

Emergency and Disaster Management Plan

Objective

This Emergency and Disaster Management Plan (the plan) has been developed to aid in the planning for and response to an emergency or disaster.

LotUs Assist is committed to ensuring measures are in place so that critical supports and services can be continued, while reducing risk to participants and employees.

Making the Plan Effective



Consultation and Communication

Participants are encouraged to provide feedback on the plans both when in the development phase and on any other time.

Participants and their support network as well as workers will be invited to provide input as part of all review processes.

Communication about these plans will be implemented in a way that suits each person with regard to their cultural background and communication needs e.g., use of an interpreter or easy to read documents.

New participants will be informed of the plan as part of intake.

Existing participants will be informed about the plan and provided a copy as part of the plans review and update process.

PLANNING

Potential Emergencies or Disasters

Potential emergencies or disasters which LotUs Assist, participants and the local community may face include but are not limited to:

- Storms.
- Floods.
- Bushfires.
- Unclimactic weather such as extreme cold or heat waves.
- Pandemic and other infectious disease outbreaks.

Impacts may include:

- Loss of power or water.
- Closure of roads.
- Closure of shops and services.
- Damage to offices, housing, or other infrastructure.
- Confinement of employees or participants.

Preplanning

LotUs Assist acknowledge that we may not be able provide the same level of service to participants during or immediately after an emergency or disaster situation but have implemented the following preplanning strategies to reduce the potential of an emergency or disaster occurring and/or the impact if an event does eventuate.

LotUs Assist will:

- Assess risks and create individualised support plans for each participant.
- Review risk assessments annually or earlier as required.

- Review and update support plans annually or earlier as required.
- Highlight participants with complex or very specific support needs who may be at a greater risk if support was suspended during an emergency or disaster or may require additional support in an emergency or disaster event.
- Complete home safety inspections and advise participants and where applicable support network members of identified safety concerns and hazards and where applicable, support to rectify or implement controls to reduce risks.
- Organise replacement employees to provide support to a participant if an employee is unavailable in an emergency or disaster.
- Provide each employee with an emergency kit to keep in their vehicle which includes masks, gloves, tissues, hand sanitiser and a first aid kit.
- Retain additional supplies of items which may be required in an infectious disease outbreak including gloves, masks, hand sanitiser.

LotUs Assist will capture details and document in participant risk assessment and support plan which may be required in an emergency. This includes:

- Employees who have capabilities outside their normal role which may be called on in an emergency or disaster.
- If and where employees work outside of LotUs Assist.
- Employee and participant contact details as well as emergency contacts within the online CRM system.
- Participants preferred mode of communication, including if face to face meetings are not possible or there may be changes to support services i.e., virtual meeting, email, text, verbally (mobile or land line), through a third party etc.
- Any documentation which may be required to provide a participant with ongoing support services.

All information is located on cloud-based servers thus allowing access if employees are required to work from home.

To enable contact with employees in an emergency or disaster in what could be a rapidly changing environment:

- Management can send updates via text using the enableHR system.
- The management team retain phone numbers of employees within their mobile phones.

To enable contact with participants and their support network:

- Management can send updates via text using the Careview CRM system.
- Employees retain phone numbers of the participants they support within their mobile phones.

Response

This plan will be activated when there is a report of or the potential of an emergency or disaster. The management team will meet to discuss how the plan will be activated, assign tasks, and set review times.

During any disaster, the management team will undertake the following actions:

- Adhere to this plan but adjust if required as the emergency or disaster unfolds.
- Keep up to date with and follow all relevant government directives and guidelines.
- Work towards maintaining continuity of support for each participant, prioritising participants with critical supports, and adjust participant supports as required.
- Communicate to employees, participants, their support network, and any other relevant parties such as:
 - how support services may or will be affected (before any possible actions are taken wherever possible).
 - briefing employees on any possible or real action steps required by them.
- Schedule wellness checks for participants who are unable to be reached physically or attend face to face appointments.
- Debrief employees and organising trauma counselling through Employees Assistance Program provider as required.
- If crucial employees are unavailable, assign back up employee or engage external replacements – refer to the Continuity Plan within the Governance Register.
- Ensure that any replacement contractors are appropriately experienced, trained and hold all relevant checks required.
- Implement alternative arrangements if crucial systems and functions are not able to operate.

External agencies/stakeholders will be advised of an emergency or disaster as soon as practicable after it occurs. Refer to the Continuity Plan and Delegations list within the LotUs Assist Governance Register for a list of external contacts who may need to be contacted and who is responsible for making this contact.

