



Emergency Procedures

Policies & Procedures

Shop 5, 38 Princess Street
Bundaberg East Qld 4670

07 4361 6848

www.123supports.com

www.facebook.com/123supports

ABN: 14 930 943 229

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EMERGENCY PROCEDURES

Scope

This Policy applies to all Participants and staff members.

Purpose

This policy aims to protect its employees and clients' health and welfare by ensuring that they are all aware of the way in which emergencies are handled.

EMERGENCY PHONE NUMBERS

Life threatening emergencies - 000

Poisons information centre - 13 11 26

If in doubt call 000

Procedure

Management

All issues and queries relevant to workplace health and safety should be referred to the Manager

All shared homes have an evacuation plan on display

All staff must ensure that they are aware of the evacuation plan

Serious injury

Do not panic

Do not move injured persons unless they are in a life-threatening situation

Make sure injured persons are in no further danger and make them comfortable

Phone 000

When phoning for help be prepared to answer the following questions:

- The address of the emergency
- Who is calling
- What is happening

- What is being done
- Do not hang up before being told what to do
- Keep injured persons as calm and warm as possible
- Follow your first aid training - Ensure airway is clear - Apply CPR if necessary

Evacuation

- Do not panic
- Put on the white wardens' vest hanging beside the evacuation plan displayed on the wall
- Move quickly but do not run
- Assist disabled residents and visitors out of the building to the holding area
- Once out of the building account for all residents, staff and visitors
- Do not re-enter the building under any circumstances to retrieve personal belongings
- Wait for directions from police and emergency service personnel

Fire

Staff should know:

- How the alarm systems work
- Where the fire extinguishers and fire blankets are
- How to use fire extinguishers and fire blankets
- Where the emergency exits are

In the event of a fire:

- Evacuate the area according to the evacuation directions
- Call 000
- Fight the fire only if it is safe to do so

Missing clients

Quickly check the general area

Call 000 if the person is not in the general area

When phoning for help be prepared to answer the following questions:

- The address of the emergency
- Who is calling
- What is happening
- What is being done
- Do not hang up before being told what to do
- Call the Manager

The Direct Service Coordinator will call the Direct Service Manager to confer on:

- Further action
- Who else will be called and who will do the calling

Natural Disaster

Natural disasters can happen at any time of year and can include:

- Flooding
- Cyclone
- Thunderstorm
- Earthquake
- Tsunami
- Heatwave
- Wildfire
- Sinkhole

In the event of a natural disaster follow 'Evacuation Procedures'

- Do not panic
- Put on the white wardens' vest hanging beside the evacuation plan displayed on the wall
- Move quickly but do not run
- Assist disabled residents and visitors out of the building to the holding area
- Once out of the building account for all residents, staff and visitors
- Do not re-enter the building under any circumstances to retrieve personal belongings

- Wait for directions from police and emergency service personnel

If risk of harm contact emergency services on **000**.

In the event you are unable to attend the office or participants residence due to a natural disaster, firstly ensure you are out of harms way, then make contact with your supervisor to advise and then contact your participant to reschedule or organise to attend the meeting via skype.

If able to, you can work from home as 123 Support Services does not want to put an employee in harms way of a natural disaster.

Reporting Injuries and Incidents

Complete the Incident/Accident/Near miss Report Form with an employee from 123 Support Services.

Who can complete an Incident Form

Any employee of 123 Support Services can complete an incident form, which are located:

- under Form_Registers of 'C' Drive.
- At the Office: Shop 5, 38 Princess Street, Bundaberg East, Qld 4670
- website www.123supports.com
- On Request. Phone: 07 4361 6848

The employee who completed the Incident Form is required to submit the Incident Form to the director of 123 Support Services.

Attention to Director:

- Email: admin@123supports.com
- Office: Shop 5, 38 Princess Street, Bundaberg East, Qld 4670

The Director will:

- record the Incident into the Incident Register within 24 hours of receiving the Incident Report;
- Contact all persons involved;
- Ask person involved if they require an advocate;
- Determine further support and assistance for the person involved and/or witnesses;
- Advise person involved of investigation process;
- Ask person involved if there could have been a way to prevent the incident;
- Ask the person involved, how well they thought the incident was managed;

- Remain in contact with the person involved throughout the investigation process;
- Organise investigator, internal or external;
- Review policies and procedures to minimise further risk;
- report any Reportable Incidents to the NDIS Commission within the 'Timeframe to Report'.

Debriefing

A member of the management team will arrange debriefing discussions with all staff and clients involved.

Timeframe to Report

It is important to report an incident as soon as possible. There are required timeframe to report under the NDIS.

It is required that you report within **24 hours**:

- Death of a person;
- Serious injury of a person;
- Abuse or neglect of a person;
- Unlawful sexual or physical contact with, or assault of, a person;
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.

It is required that you report within **five (5) business days**:

- The use of a restrictive practice in regulation to a person with disability if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.

For further information refer to Reportable Incidents Policy.

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Director:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.