



# Emergency and Disaster Management Plan

**Date:** 26/02/2024

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<b>Where this plan is currently available/communicated to workers and clients:</b> Teams, paper copy in folders, staff newsletters	

## Plan Storage

Type	Location	Person responsible	Version Update Confirmation
Z drive	Policies 2024 NDIS Practice Standards Policies	General Manager	V2
Hardcopy	Manager's office Reception	General Manager	
Cloud	TEAMS Platform Backed up	General Manager Cicom	

## Statement of objectives

This plan has been developed to ensure that Jumbunna is able to continue to provide essential services during emergencies that would otherwise impact service delivery. This plan outlines the risks faced by clients if supports are interrupted, as well as the responsibilities of the governing body, staff and volunteers.

This plan covers the following essential items:

- Operational context,
- Business and service continuity,
- Insurance and data security,
- Emergency actions,
- Communication,
- Evacuation procedures,
- Team role and responsibilities,
- Recovery plan, and
- Review.

Interruption to Jumbunna's services can have an impact on clients and stakeholders, and therefore preparedness for emergency and disaster is a top priority.

## **Jumbunna's operational context**

Jumbunna provides the following services to our community:

- Early Childhood Education
- Therapy (Capacity Building in everyday life)
- ECEI supports

Our clients consist of the following key cohorts/groups:

- Children and young people
- Families

Other providers in our service area could provide the following alternative services in an emergency:

- Aruma
- Shaping Outcomes
- Autism Australia
- CPA
- Northcott
- Sole Providers

If our organisation could not provide its services, our client cohorts/groups would be impacted as follows

Would have to go on a waitlist for other providers

Would not be provided therapy and may impact their developmental growth

## Business and Service Continuity

Current essential operational requirements	Resources required to maintain operations	Back up/alternative options	Personnel responsible
Office location(s)	Need premises where clients can visit to receive certain services	alternative temporary office; move to Working from Home with cloud-hosted server access, etc	General Manager
Critical office infrastructure	IT, telecoms, access to critical information about clients and their service delivery requirements, etc  All NDIS staff provided with an iPad Pro	Arrangements to access information remotely and ensure that support plans/service agreements can be accessed digitally,	General Manager
Staffing requirements – admin	Reception/customer service, finance including Accounts Receivable and Accounts Payable, roster management	Staff able to fill in a number of roles  External accountant to be engaged to fulfil essential financial matters	General Manager
10 therapists employed	We provide Speech Pathology, Occupations Therapy, Therapy Assistant, Inclusion group	Offer Telehealth where therapist work from home	General Manager

## Insurance

Type of insurance	Cover	Contact details
Workers compensation	Workers hurt during the course of performing work duties	Icare
Public liability	\$20,000,000	MIRAMAR Underwriting Agency PTY LTD
Professional indemnity	\$5,000,000	MIRAMAR Underwriting Agency PTY LTD
Contents	\$1, 020, 290	Steadfast Business Insurance Vero

## Data security

Information type	Information back-up procedures	Frequency	Who's responsible
Customer records, financial records, contact lists	Cicom manage data storage	Daily	General Manager & Cicom ECHIDNA

## Emergency action plan

### Emergency contacts:

<b>Policy/Fire/Ambulance</b>	<b>000</b>
<b>SES</b>	<b>132 500</b>
<b>Poisons Info Line</b>	<b>13 11 26</b>
<b>Lifeline</b>	<b>13 11 14</b>
<b>Beyond Blue</b>	<b>1300 22 46 36</b>
<b>National Telephone Interpreter Service</b>	<b>1800 131 450</b>
<b>State Emergency Services (floods and storms)</b>	<b>132 500</b>
<b>Ranger</b>	<b>66600285 / 0400573434</b>

