EMERGENCY AND DISASTER MANAGEMENT PLAN

Allora Options

Purpose

The purpose of this communication plan is to ensure the effective dissemination of the Emergency Management Plan to workers, clients, and support networks. By providing clear and concise information about the plan, we aim to enhance preparedness, response, and recovery capabilities during various disaster events

Contents

Emergency and Disaster Management Plan

Note: *This plan is specific to managing emergencies and disasters. It should be used in conjunction with a pandemic management plan, a business continuity plan and each participant's service agreement/individual risk assessment and support plan.*

Organisation name	Allora Options			
Authored by	Katherine Boeck	Date	14/09/2023
Approved/Reviewed:	Nicholas Kakoliris	Date	14/09/2023

Distribution list

To ensure distribution of current and up to date business continuity plans detail all key management personal and workers that require a copy.

Copy number	Name	Contact details	Role
1	Nicholas Kakoliris	0457 310 614 nick@alloraoptions.com.au	Managing Director
2	Shannen Bayley	0491 907 971 shannen@alloraoptions.com.au	Business Development Manager
3	Scott Murphy	0484 577 044 scott@alloraoptions.com.au	Clinical Services Manager
4	Grace Schroder	grace@alloraoptions.com.au	Business Advisor
5	Katherine Boeck	0487 026 568 katherine@alloraoptions.com.au	Clinical Project Coordinator
6	Alicia Phillis	0456 241 442 Alicia Phillis	Business Support Officer

Plan communication strategies

Target Audiences
- Workers: All employees within the organisation.
- Clients: Participants, partners, and stakeholders who interact with the organisation.
- Support Networks: External entities such as emergency services, neighbouring businesses, NDIS Quality and Safeguarding Commission and community organisations.

Communication Methods
- The communication plan will utilise multiple channels to reach each target audience effectively. These methods may include but not limited to:
  - Email/Upload to HR system Employment Hero: Sending detailed copies of the Emergency Management Plan to all workers and clients. Highlighting key points and actions to be taken during emergencies.
  - In-person/On-site Meetings: Conducting informational sessions for workers to explain the plan, answer questions, address concerns and emphasising the importance of their roles during emergency situations.
  - Website Announcement: Publishing the Emergency Management Plan on the organisation's website and providing a downloadable PDF version for easy access.
  - Posters: Displaying summarised versions of the plan in common areas throughout the office to increase visibility and awareness.
  - Social Media: Sharing key points of the plan on the organisation's social media platforms to reach clients and the broader community.
  - Training Sessions: Conducting specialised training for designated emergency response teams and fire wardens to ensure they understand their roles and responsibilities.
  - Staff Information Packs: Including Emergency and Disaster Management Plan information in induction packs for workers and emergency contact numbers, and essential safety tips.
  - Participant information packs: Including an easy read version of the Emergency and Disaster Management Plan
  - Emergency Communication process: Setting up a dedicated emergency communication process for workers and clients to access real-time information during an emergency.

Timing
- Initial Communication: The plan will be communicated to workers and support networks immediately after its finalisation and approval.
- All Allora staff will review the plan and will sign it on EH within 2 business days of it being developed.
- Ongoing Communication: Regular reminders and updates will be provided to workers and clients to reinforce key aspects of the plan throughout the year.
- Plan testing drills: As per the drill schedule the effectiveness of the plan procedures and staff knowledge of emergency procedures for each listed emergency will be conducted when the plan is updated and changed.

Communication Responsibilities
- Managing Director: will oversee the implementation of the communication plan and ensure that the Emergency Management Plan is effectively disseminated to all target audiences.
- Business Support Department & Leadership Team:
  - Will be responsible for coordinating training sessions and in-person meetings with workers.
  - The business support team will handle website announcements, social media posts, newsletters, and information packs.
  - Will be responsible for training and educating the employees and emergency response team members regarding their roles and responsibilities in an emergency and disaster situation.

