Emergency & Disaster Management Plan

July 2023

Wayville
Wayville Village
43-51 Goodwood Rd
Wayville, SA 5034
P: (08) 8373 4531
E: admin@headstartis.com.au

Gawler
21-23a Twelfth Street
Gawler South, SA 5118
P: (08) 8522 2621
E: gawler@headstartis.com.au

Postal:
PO Box 58 Goodwood SA 5034
F: (08) 8373 7618
ABN: 31314912925

Contents

Introduction

The following is our emergency and disaster management plan. This document is used in conjunction with other documents designed as prompts/reviews and policies and procedures.

Headstart Intervention Services

Note other relevant documents include:

3-Headstart Policy Procedure Manual

Section 8:

- *Infection Control*

Section 10:

- *Risk assessment, management and operational governance*

- *Action following a significant event*

- *Emergency and disaster management*

Section 7:

- *Health, Safety and Wellbeing and Injury and Incident*

Section 3:

- *Client Management*

In case of an emergency

ALWAYS CALL 000 (TRIPLE ZERO) IF THERE IS AN IMMEDIATE DANGER TO LIFE

For advice, call your management representative: Practice Manager

Assemble the safety management team (fire warden, first aid officers and senior management).

Notify all stakeholders if the emergency results in changes to service delivery, and again when normal services have resumed.

Documentation information

Validity Period

July 2023 (to be reviewed June 2024)

Distribution

Name	Position Title and Organisation Name	Date Sent	Email Address or Postal Address
All employees, including Director	Headstart	As required	Via email and available in organisation Shared System
Available to all clients		As required	Via website and link on email

Purpose

This Emergency and Disaster Management Plan provides details on how Headstart Intervention Services will prepare for and respond to emergencies.

Scope

This document outlines Headstart's emergency and disaster management arrangements. This plan applies to all clients, participants, staff, contractors, and visitors associated with this service.

Preparing for an emergency

Service profile

Service Name	Headstart Intervention Services
Physical Address	Wayville Premises, Wayville Village, 43-51 Goodwood Rd, Wayville, SA 5034 Gawler Premises, 21-23a Twelfth Street, Gawler South, SA 5118
Operating Days	Monday to Friday
Operating Hours	9.00am – 5.00pm
Phone	(08) 8373 4531 (Wayville) (08) 8522 2621 (Gawler)
Email	Wayville: admin@headstartis.com.au Gawler: gawler@headstartis.com.au
Fax	Wayville: 08 8373 7618 Gawler: 08 8522 1798
Website	https://www.headstartis.com.au/
Number of buildings/sites	2
Relocation Location / address and phone number	n/a
Number of service users	Approximately 800
Total Number of Staff	Approximately 49 staff
Methods used for communications to our service's community	Phone, email and PracSuite

Building information summary

Fire suppression systems

System	Location
Fire extinguishers and blankets	Ground floor each building at both locations

Alarms

Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Security Alarm & Duress Alarms	Wayville Gawler	NL Security SA Security Monitoring	LHS of Front Door Inside Back Door

Utilities

Utilities	Location	Service provider	Location of Shut-off Instructions
Water:		SA Water	
Electricity:		AGL	Wayville – LHS of front door Gawler – Outside RHS wall

Communication systems

System	Location
PracSuite	IT Alerts sent via PracSuite
Exit Signs	Wayville – in hallways heading to one main door Gawler – in hallways heading to front and back door

Building and site hazards

Hazard Description	Location
No hazardous chemical kept on site	N/A

Risk assessment, management and operational governance

Headstart strives to have excellent standards of operational government that are defined by our values: support, commitment, professionalism and care. Being aware of contingency planning in relation to identify, managing and monitoring risk.

Our practice has a system of risk assessment and management that ensures proper systems and procedures are in place within our practice. These systems and procedures are documented and regularly reviewed.

Our practice undertakes a regular formal risk assessment and management review including areas such as financial services, human resources, complaints management, information management, work health and safety, emergency/disaster management, facilities (computers, telephones, storage), reception/administration services and client services; and all areas of our quality management system.

In our practice, it is the responsibility of the management team to undertake a regular formal risk assessment and management in the areas of financial services, human resources, facilities, clinical services and client services.

