



2.10 Child Care Services Taree & Districts Inc. Wattle Tree Care

Emergency Management and Evacuation Policy

Child Care Services Taree & Districts Inc. (CCSTD) is committed to the planning of effective management of incidents, natural disasters and emergencies. In the event that a participant/s need to be evacuated due to natural disaster, local emergency or emergency situation, we aim to conduct this in a rehearsed, timely, calm and safe manner to secure the safety of each person using the service. The safety and wellbeing of each participant, provider and other stakeholders using the service is paramount above any other consideration in the time of an emergency or evacuation. Any other procedures will be carried out only if it is safe to do so.

The Purpose of the Policy:

The purpose of the Emergency Management and Evacuation Policy is to ensure that CCSTD has a coordinated response to the management of emergencies. As it is impossible to plan in detail for every emergency situation, the Emergency Management and Evacuation Policy establishes a framework for the effective planning and response to emergencies.

Risk Management Approach to Emergency and Evacuation Situations

Child Care Services Taree & Districts Inc. management will;

- Work together with support workers to identify potential emergency and evacuation situations that may arise at specific locations including the participant's residence to identify all risks. The risk assessments will be completed before support commences.
- Work together with support workers and participants or participant's representatives to develop procedures to identify and manage all risks associated with emergency and evacuation situations including natural disasters and local emergencies.
- All workers are trained in the emergency evacuation procedures
- Developing an emergency evacuation floor plan.
- Ensure support workers have ready access to an operating telephone or similar means of communication and that emergency telephone numbers are available.
- Ensure support workers understand emergency equipment such as fire extinguishers and fire blankets if available and are adequately trained in their use.
- Provide workers with procedures around all potential natural disasters, local emergencies and emergency situations
- Ensure that the evacuation procedures are in accordance with the evacuation floor plan and evacuations are practiced regularly.
- Provide support workers with opportunities to discuss procedures after each scheduled or spontaneous rehearsal to assist in refining their risk management procedures around the safe evacuation of participants.
- Ensure that emergency equipment is current and compliant

Support Workers will:

- Assist the participant in identifying risks and potential emergency situations relevant to their local area eg: floods, bushfires, riots etc.
- Assist the participant in developing procedures to lessen the risks and trauma associated with emergency evacuations due to natural disasters or local emergencies, where local evacuation centres are located, who to contact and at what stage of the emergency do you contact, medications to take, personal items to take and note on Evacuation Plan
- Ensure they are aware of the placement of operating communications equipment and emergency equipment and are confident in their ability to operate them.
- Ensure an emergency evacuation procedures and floor plan are available in a convenient position and participants are familiar of these.
- Will provide participants and their families with learning opportunities about emergency evacuation procedures.
- Be alert to the immediate needs of all stakeholders throughout the scheduled and spontaneous evacuation drills.
- Ensure all scheduled, spontaneous and actual evacuations are documented and reflected upon.
- Ensure an Incident/Hazard Report Form is completed.
- Ensure all emergency contact lists are updated as required

In the event of a natural disaster or local emergency support will continue if the situation is safe to do so and local emergency services approve the support.

In the event supports are being provided at the time of the emergency the support worker will contact emergency services, advise of the participants health, mental health and disability status and follow all directions from local emergency services, police or ambulance.

Workers will notify the service provider on the emergency number as soon as possible so extra support will be provided if required, allowable and safe to do so.

Service provider will contact relevant services, emergency contacts as required.

In the event of a natural disaster or local emergency and the participants are not accessing supports the Service Provider will make contact with participants or their representatives to ascertain their current situation and notify emergency services to seek assistance if required. Service provider will follow up with participants or their representatives after the emergency has passed to provide support and assistance.

Service provider will ensure Incident Forms and relevant documents are completed and lodged with NDIA

Relevant Forms:

SW02 Incident, Injury and Hazard Assessment.

SW03 Incident, Injury and Hazard Matrix.

SW04 Incident, Injury and Hazard Report.

SW05 Incident, Injury and Hazard Treatment Plan

SW09 Important Contacts.

SW11 Record of Emergency Evacuation procedures

SW12 Evacuation Floor Plan.

SW16 Feedback and Complaints Form

Relevant Legislation and Standards

- NDIS Practice Standards
- NDIS Code of Conduct
- NSW Disability Service Standards (NSW DSS)
- NDIS Terms of Business
- Health Records and Information Privacy Code of Practice 2005 (NSW)
- Freedom of Information Act 1982
- Privacy and Personal Information Act 1988 (NSW)
- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- Disability Services Act (2011)
- Disability Services Regulations (2015)
- Personal Information Protection Act (2004)
- National Standards for Disability Services
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011