Evaluation and Feedback
- Feedback mechanisms to assess the effectiveness of the communication plan and the comprehension of the Emergency Management Plan will be utilised to gather feedback from workers, clients, and support networks. This feedback will be used to make necessary improvements to the plan and the communication strategies. The mechanisms include:
  - Team Meetings
  - Open communication channels with management and emergency response team

Insurances

Insurance type	Insurance information
Public and Product liability/ Professional Indemnity	Limit of Indemnity Professional Indemnity: $10,000,000 Public Liability: $20,000,000 any one occurrence and Product Liability $20,000,000 in the aggregate. Excess Professional Indemnity: $1,000 each and every claim. Public & Products Liability: $500 each and every claim.
Cyber Liability and Privacy protection	**INDEMNITY LIMIT:** $1,000,000 any one claim and in the aggregate during the insurance period **INSURING CLAUSES:** *CLAUSE|SUB-LIMIT|DEDUCTIBLE* 2.1 Response Costs Indemnity Limit $1,500 2.2 Liability Indemnity Limit $1,500 2.3 Business Interruption – Loss and Mitigation Costs Indemnity Limit $1,500 **AUTOMATIC EXTENSIONS:** *CLAUSE|SUB-LIMIT|DEDUCTIBLE* 3.1 Advancement of Defence Costs Indemnity Limit $1,500 3.2 Business Interruption - Human or System Error Indemnity Limit $1,500 3.3 Business Interruption - Reputational Damage Indemnity Limit $1,500 3.4 Botnetting and Phreaking Expenses Indemnity Limit $1,500 3.5 Continuous Cover Indemnity Limit $1,500 3.6 Court Attendance Costs $500 per day Nil 3.7 Cyber Extortion Indemnity Limit $1,500 3.8 Discovery Period Indemnity Limit $1,500 3.9 Emergency Costs Indemnity Limit $1,500 3.10 Enforceable Undertaking Expenses Indemnity Limit $1,500 3.11 Identity Protection Costs Indemnity Limit $1,500 3.12 Legal Representation Costs Indemnity Limit $1,500 3.13 Newly Created or Acquired Subsidiary Indemnity Limit $1,500 3.14 Notification Costs Indemnity Limit $1,500 3.15 Payment Card Breach Event Indemnity Limit $1,500 3.16 Post-event Consulting Costs Indemnity Limit $1,500 3.17 Public Relations Costs Indemnity Limit $1,500 3.18 Restoration Costs Indemnity Limit $1,500 3.19 Hardware Repair or Replacement $250,000 $1,500 **OPTIONAL EXTENSIONS:** *CLAUSE|SUB-LIMIT|DEDUCTIBLE* 4.1 Contingent Business Interruption Not Included Not Included 4.2 Social Engineering and Cyber Fraud $250,000 $1,500
Management Liability	**INDEMNITY LIMIT** $1,000,000 in the aggregate **DEDUCTIBLES FOR INSURING CLAUSES** 1.1 Directors' & Officers' Liability $0 Each and Every Claim Each and Every Claim

1.2 Company Reimbursement $2,500 Each and Every Claim Each and Every Claim

1.3 Company Liability $2,500 Each and Every Claim Each and Every Claim

SUB-LIMITS FOR EXTENSIONS|SUB-LIMITS|DEDUCTIBLES (each & every claim)

2.2 (a) Directors & Officers and Company Reimbursement Pollution Costs (in the aggregate) $1,000,000 D&O: Nil, CR: $2,500

2.2 (b) Company Liability Pollution Costs (in the aggregate) $250,000 $5,000 2.3 Statutory Liability (in the aggregate) $1,000,000 D&O: Nil, CR: $2,500, CL: $5,000

2.4 (a) Directors & Officers and Company Reimbursement Workplace Health and Safety Costs (in the aggregate) Full Limit of Indemnity D&O: Nil, CR: $2,500

2.4 (b) Company Liability Workplace Health and Safety Costs (in the aggregate) $1,000,000 $5,000