The aim of our systems and procedures are to:

- identify all strategic risks using a risk management process;

- ensure risk management becomes part of day to day management;

- provide staff with policies and procedures necessary to manage risk;

- ensure employees are aware of risks and how to manage them;

- assign accountability for risk;

- ensure all legal obligations are addressed (e.g. NDIS and other regulatory bodies, WorkCover, etc.);

- ensure insurances are current (e.g. building, public liability, professional indemnity, etc.)

- ensure consultants compliance is in place (e.g. Workers' Screening, PD, etc.)

- use feedback and surveys to plan for improvements that minimise risk;

- use continuous improvement forms (15-Continuous Improvement Plan/Register) to ensure risks are controlled;

- monitor risk profile and implement continuous improvement approach to risk management

- ensure all important meetings are recorded (see the Practice Manager for minutes), reviewed and acted on as necessary;

- client welfare is an imperative focus;

- the QMS system functions efficiently and results in quality supports;

- all documentation is controlled and information is recorded, reviewed and monitored as required;

- consultation and communication is productive and focuses on client satisfaction and clients/families/staff welfare, knowledge and professionalism;

- our QMS aligns with our key values: support, commitment, professionalism and care.

Examples of these systems include:

- records of staff qualifications and training;

- client feedback obtained via surveys/suggestion box/logbook of complaints/comments;

- client records;

- regular reviews of systems and procedures;

- policy on telephone and email exchanges with clients.

Risk Assessment Chart (inserted below)

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Risk Management Chart

Likelihood → Consequence ↓		Extreme Risk (Likely)	High Risk (Probable)	Medium Risk (Possible)	Low Risk (Unlikely)	Responsible Person	Treatment/Control (Notes: E&D Mgt Plan = Emergency & Disaster Management Plan) Key: HPPM = Headstart Policy & Procedure Manual S = Section
		1. Extreme Risk (likely)	2. High Risk (probable)	3. Medium Risk (possible)	4. Low Risk (unlikely)		
Severe	1. Participant– death or hospitalisation 2. Staff – death or hospitalisation 3. Visitors – death or hospitalisation 4. Services – complete loss of service 5. Financial – financial loss > $100K 6. Environmental – fire requiring evacuation	4	4	4	4	Business Owner/ Practice Manager	**1, 2 & 3.** HPPM S3 – First aid. Triage and medical emergencies, Safety, Child Safe Environment/Emergency & Disaster Management/Child Safe Enviro (CSE) Compliance Statement. HPPM S7 - Health Safety & Wellbeing, Incident & Injury. 5e-Injury & Incident Report Form. NDIS 5f-Notifiable Incident Report Form & NDIS (Incident Management and Reportable Incidents) Rules 2018. HPPM 10 Risk Management. **4.** HPPM S6 - Continuity of supports. HPPM S10 Emergency & Disaster Management. Risk Management. **5.** HPPM S10 - Risk assessment, management/operational governance & financial mgt. **6.** HPPM S7 Fire Protection. HPPM S10 Emergency & Disaster Management. 2-Emergency Response & Evacuation Plan. 5b-Environmental Risk Assessment Template. 5c-Workplace Health, Safety & Welfare Risk Register. 8-Emergency & Disaster Mgt Review Checklist. Building insurance/safety assessment.

Approved: 30.06.2023
Review Date: 30.06.2024

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Risk Management Chart

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		1. Extreme Risk (likely)	2. High Risk (probable)	3. Medium Risk (possible)	4. Low Risk (unlikely)		
Major	1. Participant – severe injury or sexual assault 2. Staff – permanent loss of function or disfigurement; sexual assault 3. Visitor – Accident 4. Service – major loss of service 5. Financial – financial loss of > $50K &< $100K 6. Environmental – fire that grows larger than one room 7. Building – Damage to building	4	4	3	3	Business Owner/ Practice Manager	**1 & 2.** First aid. HPPM S3 - Triage and medical emergencies, VANED, Code of Conduct, Child Safe Environment. HPPM S10 - Risk Assessment, 5f-Notifiable Incident Report Form, Child Safe Environments (CSE) Compliance Statement. HPPM S7 Health, Safety and Wellbeing. Incident and Injury—5e-Injury and Incident Report Form. **3.** HPPM S7 Health, Safety and Wellbeing. Incident and Injury—5e-Injury and Incident Report Form. HPPM S10 Management and Operational Governance (Work Cover & Public Liability Ins.). Workplace Health Safety and Wellbeing Risk Register. **4.** HPPM S6 - Continuity of supports. HPPM S10 Emergency & Disaster Management. S10 Risk Management. **5.** **6.** HPPM S10 Environmental Risk Assessment. S7 Fire Protection. HPPM Risk Assessment, Management & Operational Governance and Financial Management Planning. Emergency Response & Evacuation Plan. Emergency & Disaster Mgt Review Checklist. Building insurance/safety assessment. **7.** HPPM S10 - Risk assessment, management/operational governance & financial mgt. 5b-Environmental Risk Assessment. Building Insurance.

