters

When creating an emergency and disaster management plan, ICAS will:

- Assess and manage risks associated with emergencies and disasters;
- Create plans that cover:
 - Risk assessment and mitigation strategies;
 - Preparing for, and responding to different types of disasters;
 - The location of relevant emergency kits and facilities;
 - The responsibilities of workers and the organisation when responding to emergencies and disasters;
 - How supports will be modified to ensure continuity of supports during an emergency or disaster;
 - How ICAS will respond and adapt changes within participant supports and other interruptions;



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- How we as an organisation will test the plans and adjust them in context of a particular emergency or disaster;
 - The date/s on which the plan must be reviewed
- Communicate the content of the plans to workers, participants and participant support networks;
- Ensure the emergency management practices and guidelines around support continuity are also included as part of each participants Service Agreement;
- Consult participants and their support networks when developing plans and putting them into place;
- Review our plans regularly;
- Consult participants and their support networks when undertaking plan reviews;
- Ensure the plans are easily accessible to relevant workers and participants;
- Ensure the contents of the plans are effectively communicated to workers, participants and participant support networks.

Continuity of Supports

To ensure continuity of supports ICAS will:

- Comply with our Business Continuity Plan and all relevant legislation;
- Record alternative support arrangements in:
 - Our Emergency and Disaster Management Plans;
 - Our Business Continuity Plan;
 - Each participants Service Agreement
- Communicate the contents of our Emergency and Disaster Management Plan to workers, participants and participant support networks;
- Adapt to and respond to any changes in the emergency and disaster situation.

Support Plans

Each participant receiving supports and services from ICAS will have a support plan tailored to their individual requirements. This support plan will include emergency and disaster management information attached, which will cover:

- Strategies for ensuring each participants safety, health and wellbeing if there is an emergency or disaster of any kind (including individual, organisational and community emergencies/disasters);
- Strategies for responding to medical emergencies involving each participant;
- Processes for escalation for each participants urgent health situations;
- Strategies for ensuring continuity of supports for each participant if there is an emergency or disaster.

ICAS will ensure that each participants support plan is understood by each worker. This will be included in worker training.

Service Agreements

ICAS will ensure that each participants Service Agreement states to refer to this procedure or where applicable the participants Emergency and Disaster Management Plan which identifies support arrangements that will be put into place in the event of an emergency or disaster.



Worker Training

When scheduling worker training ICAS will identify:

- Key worker capabilities relating to emergency and disaster management (such as contingency planning or infection prevention or control);
- Workers that have these capabilities.

ICAS will conduct worker emergency and disaster management training during intake and throughout the course of employment. Our worker training will cover:

- The contents of emergency and disaster management plans;
- Understanding the support plan of each participant they will be supporting;
- Implementation of emergency and disaster management plans;
- Response actions to specific emergencies and disasters (including how to distinguish between urgent and non-urgent health situations);
- Procedures for escalation of incidents;
- How to maintain continuity of support;
- How to adapt to changing emergency and disaster situations.

Inducting a Workforce in the Event of a Disaster

Based on their availability and skills, ICAS will identify essential workers whose assistance will be required in the event of an emergency and/or disaster. ICAS will induct these workers and providing training as required.

Emergency Toolkits and Facilities

ICAS will ensure that all relevant emergency tools and facilities are outlined in our Emergency Management Plan and are always accessible. Emergency tools and facilities that may be provided include:

- First aid kits;
- Emergency evacuation maps;
- Fire extinguishers;
- Smoke alarms;
- Torches;
- Emergency contact list.

Responsibilities of Key Management Personnel

All key management personnel must:

- Manage emergency and disaster management planning, response and recovery;
- Oversee the response to and emergency or disaster;
- Undertake Risk Assessments that include emergencies and disasters;
- Monitor local, state and federal government announcements and updates;
- Modify response actions in response to local, state and federal government announcements and updates;
- Communicate changes to supports to all relevant workers, participants and participant support networks;
- Obtain all relevant insurances for the organisation;
- Test all emergency and disaster management plans and adjust them in the context of a particular emergency or disaster;
- Review all emergency and disaster management plans to respond to the changing nature of an emergency or disaster;



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- Audit the effectiveness of existing approaches to emergency and disaster management;
- Effectively communicate the content of emergency and disaster management plans to participants and their support networks (with the use of appropriate communication aids, if required);
- Effectively communicate the content of emergency and disaster management plans to workers;
- Train workers to understand and implement emergency and disaster management plans;
- Manage any complaints and incidents that occur in line with all relevant policies, documentation and legislation.