2.6 General Inquiry Costs (in the aggregate) Full Limit of Indemnity D&O: Nil, CR: $1,000

2.11 Additional Dedicated Limit for Directors (in the aggregate) $1,000,000 Nil

2.12 Extradition Bail Bond Costs (in the aggregate) $250,000 $1,000

2.13 Deprivation of Assets Expenses (in the aggregate) $100,000 Nil

2.14 Prosecution Costs (in the aggregate) $100,000 Nil

2.15 Reputation Protection Expenses (in the aggregate) $250,000 Nil

2.16 Crisis Costs (in the aggregate) $250,000 Nil

2.17 Employment Practices Liability Entity Coverage (in the aggregate) Full Limit of Indemnity $10,000

2.18 Third Party Discrimination or Sexual Harassment Entity Coverage (in the aggregate) $1,000,000 $10,000

2.19 Attendance Compensation (in the aggregate) $100,000 Nil

2.20 Tax Audit Costs (including ATO Risk Reviews) (in the aggregate) $50,000 $2,500

2.21 Employee Theft and Customer or Contractor Crime (in the aggregate) $250,000 $10,000

2.22 Theft and Crime Investigation and Data Reproduction Costs (in the aggregate) $50,000 Nil

2.23 Identity Fraud Expenses (in the aggregate) $50,000 $1,000

2.24 Internet Liability (in the aggregate) $250,000 $1,000

	POLICY EXTENSIONS: (in addition to extensions listed above)
	2.1 Advancement of Costs and Emergency Defence Costs
	2.5 Continuous Cover
	2.7 Claims Specialist Advice
	2.8 Outside Directorships
	2.9 Extended Reporting Period
	2.10 Retired Directors and Officers
	2.25 Run off cover following Takeover or Merger of the Company
	2.26 Run off cover for Subsidiaries
	2.27 Intellectual Property
	2.28 New Subsidiary
Disaster management Business property (contents)	**Sum Insured** Building(s) Replacement Value $ Not Insured Contents Replacement Value $ 15,750 Stock including customers goods $ As per policy wording Accidental Damage $ As per policy wording **Additional Benefits** Removal of Debris $ As per policy wording Rewriting of Records $ As per policy wording **Optional Extension** Flood Not Insured Excesses Business Property $ 250 Accidental Damage $ 250 Earthquake, Subterranean fire or Volcanic Eruption 1% of the total sum insured for Fire section at this Situation or $20,000 whichever is the lesser.
Business interruption	**Sum Insured** Cover Selected Gross Profit Indemnity Period (months) 12 Gross Profit $ 1 Claims Preparation Costs $ 10,000 Additional Increase in Cost of Working $ 50,000 Outstanding accounts receivable $ 7,500 Loss of Rent Receivable $ Not Insured
Theft	**Sum Insured** Contents (incl stock and customer goods) $ 15,000

	Tobacco / Cigarettes $ Not Insured Excess Theft $ 250
Glass	**Sum Insured** Replacement Value Temporary repairs and other associated costs $ 10,000 Signs $ 10,000 **Excess** Glass $ 250
Mandatory work injury insurance (return to work)	**Cover** For income support for your worker's loss of wages during a period of up to 104 weeks from the first day they are incapacitated for work (or to retirement age if they are seriously injured) - Cover for reasonable and necessary medical treatment and care for your injured worker for up to one year after income support ends (or lifetime if they are seriously injured) - Cover for return-to-work services to assist your worker to get back to work as soon as possible. - Cover for a worker's entitlement to lump sum payment(s) for economic and/or non-economic loss. - Cover against any common law proceedings if brought against you by your worker. - Premium incentives for keeping claims costs down by helping workers return to work after an injury

Essential supports list

Support type	Workers responsible for supports	Training/skills required	Back up workers and other alternate arrangements
Emergency response team	Alicia Phillis - 0456 241 442 - BSO Katherine Boeck - 0487 026 568 - CPC Nick Kakoliris - 0457 310 614 – MD	• Training in the full Emergency and Disaster Management Plan. • Skills to run the emergency drills as per the schedule. • Training in evacuation procedures	Delegated authority Clinical Services Manager
Fire Warden	Claire Walker - 0419 360 354 - PBSP Marie-Jeanne Tuyisenge - 0418 578 802 - PBSP	• Training in the Bushfire and office fire plans • Training in evacuation procedures • Knowledge of all fire drills scheduled.	Delegated authority
Official Emergency Communicator	Shannen Bayley - 0491 907 971 - BSM	• Training in the full Emergency and Disaster Management Plan. • Skills to coordinate and communicate all emergency drills. • Training in evacuation procedures • Skills to enact emergency/disaster communication procedure in the event of an emergency/disaster.	Delegated authority

Emergency and disaster response procedures

Building fire

Preparation and prevention procedures

- Pictures of <u>evacuation map</u> and fire wardens are displayed throughout the building to ensure staff know who to report to in the event of an emergency.
- All employees are first aid trained.
- All employees to use *Envoy* sign in system each time they enter and exit the building.
- Regular updates and reviews of the evacuation procedures.
- Conduct regular fire drills and evacuation exercises.
- Install and maintain fire alarms, smoke detectors, and fire extinguishers throughout the office.
- All staff have reviewed the plan and have read it.
- Store flammable materials safely and maintain clear fire exits and escape routes.
- Keep electrical systems, wiring, and appliances in good condition and perform regular safety inspections.