Review Date: 30.06.2024

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Risk Management Chart

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		1. Extreme Risk (likely)	2. High Risk (probable)	3.Medium Risk (possible)	4. Low Risk (unlikely)		
Moderate	1. Participant– medical attention by GP required 2. Staff – lost time for > 10 days or restricted duties 3. Visitors – medical intervention by GP 4. Services – disruption to all users 5. Financial – loss of > $10K but < $50K 6. Environmental – fire contained in a room	3	3	3	3	Business Owner/ Practice Manager	**1.** First aid. HPPM S3 Triage & Medical Emergencies. S7 Health, Safety & Wellbeing— 5c-Workplace Health Safety & Wellbeing Risk Register. S7 Incident & Injury—5e-Injury & Incident Report Form, 5f-Notifiable Incident Report Form. **2.** HPPM S6 - Continuity of supports. HPPM S10 Emergency & Disaster Management. Risk Management. **3.** HPPM S3 Triage & Medical Emergencies. **4 & 5.** HPPM S10 Environmental Risk Assessment. Section 7: Fire Protection Policy. HPPM S10 - Risk Assessment, Management & Operational Governance and Financial Management. **6.** HPPM S7 Fire Protection. HPPM S10 Emergency & Disaster Management. Emergency Response & Evacuation Plan. 5b-Environmental Risk Assessment Template. 5c-Workplace Health, Safety & Welfare Risk Register. Building insurance/safety assessment.

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Risk Management Chart

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		1. Extreme Risk (likely)	2. High Risk (probable)	3.Medium Risk (possible)	4. Low Risk (unlikely)		
Minor	1. Participant – first aid attention by First Aid Officer 2. Staff – lost time or illness of 5-10 days 3. Visitors – first aid attention by RN 4. Services – business disruption 5. Financial – loss of < $10K &> 5K	3	3	3	3	Business Owner/ Practice Manager	**1.** First Aid. S7 Incident & Injury—5e-Injury & Incident Report Form. Health, Safety & Wellbeing—5c-Workplace Health Safety & Wellbeing Risk Register. **2.** HPPM S6 - Continuity of supports. HPPM S10 - Risk Assessment, Management & Operational Governance and Financial Management. **3.** HPPM S10 - Risk Assessment, Management & Operational Governance and Financial Management. **3.** First Aid. S7 Incident & Injury—5e-Injury & Incident Report Form. **4.** HPPM S6 - Continuity of supports. HPPM S10 - Risk Assessment, Management & Operational Governance and Financial Management. **5.** HPPM S10 - Risk Assessment, Management & Operational Governance and Financial Management.

Note other risks are assessed using our risk assessment forms as below:

Also see:

- 5a-Risk Assessment Clinician
- 5b-Environmental Risk Assessment Template
- 5c-Workplace Health, Safety and Welfare Risk Register
- 5d-AHA Outreach Risk and Safety Assessment
- 5e-Injury and Incident Report Form
- 5f-Notifiable Incident Report Form

Responding to an emergency

ALWAYS CALL 000 (TRIPLE ZERO) IF THERE IS AN IMMEDIATE DANGER TO LIFE

Our Service Contacts

Key Roles	Name	Phone	Phone
Chief Warden	Practice Manager	8373 4531	
First Aid Officer/CPR	Admin	8373 4531	
First Aid Officer/CPR	Admin	8522 2621	
First Aid Officer/CPR	Admin	8373 4531	
Communications Officer	Practice Manager	8373 4531	

Local / other organisations contacts

Organisation	Phone	Location/address
Police State Headquarters	13 14 44	Emergency
Hyde Park Medical Centre	08 8373 3337	88 King William Rd, Hyde Park
Gawler Health Service	08 8521 2000	21 Hutchinson Road, Gawler East
Hospital/s Wayville (closest) Royal Adelaide Hospital	08 7074 0000	Port Road Adelaide 5000
Hospital/s Gawler	13 14 65 08 8521 2000	177 Murray Street Gawler 5118
Gas	1800 GAS LEAK	1800 427 532
Electricity	13 12 45	000
SA Water	1300 729 283	000