## Communication plan:

Internal and external stakeholders that will need to be notified	Contact details	Method for communication	Key messaging	Person responsible
Clients	<ul style="list-style-type: none"> <li>• Email spreadsheet</li> <li>• Qikkids</li> <li>• ECHIDNA</li> </ul>	<ul style="list-style-type: none"> <li>• Email</li> <li>• Communication through General Manager</li> <li>• Social media</li> <li>• Website updates</li> </ul>	<ul style="list-style-type: none"> <li>• Staff and client safety and wellbeing remain a priority for Jumbunna</li> <li>• We will continue to update you as the situation evolves.</li> <li>• You can refer to Facebook page for further updates.</li> </ul>	Karen McDermott <a href="mailto:kmcdermott@jumbunna.com.au">kmcdermott@jumbunna.com.au</a> 02 66622866 0429232790
Administration staff	<ul style="list-style-type: none"> <li>• Email spreadsheet</li> <li>• Paper contact details</li> </ul>	<ul style="list-style-type: none"> <li>• Email</li> <li>• Txt</li> <li>• Messenger</li> </ul>	<ul style="list-style-type: none"> <li>• Updates</li> </ul>	Karen McDermott <a href="mailto:kmcdermott@jumbunna.com.au">kmcdermott@jumbunna.com.au</a> 02 66622866 0429232790
Clinical staff	<ul style="list-style-type: none"> <li>• Email spreadsheet</li> <li>• Paper contact details</li> </ul>	<ul style="list-style-type: none"> <li>• Email</li> <li>• Txt</li> <li>• Messenger</li> </ul>	<ul style="list-style-type: none"> <li>• Updates</li> </ul>	Karen McDermott <a href="mailto:kmcdermott@jumbunna.com.au">kmcdermott@jumbunna.com.au</a> 02 66622866 0429232790
Volunteers	<ul style="list-style-type: none"> <li>• Email spreadsheet</li> <li>• Paper contact details</li> </ul>	<ul style="list-style-type: none"> <li>• Email</li> <li>• Txt</li> <li>• Messenger</li> </ul>	<ul style="list-style-type: none"> <li>• Updates</li> </ul>	Karen McDermott <a href="mailto:kmcdermott@jumbunna.com.au">kmcdermott@jumbunna.com.au</a> 02 66622866 0429232790
Early Childhood Staff	<ul style="list-style-type: none"> <li>• Email spreadsheet</li> <li>• Paper contact details</li> </ul>	<ul style="list-style-type: none"> <li>• Email</li> <li>• Txt</li> <li>• Messenger</li> </ul>	<ul style="list-style-type: none"> <li>• Updates</li> </ul>	Karen McDermott <a href="mailto:kmcdermott@jumbunna.com.au">kmcdermott@jumbunna.com.au</a> 02 66622866 0429232790

## Evacuation procedures

Emergency	Outline of procedures	Evacuation point/address	Supporting documentation
<b>Fire</b>	<ul style="list-style-type: none"> <li>• Call 000 for emergency services.</li> <li>• Alert people in the immediate vicinity and request assistance.</li> <li>• Activate the fire alarm.</li> <li>• Report the emergency immediately to the General Manager</li> <li>• Extinguish the fire if it can be undertaken safely.</li> <li>• Follow the procedure for on-site evacuation.</li> <li>• Evacuate to the Carparks</li> <li>• Check that all staff and visitors are accounted for.</li> <li>• Brief emergency services upon arrival and then follow the instructions of the Fire Brigade.</li> </ul>	<ul style="list-style-type: none"> <li>• Carpark 1 if fire in block 2</li> <li>• Carpark 2 if fire in block 1</li> <li>• Jumbunna Hub Carpark</li> <li>• Casino West Playgroup second point of assembly</li> <li>• See Emergency and Evacuation Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency evacuation plans</li> <li>• Practice evaluations three monthly</li> </ul>
<b>Bushfire:</b>	<ul style="list-style-type: none"> <li>• Call 000 for emergency services</li> <li>• Report the emergency immediately to the General Manager</li> <li>• Determine appropriate response strategy in consultation with emergency services.</li> <li>• If evacuation is required and time permits before you leave:               <ul style="list-style-type: none"> <li>– Make sure you close all doors and windows.</li> <li>– Turn off power and gas.</li> </ul> </li> <li>• Check that all staff and visitors and contractors are accounted for.</li> <li>• Listen to TV or local radio on battery-powered sets for bushfire/weather warnings and advice.</li> </ul>	<ul style="list-style-type: none"> <li>• See Emergency and Evacuation Policy</li> </ul>	



Emergency	Outline of procedures	Evacuation point/address	Supporting documentation
<b>Intruder</b>	<ul style="list-style-type: none"> <li>• Call 000 for emergency services and seek and follow advice.</li> <li>• Report the emergency immediately to the General Manager</li> <li>• Do not do or say anything to the person to encourage irrational behaviour.</li> <li>• Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.</li> <li>• Determine whether evacuation or lock-down is required in consultation with Police where possible.</li> <li>• Evacuation only should be considered if safe to do so.</li> </ul>	<ul style="list-style-type: none"> <li>• See Emergency and Evacuation Policy</li> </ul>	
<b>Bomb or substance threat</b>	<ul style="list-style-type: none"> <li>• Call 000 for emergency services and seek and follow advice.</li> <li>• Report the threat to the General Manager</li> <li>• Do not touch any suspicious objects found.</li> <li>• If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered:</li> <li>• If appropriate under the circumstances, clear the area immediately within the vicinity of the object of staff.</li> <li>• Ensure staff that have been evacuated are moved to a safe, designated location</li> </ul>	<ul style="list-style-type: none"> <li>• See Emergency and Evacuation Policy</li> </ul>	
<b>Power outage</b>	<ul style="list-style-type: none"> <li>• Call 000 for emergency services if required and follow advice.</li> <li>• Evacuate the premise if needed or assist individuals in darkened work areas to move to safe locations.</li> <li>• Locate the source of the power outage and report the outage to Origin</li> <li>• Implement backup power sources if available.</li> <li>• Once power returns, recover and restart systems, re-establish network connections.</li> <li>• Check with building facilities personnel on the cause of the outage and determine remedial actions to prevent future reoccurrence.</li> </ul>	<ul style="list-style-type: none"> <li>• See Emergency and Evacuation Policy</li> </ul>	