Response procedures

- Upon hearing the fire alarm, evacuate the building immediately using designated escape routes from the evacuation plan.
- Follow the instructions of fire wardens to assembly points.
- Follow the building fire safety and evacuation plan as follows:
- In the event that there is a building fire the Fire Warden is to take the lead and enact the "evacuation procedures" directing staff members to evacuate the building and assemble at the emergency assembly point detailed on the <u>evacuation map.</u>
  - Fire warden will take the iPad and portable duress at the office reception and use this to mark the roster.
  - The second Fire Warden or delegated person will mark the role whilst the first Fire warden will call with SA-MFS (000) as soon as they are out of immediate danger.
  - Any missing staff members will be accounted for by attempting to call them to determine their location.
  - All office employees will remain in the designated "emergency assembly point" until safe to leave as determined by the Fire Warden or the relevant authorities.
  - If missing staff members cannot be located or it is clear that they may be trapped or injured in the office the relevant authorities will be contacted/notified by the Fire Warden e.g. SA-MFS
  - Once they have been contacted the Fire Warden will listen, follow their directives, and communicate their directives to staff members.
  - If phone services are not working an emergency communication system, such as a portable duress should be used.

<u>If trapped:</u>
  - Employee (particularly applies to employees who have become trapped upstairs due to an office fire)
  - Retreat either to the board room or an office with balcony access towards the front of the building. (This will be dependent on fire location, move as far away from flames as possible)
  - Take both fire extinguishers into the room with you.

- If you have access to an emergency kit the following steps should be taken:
    1. Take out the towels in the kit and wet them using the upstairs tap in the board room or a drink bottle. (If no access to water proceed to step 2 immediately)
    2. Place towel over your nose and mouth.
    3. Open window if in the board room or exit to the balcony if in one of the front offices.
    4. Seal up any cracks in the door with duct tape provided in the kit.
    5. Attempt to contact emergency services in any way available to you. If phones are not working attempt to use your nearest duress system if safe to access.
    6. If the fire is attempting to come under the door utilise the fire extinguishers to try and hold it off.
    7. Wait for the SA-MFS to arrive. It is best to stay low to the ground, so lay down keeping the wet towel over your nose and mouth.
    8. As an absolute last resort if the SA-MFS is not here, in the event that the fire is now in the room with you, can use the rope to attach to a secure anchor point such as the posts on the balcony or the board room table and jump from the balcony or window.
- If you are able (and out of direct/immediate danger) make contact with a business support team member or any manager and inform them of your location and status (i.e. safe, authorities contacted, any serious injuries, participant status/safety concerns, information provided to you by authorities etc.)

Emergency equipment and facilities

- Fire alarms, smoke detectors, and fire extinguishers
- First aid kits x 2 (1 upstairs and 1 downstairs)
- Emergency communication system (e.g., intercoms, walkie talkie, duress)
- Torches in emergency kit
- Evacuation maps and signage
- Emergency kit for emergency/fire wardens (high visibility vest, hard hat, whistle and megaphone)
- Employee sign in iPad located at reception desk.
- Upstairs emergency kit (towel big enough to cover the face of all employees, multiple rolls of duct tape, emergency communication system, rope [including laminated instructions on how to use a safe anchor point to exit through the window if required])

Bushfire

Preparation and prevention procedures

- Pictures of evacuation map and fire wardens are displayed throughout the building to ensure staff know who to report to in the event of an emergency.
- All employees are first aid trained.
- All employees to use Envoy sign in system each time they enter and exit the building.
- Regular updates and reviews of the evacuation procedures.
- Set up CFS alerts to come to the admin email – if alert comes through, official communication will be sent to staff members.
- Team members have the option to download the CFS alert app, however this will not be enforced.

- Clear vegetation and potential fuel sources around the office building
- Develop a bushfire emergency plan and follow evacuation routes detailed on the evacuation map.

Response procedures

- Activate and f*ollow the bushfire safety and evacuation plan* as follows*:*
- Notify employees of fire danger risk of high or above and instruct them to follow the following procedures dependant on presenting bushfire risk.
    - Email, Microsoft Team's message, text message to their personal and work phones (marked as urgent or important) will be sent out to employees in the event of any fire danger risk of high or above with instructions for office-based staff.
    - It is the employee's responsibility and obligation to send a response to the communication to either acknowledge receipt or to detail their planned movements for the day i.e. home visits, working from home, working from the office etc.
    - Business support team member (as delegated by BSM) may respond with protective actions on a case-by-case basis as informed by the Fire Weather Warning if an employee is not based at the office for the whole day.
    - Monitor weather updates and communicate any changes in the situation.