Wayville & Gawler Building Services: PASA Building	0418 819 848	
Local Government Wayville	08 8372 5111	City of Unley
Local Government Gawler	08 8522 9211 1800 253 787	9am-5pm 7 days
SA Emergency	1800 226 226	
WorkSafe South Australia	1300 365 255 1800 777 209 (critical incidents - 24 hr service)	

Service users / staff primary emergency contacts

[Note: Please remove service users and staff identifying details from this section before distributing copies of your plan to organisations or individuals outside your service/facility to guarantee adherence to the provisions of the Information Privacy Act 2000]
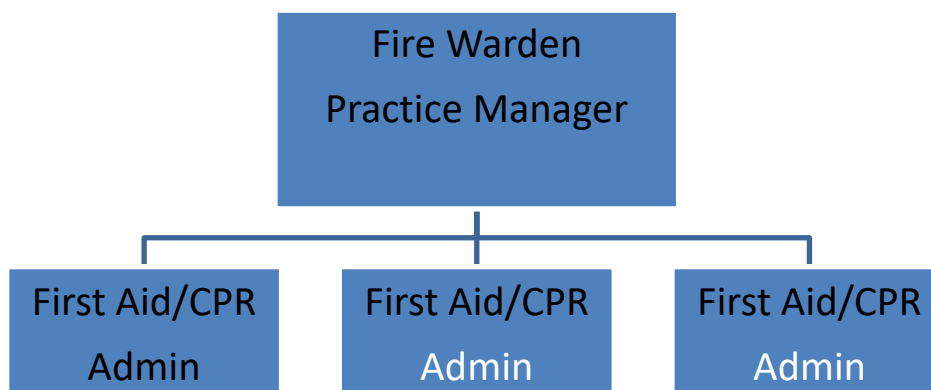
Service user / staff name	Primary emergency contact name	Phone number	Mobile phone number
Practice Manager		08 8373 4531	
Company Director		08 8373 4531	

Incident Management Team

Your Incident Management Team (IMT) will direct the way your facility will respond to an emergency.

Title	Name	Contact number
Chief Warden	Practice Manager	08 8373 4531
First Aid Officer/CPR	Admin	08 8373 4531
First Aid Officer/CPR	Admin	08 8522 2621
First Aid Officer/CPR	Admin	08 8373 4531
Communications Officer	Practice Manager	08 8373 4531

Figure 1 –Incident Management Structure

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            ┌─────────────────────────┐
            │      Fire Warden        │
            │    Practice Manager     │
            └─────────────────────────┘
     ┌───────────────┼───────────────┐
┌───────────┐  ┌───────────┐  ┌───────────┐
│First Aid/CPR│ │First Aid/CPR│ │First Aid/CPR│
│   Admin    │  │   Admin    │  │   Admin    │
└───────────┘  └───────────┘  └───────────┘
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Emergency response procedures

Headstart operates within a complex service environment. We are committed to providing and maintaining a safe and healthy workplace for all workers, clients, families, visitors and stakeholders. Our Emergency and Disaster Management Review Checklist (document 8) is used as a checklist for review purposes (along with the checklist on this document) and will be modified as required.

Our Emergency Management Response and Evacuation Plan (document 2) is used to inform and clarify. These two documents are also used for training purposes.

For emergency situations or when an incident occurs or when a risk is suspected the following actions will take place:

- safety duress buttons are available for staff (staff should speak to admin to obtain a duress alarm if they are working late or alone with a client who they feel may pose a threat);

- any loud noises, including yelling will be checked by any staff who notice the behaviours (staff will knock and enter the room to assess the health and safety of staff, visitors and clients;

- staff will try to address any immediate risk and isolate other staff, visitors and clients for their safety;

- if an injury has occurred or client situation has escalated staff will dial 000 and an ambulance/police will attend if deemed necessary-our threshold will be low, i.e. if in doubt **we must** call;

- If the situation creates an unsafe area, a red card will be slipped under each consulting room to raise awareness of the unsafe situation occurring. This will in effect mean the building is in lockdown. Staff and clients are not to exit the consulting room until deemed safe. Once the area has become safe then a green card will be slipped under the door.