This includes:

- The NDIS Quality and Safeguards Commission who will be notified of any event that significantly affects LotUs Assist’s ability to comply with conditions of registration including events which seriously impair ability to conduct operations and deliver ongoing supports or services.
- SafeWork NSW or WorkCover QLD who will be notified of a serious injury, illness or dangerous incident or death.

Recovery

During the recovery phase of an emergency or disaster the management team will:

- Review what worked well as well as if and where the plan failed
- Seek feedback from employees, participants, and where relevant their support network regarding actions undertaken during the emergency or disaster, what worked well, any issues or concerns, and suggested amendments to the plan.
- Consult with employees, participant’s and their support networks on any draft changes made to the plan and once amendments finalised roll out the updated plan.

Data Management

The Emergency and Disaster Management data captured within the LotUs Assist Governance Register includes the:

- Business Risk Register (includes identified emergency and disaster risks, controls, and planned actions).
- Continuity Plan and Delegations.
- Compliance Schedule (audit schedule including emergency and disaster testing as well as insurance held).
- Capabilities Register (employees who may be called on in an emergency or disaster).

The EnableHR system contains employees:

- Contact details.
- Emergency contact details.
- Secondary employment details.

The Careview system contains participants:

- Contact details.
- Emergency contact details.
- Risk assessments and support plans.

Testing the Plans

Testing plans are completed as per the Compliance Schedule.

This includes:

- Scenario testing as part of team and management team meetings.
- Confirming contact and emergency contact details are current.
- Confirming secondary employment details are current.
- Testing planned back-up arrangements
- work as seamlessly as possible.

Employee Training and Reminders

LotUs Assist will prepare employees for an emergency or disaster by implementing the following:

- Employees are trained in the implementation of the plan and participants individualised plans on commencement.
- Updates and reminders are completed through team meetings.
- Strategies are reinforced through huddles and in supervisions.

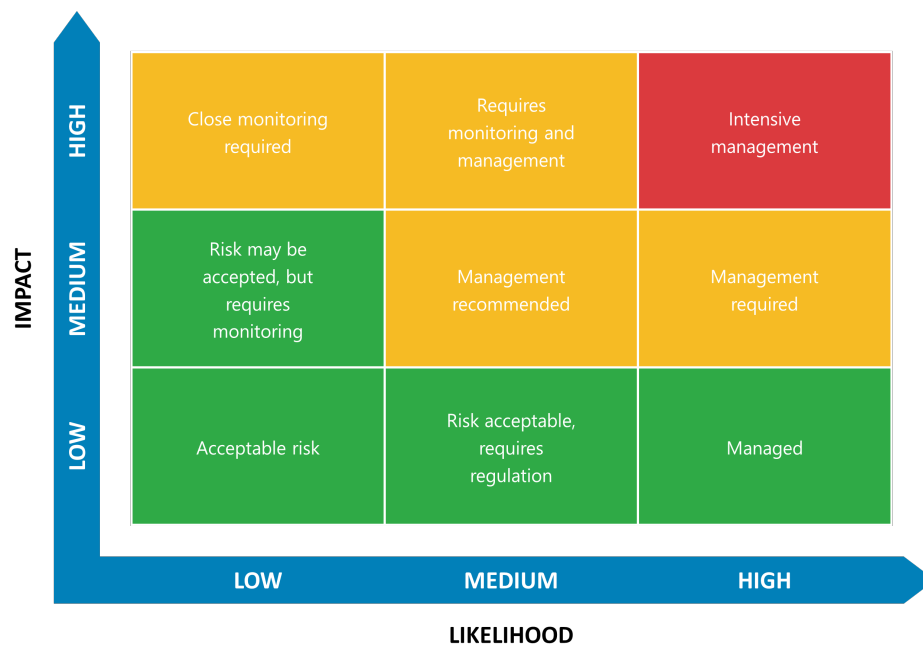
Review

These plans are not intended to be a static document and LotUs Assist will make a commitment to their ongoing continuous improvement.

This document will be reviewed annually or earlier as required such as due to changes in circumstances, as a result of learnings following an emergency or disaster or to capture feedback provided by participants or employees.

Significant risks and planned actions will be reported and reviewed as part of management team meetings.

Lotus Assist uses the risk assessment matrix below to support the identification, assessment and treatment of risks.



Appendix 1: Infectious Disease Plan

At LotUs Assist we take the wellbeing of our participants, employees, and visitors seriously. Therefore, the following plan is to be followed to reduce the risk of infection and to manage an infectious disease outbreak.

Individual with a suspected or confirmed diagnosis of an infectious disease

If someone has been exposed to, is showing symptoms or has been diagnosed with an infectious disease the following measures are in place to reduce the likelihood of spread.