Action plan for fire danger rating of high or above:

High fire danger rating:
- Office workers may work in the office or the home as per their personal arrangements. However, consider whether your home falls within a Bushfire Safer Area. If not, it may be prudent to come to the office (the whole area around the office in Wayville is a Bushfire Safer Place)
- **Continue with home visits** provided the following has been actioned; If home visits are being conducted, employees are to consider their need to complete the visit on that particular day. (*Can it wait?),* also the isolation/access of the area (*could you escape easily if you needed?)* and identify where your Bushfire Last Resort Refuge and Bushfire Safer Areas are nearby to the area of travel.
    - Send business support team an email letting them know where you are going for the visit, how long you will be and detail the map of bushfire safer places and last resort shelters nearby. Then you may leave for the home visit. You do not need approval as the judgement responsibility rests with the employee.

Extreme fire danger rating:
- Refer to *'high fire danger rating'* above.
    - And additionally, send business support team an email letting them know where you are going for the visit, how long you will be and detail the map of Bushfire Safer Places and Last Resort Refuge nearby. **You will need approval to travel to the area in this instance.**

Catastrophic fire danger rating:
- Office workers may work in the office or the home as per their personal arrangements (provided their home is within a Bushfire Safer Place. If not, staff will need to attend the office if they are going to work that day) (This whole area around the office is a Bushfire Safer Place)
- **All home visits are not permitted if they fall within a Catastrophic fire rating in the area of the home visit.**

- Business support team member (as delegated by BSM) will advise if required to cease any driving to client appointment/or other driving in the event of high-catastrophic fire danger warning being issued by the Bureau of Meteorology for the area you are travelling to or at the Wayville office location.
  - If already on location when a bushfire hits, follow response procedures there, seek shelter at your nearest Bushfire Safer Places and Bushfire Last Resort Refuges and do not leave until safe to do so as advised by relevant authorities e.g. CFS.
  - If with a client encourage them to leave also and assist them to leave if required, you will have the duty of care if no support workers or legal guardians are present.
  - If you are able (and out of direct/immediate danger) make contact with a business support team member or manager and inform them of your location and status (i.e. safe, authorities contacted, any serious injuries, participant status/safety concerns, information provided to you by authorities etc.)
- In the unlikely event that a bushfire is directly threatening the office Wayville location the Fire Wardens will enact evacuation procedures as appropriate.
  - Fire warden will take the iPad and portable duress at the office reception and use this to mark the roster.
  - Use designated evacuation routes to move away from the fire's direct path.
  - Evacuate to a nearest Bushfire Safer Places and Bushfire Last Resort Refuges away from the path of the bushfire.
  - Any missing staff members will be accounted for by attempting to call them to determine their location.
  - All office employees will remain in the designated nearest Bushfire Safer Places and Bushfire Last Resort Refuges until safe to leave as determined by the relevant authorities or official communications.
  - If missing staff members cannot be located or it is clear that they may be trapped or injured in the office the relevant authorities will be contacted by the Fire Warden e.g. SA-MFS, CFS or Ambulance services.

If trapped:
  - Employee in the office, then follow the office fire procedures as above.

Emergency equipment and facilities

- Weather monitoring tools (battery powered radio, online weather alerts)
- Fire alarms, smoke detectors, and fire extinguishers
- First aid kits x2 (1 upstairs and 1 downstairs)
- Emergency communication system (e.g., intercoms, walkie talkies, portable duress)
- Evacuation maps and signage
- Emergency kit for emergency/fire wardens (high visibility vest, hard hat, whistle and megaphone)
- Employee sign in iPad located at reception desk.
- Upstairs emergency kit (towel big enough to cover the face of all employees, multiple rolls of duct tape, emergency communication system, rope [including laminated instructions on how to use a safe anchor point to exit through the window if required])

Severe weather (e.g. Severe thunderstorms and severe weather events, lightning strikes)

Preparation and prevention procedures

- Pictures of evacuation map and Emergency Response Team members are displayed throughout the building to ensure staff know who to report to in the event of an emergency.
- All employees are first aid trained.
- Conduct regular severe weather drills and evacuation exercises.
- All employees to use Envoy sign in system each time they enter and exit the building.
- A member of the business support team will be assigned to monitor weather alerts from Bureau of Meteorology website.
  - Set BoM warning page to automatically open when the business support team member opens their internet browser.
- Establish an emergency communication system to inform employees of Severe Weather Warnings and instructions.
- All employees have reviewed the plan and signed it on EH
- Secure all external doors and windows and draw curtains.
- Stay inside and shelter well clear of windows, doors and skylights.
- Don't use a Landline telephone during a thunderstorm due to lightning danger.
- Avoid touching brick or concrete or standing bare footed on concrete or tiled floors.