Responsibilities of Workers

All workers must:

- Take part in training;
- Understand all worker training content and material (and ask for clarification where required);
- Adhere to the emergency and disaster management plans, as well as other relevant policies, procedures, legislation and documentation;
- Escalate and respond to incidents in accordance with our Incident Management policies and procedures and all relevant legislation;
- Assist each participant to understand emergency and disaster situations and their impact on them and their supports.



Appendix 1

Personal Medical Injury

In the event of a personal medical injury which may result from instances such as assault or other violent crime or a traffic accident, workers and participants should firstly notify the nearest first aid officer, seek medical treatment if required and advise the Director. An *Incident Report Form* will be required to be completed as per the *Incident Reporting Procedure*. If the medical injury is an emergency situation, call emergency services on 000.

Personal Threat from Acts of Terrorism or Riots

In the event of a personal threat from an act of terrorism, the worker/Warden shall:

- Notify the Police by dialling 000 and requesting assistance;
- Ensure the Director is notified immediately of the location and describe situation;
- Initiate action to confine or isolate the threat from building occupants; and
- Report to the Director regularly regarding the status of disturbance;

Fire

An emergency warden will be appointed for each site and workers provided the name, location and telephone number of the person during induction. All workers are to familiarise themselves and ensure participants are aware of the Fire Assembly Point and Evacuation Map and procedures located at their applicable site.

Emergency Warden – At all ICAS sites, the designated emergency warden shall respond to the emergency fire event.

Evacuation – The fire warden shall make the decision concerning evacuation and supervise the evacuation to the pre-determined assembly area. In the event of a fire, evacuation is to take place via the stairs - lifts should not be used where applicable. The fire warden will conduct a physical count once evacuation is complete.

Severe Weather Event

In the event of any of the below mentioned severe weather events ICAS workers will ensure that the following practices are undertaken and support and guide participants to ensure their safety.

Earthquake

- Remain in the building, move to a lower floor and keep well clear of windows;
- Shelter under structures that offer protection e.g., desk or table;
- Follow the instructions of Emergency Wardens or relevant Emergency Services Personnel;
- Evacuate the building to the nominated assembly area only if instructed to do so by Emergency Services or Emergency Warden personnel and assist with the evacuation of participants. Do not leave the assembly area until advised to do so.



Storms / Lightning Strikes

General precautions:

- Stay away from metal poles, fences, or tall metal structures;
- When a thunderstorm is overhead use of telephones should be minimised;
- If undertaking water activities, leave the water immediately;
- Discard all metal objects.

If shelter is not available:

- Do not lie down (the more of you that is in contact with the ground, the more 'attractive' you are to lightning) but avoid being highest object;
- If your hair stands on end or you hear buzzing on nearby rocks, fences etc, move immediately. At night, a blue glow may show if an object is about to be struck;
- Stay away from high and low points (hilltops, ridges & gullies), rock overhangs and shallow caves;
- Make sure participants and colleagues are aware of the Lightning Safe Position. This involves:
 - Squatting or crouching with knees drawn up and feet together, preferably on dry insulating material (e.g., foam mat);
 - Keeping hands off the ground;
 - Spread group members out – about ten metres apart, but within calling distance;
 - Never shelter under tree/s.

Dust Storms

If a severe dust storm is encountered and you are driving, reduce vehicle speed immediately and carefully pull off the roadway. Once off the paved portion of the roadway, turn vehicle lights off to ensure other cars do not follow and hit the vehicle. Wait until the dust storm has passed before getting back on the roadway.

Dust Storm Precautions

To help drivers safely manoeuvre through a dust storm:

- Reduce speed and turn on driving lights;
- If on a freeway, leave the freeway at an exit ramp, if possible.
- Wait until visibility is at least 100 metres before re-entering the roadway;
- If symptoms of breathing distress, seek medical advice.

