

Emergency and Disaster Management Policy

This policy outlines how CSPN will safeguard the organisation and its clients, employees, members, and visitors by ensuring that it has, and regularly reviews its emergency and disaster management procedures.

Record of policy development

Version	Date approved	Date for review
Version 2	June 2023	June 2025

Responsibilities and delegations

This policy applies to:	Clients (and where appropriate, their decision makers), members, employees, volunteers, contractors, and Board
Policy approval:	Board
Review of Policy Compliance	Chief Executive Officer (CEO)
Specific responsibilities:	CPSN Board Chief Executive Officer (CEO) Deputy CEO People and Culture Manager CPSN Leadership Team CPSN employees Clients

Policy context - this policy relates to:

Service Standards	NDIS Practice Standards and Quality Indicators, November 2021 Version 4
Legislation	National Disability Insurance Scheme Act 2013 National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 Occupational Health and Safety Act 2004 Charter of Human Rights and Responsibilities Act 2006, Victoria
Contractual obligations	NDIS Practice Standards
Organisation policies	Human Rights Policy and Framework Practice and Governance Policy and Framework Quality Assurance Policy Risk Management Policy and Framework Diversity and Inclusion Policy Safeguarding Vulnerable Persons Policy Child Safe Policy Child Safe Code of Conduct Privacy and Confidentiality Policy NDIS Code of Conduct Worker Screening Policy Incident Reporting and Management Policy Training and Professional Development Policy

Other Conventions	United Nations Convention on the Rights of People with Disabilities (CRPD), 2006
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DEFINITIONS

Emergency and **disaster** include but are not limited to:

- fire
- medical emergency
- disease and pandemic outbreak
- power outage
- bomb threat
- personal threat
- hazardous materials
- natural disaster
- evacuation for any reason

POLICY STATEMENT

CPSN will maintain, review and continuously improve its emergency and disaster management plans that guide its preparation and response to emergencies and disasters to safeguard the organisation, its clients, employees, members, and visitors.

As a part of its risk management processes, CPSN will take all reasonable steps to prevent injury or harm to individuals resulting from any emergency.

CPSN will also ensure that arrangements are in place to facilitate the continuity of support that is critical to the safety, health, and wellbeing of clients in the event of an emergency.

Workforce planning will involve maintaining employee contact, and training data, conducting health and welfare checks as appropriate, and the ability to recruit and train employees at short notice to perform critical functions and provide client support.

Principles

CPSN has adopted the following principles which are founded on human rights and guide its practice and governance:

- rights-based and person-centred
- self-determination, citizenship, and participation
- collaboration, networks, and partnerships

CPSN is committed to honesty, integrity, and best practice in all aspects of its operations. The following principles underpin these processes:

- taking a risk management approach to emergency and disaster management preparation and response
- shared responsibility with our clients for emergency and disaster management preparedness and response
- continuity of supports
- safeguarding clients, employees, volunteers and equipment
- continuous improvement of emergency and disaster management planning and response

IMPLEMENTING THIS POLICY

Within CPSN the following roles communicate and operationalise this policy:

Roles and Responsibilities

The Board

The Board has ultimate responsibility for safeguarding the organisation and its employees, members, clients, and visitors. It is responsible for ensuring that appropriate policies, procedures and plans are in place.

The Board is responsible for delegating operational requirements and decisions to the CEO.

The CEO

The CEO is responsible for ensuring that emergency and disaster management procedures are established, maintained, and reviewed regularly, and that they are appropriate and adequate for the organisation's identified needs.

It is also the responsibility of the CEO to ensure that people have the appropriate training, information and instruction in emergency and disaster management procedures, and the use of emergency equipment and facilities.

The CEO will ensure that adequate resources are allocated to enable an appropriate response to any emergency (e.g., worker training, personal protective equipment (PPE) or first aid equipment).

The CEO is responsible for delegating responsibility for finances, people and culture, operations, record keeping, policy development and accountability to the CPSN Leadership Team.