Participant or visitor:

- Participants are encouraged to cancel any face-to-face meeting LotUs Assist.
- If an employee attends a participant's homes and the participant or a member of the household appears unwell, the employee is to either postpone the appointment or move to an online meeting.
- If a participant or visitor presents to the office unwell, they will be asked to leave.
- Participants will be encouraged to have a medical review/test to determine prognosis and to return to face-to-face meetings only once no longer symptomatic or if they have received medical clearance.

Employee:

- If an employee has been exposed to or suspects that they have a contagious disease, they are to contact their manager and are not to return to work until no longer contagious.
- Depending on the nature and severity of symptoms they may work from home.
- They will be encouraged to have a medical review and if appropriate, test.

Significant outbreak or pandemic

The following plan will be activated in the event of a significant outbreak of a contagious disease or if a pandemic has been declared.

LotUs Assist management will:

- Provide employees, participants, and where applicable their support network, with information regarding the disease and LotUs Assists response to the outbreak.
- Reinforce standard precautions.
- Communicate regularly with employees and participants including reminders of precautions in place, updates on LotUs Assists response and advice from the health departments.
- Make employees aware of their leave entitlements if they are sick or required to self-isolate.
- Encourage testing of employees, participants with symptoms in line with advice from NSW Health/QLD Health.
- Ensure employees have suitable equipment and resources to work from home.
- Ensure adequate quantities of hand sanitiser, disinfectant surface wipes, gloves and masks are available.

- Ensure any additional precautions are implemented as directed by a treating doctor, NSW Health/QLD Health and Commonwealth guidelines and instructions.

Additional precautions when physical contact is required

Wherever possible employees will be required to work from home.

If attendance in person is required, the following extra precautions will be implemented.

Increase frequency of environment cleaning with particular attention paid to frequently touched surfaces such as:

- Counters, desks, and tabletops.
- Handles (door and cupboard).
- Light and electrical switches
- Shared keyboards and mouse
- Toilets and taps.
- Remotes and phones.

Any shared workstations and office equipment are to be wiped down with disinfectant surface wipes between users and at the beginning and end of the working day. Employees are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water or hand sanitiser.

To support social distancing:

- Employees will be assigned to specific workstations wherever possible.
- Workstations will be set up to maintain social distancing.
- Meeting and waiting rooms seating will be arranged to maintain social distancing.

Employees and participants will also be advised to

- Open windows to allow fresh air to circulate where possible.
- Wash hands thoroughly or use hand sanitiser before and after the meeting.
- Wear a mask.

For further details refer to the Infection Prevention and Control Policy.

Inability to contact participants	No Action	No Action	Contact Emergency contact	Contact Emergency contact. Risk assess participants and determine if authorities require contact.	Contact Emergency contact. Risk assess participants and determine if authorities require contact.	Contact Emergency contact. Risk assess participants and determine if authorities require contact.
Inability to process invoices	No Action due to standard payment terms allowing one week for payment. If only impacting one office utilise alternate office to process.	No Action due to standard payment terms allowing one week for payment. If only impacting one office utilise alternate office to process.	No Action due to standard payment terms allowing one week for payment. If only impacting one office utilise alternate office to process.	Advise provider and participants of delay and expected timeframe. If only impacting one office utilise alternate office to process.	Advise provider and participants of delay and expected timeframe. If only impacting one office utilise alternate office to process.	Consider alternate processing options e.g. more manual methods including single bank transfers and using alternate CRMs. Maintain communication with providers and participants. Consider

Appendix 3: Activation of Plan

Initial containment – preparedness and planning	<ul style="list-style-type: none"> – Assemble Emergency Management team. – Review and adapt existing controls, and contingencies. – Allocate time, responsibilities, and resources. – Prioritise essential services and tasks, that is, what is critical and needs to be maintained and what can be delayed or stopped. – Consult with participants and their support network on potential impact of planned controls.
Targeted action	<ul style="list-style-type: none"> – Begin ongoing communication with employees, participants, and their support network- including about additional precautions. – Implement measures to reduce risks. – Modify service delivery as appropriate. – Keep abreast of guidance and requirements from health officials and the NDIS.
	<ul style="list-style-type: none"> – Seek feedback from participants and their support network on what's working/not working and suggestions for enhancement. – Monitor and review action plans and precautions as required.

<p>Review measures are effective</p>	<ul style="list-style-type: none"> – Review critical risks including if there are new or emerging risks including due to changes in worker numbers, new workers, new work practices etc. – Redirect resources as required.
<p>Stand-down and recovery stage</p>	<ul style="list-style-type: none"> – Carefully transition delivery back to normal in consultation with participants and their support network taking the following account: <ul style="list-style-type: none"> ○ Scenario (e.g., is access to building, resources available etc.). ○ Employee availability ○ Timing (are any regions, support services or functions affected more than others).