Incident reports must be completed by all staff involved and notifiable incidents will be reported to NDIS Safeguard and Quality Commission (refer documents 5e-Injury and Incident Report Form and 5f-Notifiable Incident Report Form).

Also see Incident and Injury Policy.

Our emergency and disaster management review checklist provides a prompt for health and safety meetings to review the policy and procedures.

This plan aims to provide a checklist to be reviewed at management meetings that will:

- address management of NDIS supports and services during sustained disruptions (disruptions may include infection control, such as the COVID-19 outbreak);

- ensure that all health and safety obligations are met to ensure the health, safety and wellbeing of our NDIS participants, clients, staff and visitors in the event of future emergencies or disasters.

See our Excel Document System (document control) for more related documents and also see other related links in the, e.g. non-medical emergencies, health, safety and wellbeing (section 7) and safety (section 3).

At Headstart we recognise and acknowledge the right for our clients to feel safe and to engage in services in a safe environment. This Emergency and Disaster Management Policy outlines planning that ensures that the risks to the health, safety and wellbeing of clients 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 clients in an emergency or disaster.

For further information about Headstart's focus on health and safety please see Section 7 Work Health Safety and Wellbeing.

See the following documents:

- 8-Emergency Disaster Management Response and Evacuation Plan

- Reference documents: 3-Headstart Policy and Procedure Manual

- [section 10] Emergency and Disaster Management Policy and Procedure

Recovery

Depending on client suitability, Headstart offers telehealth/homework packs for clients during time of sickness where unable to attend onsite or during times of emergency or disaster (e.g. COVID lockdowns).

 (See "Continuity of Care" in the Headstart Policy Procedure Manual-document 3).

Our aim will always be to continue supports.

EMERGENCIES

Police/Fire/Ambulance call: 000

Police Assistance Line (non-urgent): 131 444

Fire Warden: Practice Manager

First Aid/ CPR: Admin

(Note up to date First Aid kits are kept on the premises, along with a portable kit for emergency.)

The following procedures should be followed in the event of an emergency:

Fire:

1.   Notify building occupants and Fire Warden

2.   Call 000

3.   Assist injured or disabled personnel

4.   Admin to collect iPad (to use for a role call) and the rest of the emergency kit

5.   Evacuate the building—ensure staff/participant safety

6.   Fire Warden to attempt to use fire extinguisher if not in imminent danger/ensure all rooms and toilets are empty

7.   All occupants to proceed to meeting point:

    o   Headstart Wayville – assembly point: we are located in a corner development and our assembly point is at 321 Young St which is just outside the development on the side street

    o   Headstart Gawler – assembly point: car park to the right of the buildings, which is the chiropractic car park

8.   Admin to conduct role call using iPad and PracSuite software

9.   Fire blanket is located in the kitchen on the wall, fire extinguishers are located in the waiting room and in the halls