The CEO is responsible for:

- providing support for Board members, employees, contractors, and volunteers in undertaking their responsibilities
- the development of emergency and disaster management plans
- testing the plans regularly, and adapting them in the context of a particular kind of emergency or disaster
- monitoring and reviewing the effectiveness and proportionality of CPSN's emergency and disaster management approach
- reviewing compliance with this policy and ensuring the overall integrity of this policy
- identifying, assessing, and managing risks, incidents, complaints, and quality improvement
- ensuring business continuity in relation to financial, ICT, records management, insurances and other critical functions

Deputy CEO

The Deputy CEO is responsible for:

- ensuring that client risk assessment processes include consideration of disaster and emergency situations
- ensuring that a Home and Vehicle Risk Assessment is completed for each client and that appropriate strategies are planned and implemented to mitigate known risks
- identifying clients who rely on CPSN's support services to meet their daily living needs
- in consultation with the client (and where appropriate their decision makers) identify the extent to which the health and safety of clients would be affected if those services were disrupted
- ensuring measures are in place to enable continuity of supports that are critical to the safety, health and wellbeing of each client before, during and after an emergency or disaster
- developing communication to clients potentially impacted by an emergency or disaster
- ensuring the acquisition and distribution of equipment and provisions required to respond to a particular emergency or disaster
- disseminating broad communication prepared by the Deputy CEO and/or, People and Culture Manager directly, via the web or using social media regarding emergency and disaster management planning and response
- collating reports on clients potentially impacted by a particular emergency or disaster.

People and Culture Manager

The People and Culture Manager is responsible for:

- education and support to employees and volunteers in relation to this policy and its implementation
- identifying workers with capabilities that are relevant to assisting in the response to an emergency or disaster (such as contingency planning or infection control)
- recording and keeping to date employee and volunteer contact details
- recording and updating employee secondary employment (if any)
- ensuring selection processes (including reference checks and background screening), induction, training, supervision, and performance management of staff emphasise an understanding of, and ongoing development of skills in staff to safeguard vulnerable persons
- developing communication to employees potentially impacted by an emergency or disaster
- supporting the Deputy CEO to recruit additional employees where required to ensure the appropriate ongoing provision of client supports
- managing any incident where work, health, and safety, bullying and harassment, misconduct or underperformance issues are possibly involved.

CPSN Coordinators with responsibilities for supervising staff

Supervising Coordinators are responsible for the following:

- communicating and supporting staff in understanding their responsibilities under this policy
- ensuring procedures are clear to staff
- monitoring implementation and contributing to the review of this policy
- for Service Delivery Coordinators :
 - ensuring measures are in place to enable continuity of supports that are critical to the safety, health and wellbeing of each client before, during and after an emergency or disaster
 - developing communication to clients potentially impacted by an emergency or disaster
 - ensuring the acquisition and distribution of equipment and provisions required to respond to a particular emergency or disaster.

CPSN Employees

All CPSN employees are responsible for:

- understanding this policy
- upholding their employee obligations
- maintaining appropriate skills, qualifications and screenings/checks as required by their role, CPSN and/or applicable legislation
- participating in CPSN directed training, development or supervision programs
- upholding client safeguarding practices
- always promoting the safety of clients, employees and stakeholders
- calling 000 immediately when a person's life or property is being threatened or in danger or a serious accident or crime has been witnessed, and then inform their LT member.
- providing an environment that is supportive of all people's emotional and physical safety
- ensuring that CPSN has current contact details during an emergency or disaster
- upholding work health and safety practices
- engaging in pro-active continuous improvement processes
- reporting to their manager where they are unable to meet their obligations
- at all times acting in accordance with the NDIS Code of Conduct.
- providing feedback on the implementation and review of this Policy

MAINTAINING APPROPRIATE RECORDS

CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation. Records kept in these and any subsequent or replacement systems will reflect the principles outlined in this policy.

Records will be managed in such a way that they can be accessed regardless of the type of emergency.

The following documents are central to the effective planning and response to emergencies and disasters:

- Service Agreements
- Client Support Plans
- employee records including worker screening and training records
- CPSN finance records
- Delegation of Authority Document
- Risk Register
- Compliance Register

PROCEDURES APPLYING TO THIS POLICY

Emergency and Disaster Management Procedure

Incident Management Reporting Procedure

Training and Professional Development Procedure

End of document