Response procedures

- Notify employees of Severe Weather Warnings and instruct them to seek shelter in safe areas.
  - Email and send a Microsoft Team's message and text message to their personal and work phones (marked as urgent or important) will be sent out to employees in the event of any Severe Weather Warning with instructions for office-based staff.
  - It is the employee's responsibility and obligation to send a response to the communication to either acknowledge receipt or to detail their planned movements for the day i.e. home visits, working from home, working from the office etc.
  - Business support team member (as delegated by BSM) may respond with protective actions on a case-by-case basis as informed by the Severe Weather Warning if an employee is not based at the office for the whole day.
  - Monitor weather updates and communicate any changes in the situation.
- Business support team member will advise if required to cease any driving to client appointment/or other driving in the event of Severe Weather Warning being issued by the bureau of meteorology for the area you are travelling to or at the office location.
  - If already on location when severe weather hits, follow response procedures there, seek shelter and do not leave the shelter area until safe to do so.
  - If you are unable to determine whether it is safe to leave your location, call a business support team member or manager and ask them to advise you of safety actions to take based on the current weather warnings.
- In the event that severe weather strikes, the Emergency Response Team is to take the lead and direct staff members where in the office they need to go to for their safety e.g. away from windows and doors.
  - Emergency Response Team will take the iPad and portable duress at the office reception and use this to mark the roster.
  - Any missing staff members will be accounted for by attempting to call them to determine their location.

- All office employees will remain in a safe area until safe to leave as determined by the Emergency Response Team or the relevant authorities.
- If missing staff members cannot be located or it is clear that they may be trapped or injured in the office the relevant authorities will be contacted by the Emergency Response Team e.g. SES, SA-MFS or Ambulance services.
- Once the authorities have been contacted the Emergency Response Team will listen, follow, and communicate their directives to staff members.
- If phone services are not working an emergency communication system, such as a portable duress should be used.

If trapped:
- Employee attempt to contact emergency services in any way available to you. If phones are not working attempt to use your nearest duress system if safe to access.
- Attempt to access the emergency kits and first aid kits if required.
- Remain calm and wait for help to arrive.
- If you are able (and out of direct/immediate danger) make contact with a business support team member or manager and inform them of your location and status (i.e. safe, authorities contacted, any serious injuries, participant status/safety concerns, information provided to you by authorities etc.)

If caught outdoors:
- Seek shelter in a 'hard-top' (metal-bodied) vehicle or solid building but avoid small open structures or fabric tents.
- Never shelter under small groups of (or single) trees.
- If far from shelter, crouch (alone, feet together), preferably in a hollow. Remove metal objects from your head and body. Don't lie down flat but avoid being the highest object in the vicinity.
- If your hair stands on end or you hear 'buzzing' from nearby rocks, fences etc., move immediately. At night, a blue glow may show if an object is about to be struck (St. Elmo's fire).
- Don't handle umbrellas etc.
- Stay away from metal poles, fences, clotheslines etc.
- Stay away from water or bodies of water.
- Contact emergency services 000 if medical treatment is required.
- If you are able (and out of direct/immediate danger) make contact with a business support team member or manager and inform them of your location and status (i.e. safe, authorities contacted, any serious injuries, participant status/safety concerns, information provided to you by authorities etc.)

Emergency equipment and facilities

- Weather monitoring tools (Battery powered radio, online weather alerts)
- Fire alarms, smoke detectors, and fire extinguishers
- First aid kits x2 (1 upstairs and 1 downstairs)
- Emergency communication system (e.g., intercoms, walkie talkies, portable duress)
- Evacuation maps and signage
- Emergency kit for emergency/fire wardens (high visibility vest, hard hat, whistle and megaphone)
- Employee sign in iPad located at reception desk.