10.   A defibrillator is found on the wall outside admin at Wayville

Medical Emergency

1.   Identify the medical emergency and notify first aid personnel

2.   Ensure staff/client/participant and visitors' safety

3.   If life threatening call 000 immediately

4.   First aid personnel to administer first aid

5.   Contact the injured/unwell persons emergency contact

Violent Incident

1.   Notify all building occupants and ensure staff/participant safety

2.   Action our emergency response process

3.   Avoid—avoid the situation and evacuate if possible

4.   Deny access—lock or block doors, turn off lights, silence phones

5.   Call 000

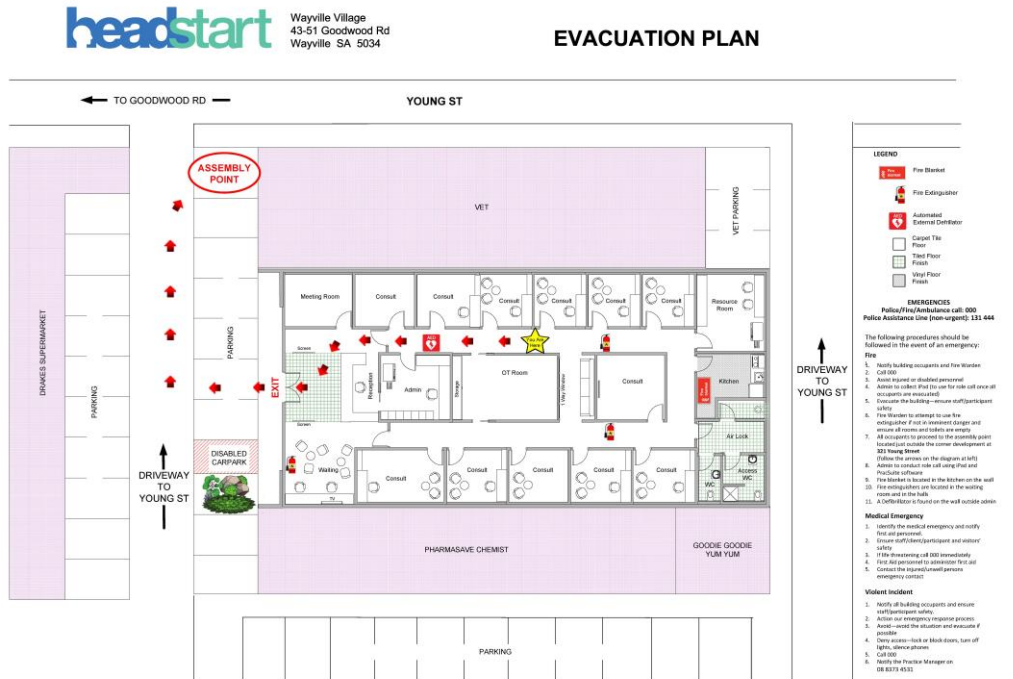6.   Notify the Practice Manager on 08 8373 4531