If supporting a participant at their residence, encourage the participant to close all windows and doors to minimise air particles impacting their breathing.



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Flooding

In the event of a Flood:

Indoors

- Keep well clear of building access points;
- Switch off any electrical equipment and gas that could be affected by water;
- Move any chemicals, documents, equipment and valuables to a safe area if time permits;
- Evacuate the building only if instructed to do so by Emergency Services personnel and assist with the evacuation of other occupants.

Outdoors

- Prior to any travel, information on prevailing weather conditions, including road closures, should be obtained if significant rain has fallen in the previous twenty-four hours;
- Do not attempt to walk or drive through flooded roadways. If route is blocked by floodwaters or barricades, turn around and seek an alternative route or wait until the water subsides;
- Be cautious at night when it is harder to recognise flood waters.

Bushfire

In the event of a bushfire, if possible, retreat to a safe area such as a river, broad track, rock or cleared area. Fire usually travels much faster uphill than downhill. However, it is virtually impossible to outrun a fire whether it is travelling uphill or down.

When in danger of being engulfed by an approaching or near-by fire:

- Keep calm;
- Drink as much as possible and carry water;
- Saturate and cover up with clothing preferably with woollen and thick clothing including the head region;
- If you are with a participant stay together;
- Avoid dense undergrowth;
- Look for open or already burnt ground;
- Keep to tracks if possible;
- Decide on the intended route and signals and ensure all know them;
- Conserve as much energy as possible and take rests, if viable.
- Keep low (there is more air available to breathe near the ground);
- Shield the body from radiated heat (the intense heat is greatly impeded by opaque materials and passes over very quickly) by lying or crouching behind a log, stacked rucksacks, mounds of earth, wombat burrows (feet in first) or the bank of the river nearer the fire front;
- Never get into a water tank, as the water can boil.

If trapped by fire in a vehicle

- Position car in a clearing or away from dense fuels loads;
- Where possible, minimise exposure to radiant heat by parking in a cutting or behind a natural barrier such as a rocky outcrop;
- Position the car facing towards the oncoming fire;
- Park the car off the roadway to avoid collisions in poor visibility;
- Leave the engine running;



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- Turn headlights and hazard warning lights on to make the car as visible as possible;
- Tightly close all windows and doors;
- Shut all the air vents and turn the air conditioning on to full and recirculate;
- If possible, stay in the car until the fire front has passed and the temperature has dropped outside.

Gas Leakage

On discovering a gas leak, workers should contact the Director advising the following:

- location of the leak;
- size of leak.

The Director will notify all workers and participants at the worksite advising of the type and extent of the emergency, contact Emergency Services and:

- Isolate the gas supply at the source (if safe to do so);
- Remove all ignition sources (if safe to do so);
- Turn off the electrical supply;
- Evacuate all persons in immediate danger;
- Remain at the Evacuation Assembly Area until further advised by Emergency Services;

Structural Collapse

In the event of Structural Collapse:

- Alert all persons nearby and request assistance;
- Notify Director;
- Assist any participants or colleagues in immediate danger (only if safe to do so);
- Call 000 describing situation; and
- Evacuate.

Electrical Incident

In the event of an electrical incident:

- Call 000; or 112 (mobile phones)
- Notify Director
- Ensure the safety of yourself, participants and any bystanders and request assistance;
- If power lines are involved contact the relevant electricity entity immediately;
- Assist any participants or colleagues in immediate danger (only if safe to do so);
- Isolate the power supply without touching the victim; and
- DO NOT move the plant if involved until advised safe to do so by emergency workers.

Bomb Threats

| Telephone Bomb Threat | If a suspected explosive device is found |
|---|--|
| The recipient should keep the caller talking (do not hang up at any time) and note as many details as possible. | <ul style="list-style-type: none">• Phone 000;• Do not touch;• Clear the area;• Notify a Warden immediately;• Follow the directions given;• Prevent all persons from entering the area where the device is located. |



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Action to be taken by recipient:

- Notify the Director who will notify the Police and Warden/s but do not do or say anything that may encourage irrational behaviour.
- The Director and the Warden/s will take further action as required.

Action to be taken by Wardens as directed by Police.