- Upstairs emergency kit (towel big enough to cover the face of all employees, multiple rolls of duct tape, emergency communication system, rope [including laminated instructions on how to use a safe anchor point to exit through the window if required])

Earthquakes

Preparation and prevention procedures

- Pictures of evacuation map and emergency wardens are displayed throughout the building to ensure staff know who to report to in the event of an emergency.
- All employees to use Envoy sign in system each time they enter and exit the building.
- Conduct regular earthquake readiness exercises.
- Educate employees on "*Drop, Cover, and Hold On* "procedures in the earthquake response procedures below.
- Secure heavy objects and furniture to prevent injuries during an earthquake.

Response procedures

During an earthquake, "*Drop, Cover, and Hold On*" to protect against falling debris.

- If near a table or sturdy furniture hide underneath and hold on
- If not near a table or sturdy furniture, cover your face and head with your arms (or nearest sturdy object e.g. book) and crouch in an inside corner of the building.
  - Stay away from:
    - External walls
    - Windows
    - Hanging objects
    - Mirrors
    - Tall furniture e.g. heavy bookcases
    - Large appliances
- Cabinets containing heavy objects and/or glass.
- If you are using a wheelchair or walking frame, lock and BRAKE your wheelchair, COVER your head and neck with a pillow, book, or whatever is available, and HOLD ON.
- Do not try to exit whilst shaking is still occurring.
- After the shaking stops, evacuate the building calmly and follow designated assembly points.
- Remain vigilant while exiting that there could be potential hazards and structural damage to the building.
- Be aware of the real possibility of an aftershock occurring and remain vigilant.

If you are trapped under debris:
- Do not light a match.
- Do not move around or kick up dust.
- Cover your mouth with a handkerchief, clothing or towel.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.
- Remain calm and wait for help to arrive.

If you are outdoors:
- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls.

If you are in a moving vehicle:
- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

Emergency equipment and facilities

Emergency monitoring tools (Battery powered radio, online/text alerts)
First aid kits x 2
Emergency communication system (e.g., intercoms, walkie talkies, portable duress etc.)
Evacuation maps and signage
Upstairs emergency kit (towel big enough to cover the face of all employees, emergency communication system)
Upstairs first aid kit

Floods

Preparation and prevention procedures

- Pictures of evacuation map and Emergency Response Team are displayed throughout the building to ensure staff know who to report to in the event of an emergency.
- All employees to use Envoy sign in system each time they enter and exit the building.
- Notify team members of changes in flood responses if the plan is updated / changed.
- Determine the office's flood risk and identify evacuation routes to higher ground.
- Elevate critical electrical equipment, appliances and power boards above potential flood levels.

- Store important documents and data in waterproof containers or off-site locations and in digital form.
- In response to an immediate flood threat sandbag your toilet, drains and around doors and vents outside below the potential flood level and turn off the main switch in the electricity box if it can be done safely before the flood.

Response procedures

<u>In the event of a flood warning:</u>
- Evacuate the building and move to higher ground.
- Employees to avoid flood waters at all costs and follow directions of the Emergency Response Team immediately.
- Emergency Response Team to take the iPad from reception desk to mark the evacuation roster and ensure everyone is accounted for.
- Notify employees of flood warnings and instruct them to seek higher ground in safe areas.
    - Email, send a Microsoft Team's message and a text message to the team member personal and work phone (marked as urgent or important) will be sent out to employees in the event of any flood warning with instructions for office-based staff.
    - It is the employee's responsibility and obligation to send a response to the communication to either acknowledge receipt or to detail their planned movements for the day i.e. home visits, working from home, working from the office etc.
    - Business support team member (as delegated by BSM) may respond with protective actions on a case-by-case basis as informed by the flood warning if an employee is not based at the office for the whole day.
    - Monitor flood warning updates and communicate any changes in the situation.

- Business support team member (as delegated by BSM) will advise if required to cease any driving to client appointment/or other driving in the event of a flood warning being issued by the Bureau of Meteorology for the area you are travelling to or at the office location.
    - If already on location when flood hits, follow response procedures there, seek higher ground and do not leave higher ground until safe, directed by authorities, or if immediate danger presents.
    - If you are unable to determine whether it is safe to leave your location, call a business support team member or manager and ask them to advise you of safety actions to take based on the current flood weather warnings.