Catastrophic fire danger and other state emergencies

Please refer to our state government plan for state emergencies (attached 8b-State-Emergency-Management-Plan-2022).
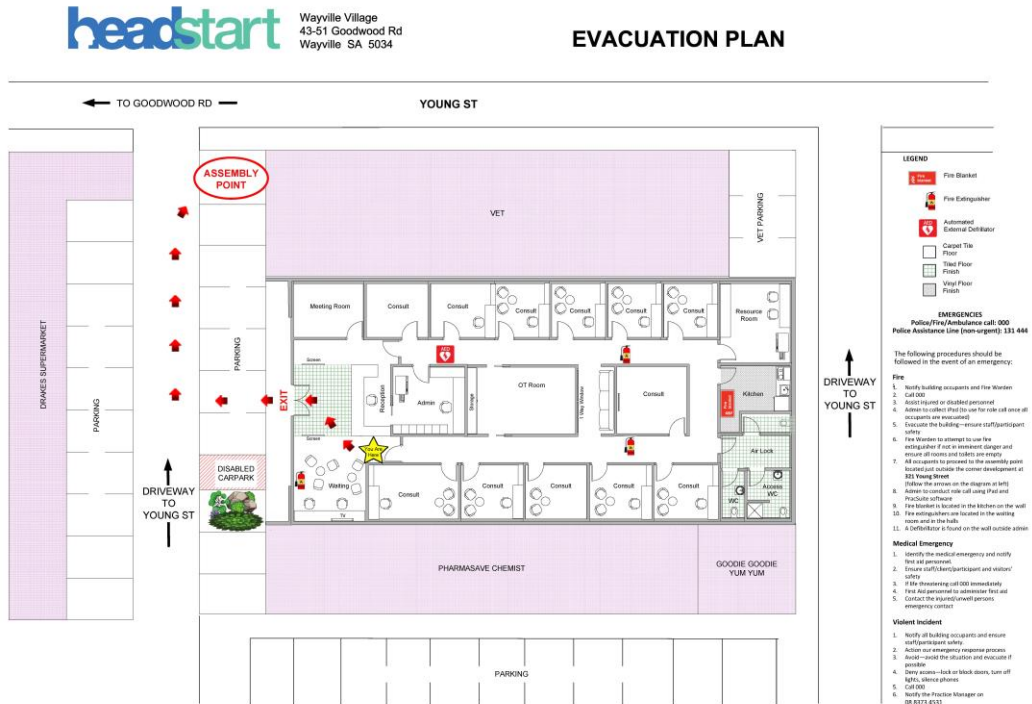
Evacuation Plan- Area Map
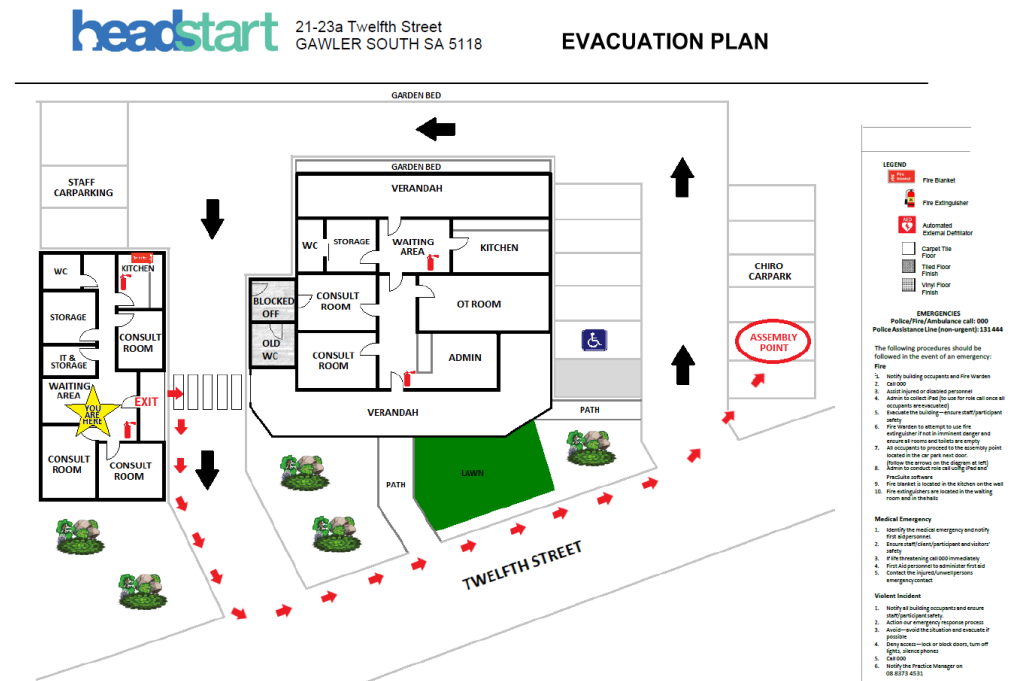
Wayville Site
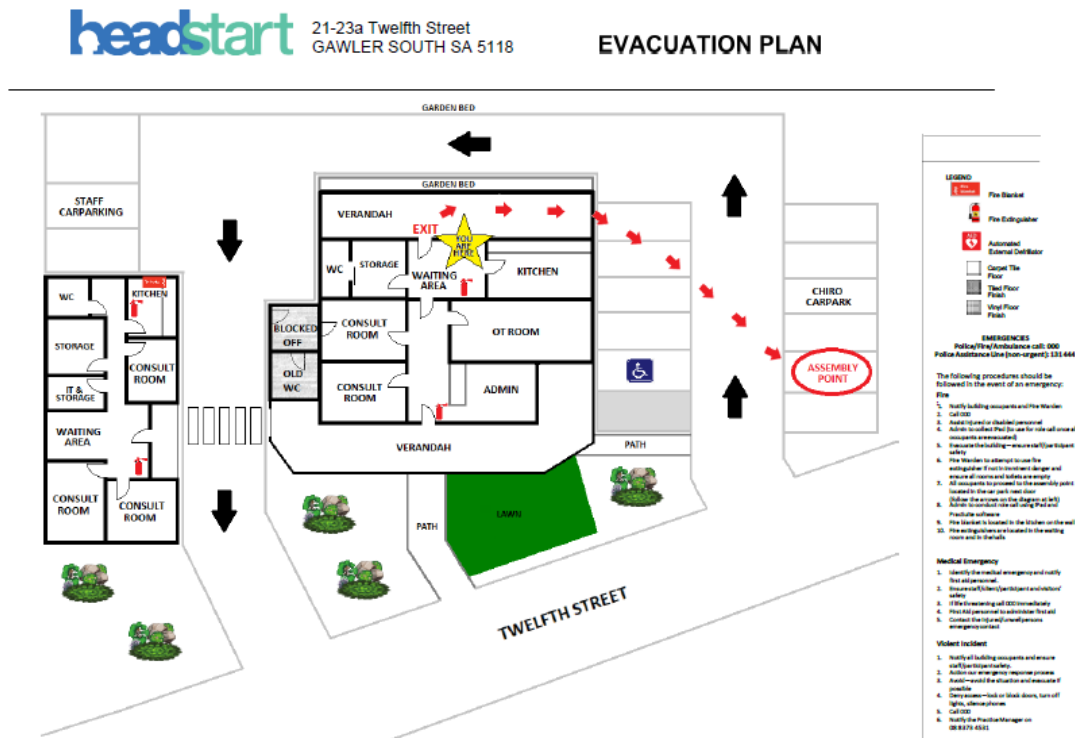
Map 1