Emergency	Outline of procedures	Evacuation point/address	Supporting documentation
<b>Severe weather event</b>	<ul style="list-style-type: none"> <li>• Call 000 if emergency services are needed and follow advice.</li> <li>• Report the emergency immediately to the General Manager</li> <li>• Before the storm, store, or secure loose items external to the building, such as outdoor furniture and rubbish bins.</li> <li>• Disconnect electrical equipment – cover and/or move this equipment away from windows.</li> <li>• Secure windows (close curtains &amp; blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.</li> <li>• Instigate a lockdown.</li> </ul>	<ul style="list-style-type: none"> <li>• See Emergency and Evacuation Policy</li> </ul>	
<b>Pandemic</b>	<ul style="list-style-type: none"> <li>• Ensure person who tests positive to a serious infectious disease is sensitively informed and immediately isolated or sent home.</li> <li>• Ensure all people are wearing appropriate PPE.</li> <li>• Notify the family/guardian of the individual.</li> <li>• Notify your public health unit.</li> <li>• Evacuate non-essential people from the workplace.</li> <li>• Activate outbreak management plan.</li> <li>• Distribute the plan to all relevant stakeholders.</li> <li>• Release an initial communication to clients, staff, family and any other key stakeholders.</li> <li>• Conduct testing of staff</li> <li>• Adjust the roster as relevant and source and induct a workforce if workforce disruptions occur.</li> <li>• Implement cohorting/zoning at the workplace to manage infections.</li> <li>• Support staff and clients who are isolating.</li> </ul>	<ul style="list-style-type: none"> <li>• See Emergency and Evacuation Policy</li> <li>• See COVID -19 Management Plan</li> </ul>	

## Emergency plan drill schedule

Emergency drill:	Frequency:	Position/person responsible	Identified individuals requiring evacuation assistance
<ul style="list-style-type: none"> <li>• Fire - review evacuation information and responsibilities with management, staff and clients.</li> <li>• Ensure all individuals are aware of where to go during an emergency and how to get there.</li> <li>• Script to announce and implement an emergency: "We have a _____ emergency. Please proceed to your nearest exit. "</li> </ul>	<ul style="list-style-type: none"> <li>• 3 monthly</li> </ul>	<ul style="list-style-type: none"> <li>• General Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Staff to use visuals to support the young children</li> </ul>

## Emergency kit

Object	Last reviewed date	Person responsible
Emergency and recovery contacts	1/07/2021	General Manager
Insurance documents	18/02/2022	General Manager/ Clerk
Financial documents	17/02/2022	General Manager/ Treasurer/ Connect Accountants
Floor plan	1/07/2021	Fire Integrity
Employee contact list (including details of any secondary employment)	18/02/2022	Karen McDermott
Torch	Select date	Karen McDermott/ Janice O'Reilly
First aid kit	Select date	Karen McDermott / Janice O'Reilly
Mobile Phone	Select date	Karen McDermott / Janice O'Reilly
Plastic bags	Select date	Karen McDermott/ Janice O'Reilly
Spare batteries	Select date	Karen McDermott / Janice O'Reilly
Pen/pencil and notepad	Select date	Karen McDermott / Janice O'Reilly

## Team role and responsibilities

Role	Responsibilities	Person Responsible	Contact details
Disaster coordinator	<ul style="list-style-type: none"> <li>• Ensure staff education session on emergency and disaster management plan</li> <li>• Provide copies of plan to stakeholder groups</li> <li>• Lead annual review of the plan</li> <li>• Implement emergency and disaster management plan as needed</li> </ul>	General Manager	0429232790
First aid officer	<ul style="list-style-type: none"> <li>• Attend first aid training courses as needed</li> <li>• Administer first aid support in an emergency</li> <li>• Assist relevant staff to attend first aid training courses</li> </ul>	General Manager Key Early Childhood Staff	0429232790
Chief fire warden	<ul style="list-style-type: none"> <li>• Attend relevant training courses</li> <li>• Communicate procedures to all staff</li> <li>• Supervise and action emergency evacuation procedures</li> <li>• Conduct fire drills</li> </ul>	General Manager	0429232790

## Recovery plan

Damage	Impact to business	Action/ recovery steps	Actioned by	Estimated completion
				Select date
				Select date