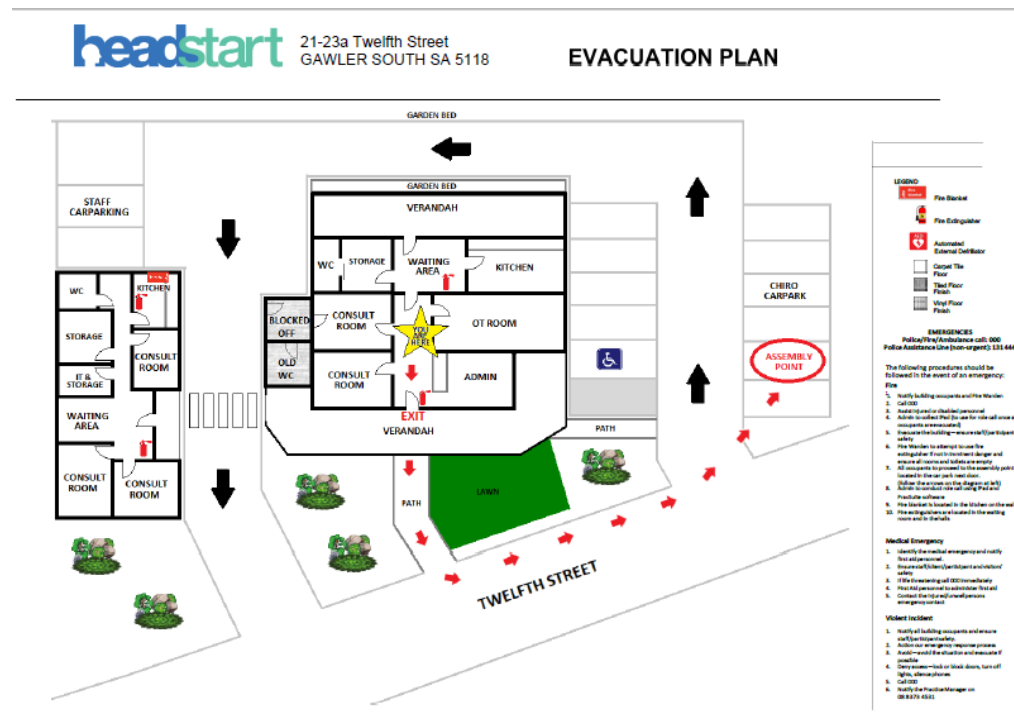## Map 2

Map 3

Gawler Site

Map 1

Map 2

Map 3

Emergency Management Plan Completion Checklist

This completion checklist has been developed for use as a 'final check' to assist you to confirm that you have completed all the components of your plan.

Component	Y / N	Action Required
Distribution list has been completed	Y	
Site profile has been populated and reflects the service's general information, other services/users of site and building information summary	Y	
Service users and staff requiring additional support have been identified and strategies are put in place for these persons in the event of an emergency	NA	
Potential local hazards have been identified	Y	
Risks have been rated and risk assessments included	Y	
Emergency Kit Checklist has been completed	Y	
Appropriate key local community contact numbers have been added for example Fire, Ambulance, Police, local government, nearest hospital	Y	
Key contact numbers for internal staff have been added	Y	
Approved Provider or Person with Management or Control Representative and department regional contact numbers are included	Y	
Service users'/staff's primary emergency contacts have been added	Y	
An Incident Management structure has been identified, with appropriate persons assigned and contact details provided	Y	
Responsibilities are clearly defined and back up names included for each position in the incident management team	Y	
Altering or ceasing service, evacuation, lockdown, shelter-in-place and shelter indoors procedures are in place and are completed	Y	
Localised emergency response procedures have been developed for specific emergencies in-line with the hazards/threat identified in the risk assessment	Y	
The area map has: – one evacuation assembly areas on-site & external evacuation routes	Y	
The evacuation diagram has: – pictorial diagram of the floor or area (at least 200mm x 150mm in size, A3) – Title: EVACUATION PLAN – the 'YOU ARE HERE' location – designated exits – red marked hose reels, red marked extinguishers – designated shelter-in-place locations – plan validation date – location of primary areas – a legend	Y	
Final check completed by:		
Authorised by:	**Date:**	