<u>In the event that flood strikes in the office:</u>
- the Emergency Response Team is to take the lead and evacuate staff members to higher ground directing staff members where in the office they need to go to for their safety.
- Emergency Response Team will take the iPad and portable duress at the office reception and use this to mark the roster.
- Any missing staff members will be accounted for by attempting to call them to determine their location.
- All office employees will remain in the designated higher ground until safe to leave as determined by the Emergency Response Team, directed by authorities, or if immediate danger presents.
- If missing staff members cannot be located or it is clear that they may be trapped or injured in the office the relevant authorities will be contacted by the Emergency Response Team e.g. SES or Ambulance services.

- Once authorities have been contacted the Emergency Response Team will listen, follow, and communicate their directives to staff members.
- If phone services are not working an emergency communication system, such as a portable duress should be used.
- If you are a trapped employee attempt to contact emergency services in any way available to you. If phones are not working attempt to use your nearest duress system if safe to access.
    - Attempt to access the emergency kits and first aid kits if required
    - Avoid flood waters by climbing on a table or other sturdy furniture available to you or by going upstairs if possible.
    - If you are able (and out of direct/immediate danger) make contact with a business support team member or manager and inform them of your location and status (i.e. safe, authorities contacted, any serious injuries, participant status/safety concerns, information provided to you by authorities etc.)

If caught outdoors:
- If driving, don't drive into water flowing over roads.
- Don't drive, walk, ride or swim through flood waters.
- Seek higher ground.
- Also enact severe weather procedures for being caught outdoors if required (as they may occur in conjunction with each other)
- Contact emergency services 000 if medical treatment is required.
- If you are able (and out of direct/immediate danger) make contact with a business support team member and inform them of your location and status (i.e. safe, authorities contacted, any serious injuries, participant status/safety concerns, information provided to you by authorities etc.)

Emergency equipment and facilities

- Weather monitoring tools (Battery powered radio, online/text flood alerts)
- First aid kits x 2 (1 Upstairs and 1 Downstairs)
- Emergency communication system (e.g., intercoms, walkie talkies, portable duress, emergency communication system)
- Emergency kit for emergency response team members (high visibility vest, hard hat, whistle and megaphone)
- Employee sign in iPad located at reception desk.
- Evacuation maps and signage
- Sandbags (Can get from SES in the event of a developing flood situation in the area)

Violent crime or behaviour

Preparation and prevention procedures

- Alarm systems to detect unauthorized entry.
- All team members have reviewed this plan.
- Maintain well-lit surroundings and remove potential hiding spots near the office.
- Ensure employee mobile phones remain charged and kept near them at all times (especially if working late or alone at the office)
- If working late or alone at the office, the doors are to be locked.

- The last person at the office is to review the "locking up checklist" located in the reception area above the alarm keypad. Once this is complete, they need to set the alarm.
- All employees who are working late or alone at the office need to know the alarm code and how to set it.
- Implement signage on the front of the building that no cash is kept on the premises.

Response procedures

- If a burglary or violent crime is suspected or in progress, employees should lock themselves in secure areas and call emergency services.
  - If upstairs employees are to lock themselves in and call for help in the board room using a mobile phone if available or (emergency communication device/portable duress)
  - If located downstairs employees are to lock in, and escape and call for help on 000 (using mobile phone or duress) through the business support (*right-hand side office at the back of the building, near the stairs*) or therapy room office (*left hand side office at the back of the building, parallel to the stairs*) whichever is closest. (See ground floor evacuation map)
- Avoid confrontation with intruders or criminals.
  - Listen to them and follow their directions.
  - Your safety is paramount, give them whatever they are requesting without question (i.e. computers, phones etc.)
- If locked in a room, move as far away from the door as possible and hide under a desk.

Emergency equipment and facilities

- Employee mobile (personal or work provided are both acceptable)
- Emergency communication system (e.g., intercoms, walkie talkies, portable duress, emergency communication system)
- Evacuation maps and signage

Traffic accident

Preparation and prevention procedures

- Pictures of evacuation map and emergency wardens are displayed throughout the building to ensure staff know who to report to in the event of an emergency.
- All employees are first aid trained.
- All employees to submit a valid driver's licence, registration, and mandatory insurance on file (Employment Hero). Should employees not hold a valid driver's licence or they lose there licence during their employment they will be in breach of their employment contract, which may result in termination.
- Office building is situated away from busy roads and intersections.
- Maintenance of a clear and well-marked car park with proper lighting and traffic signage.

Response procedures

Vehicle crashes into the office:
- In case of a traffic accident or injury as a result of a vehicle crashing into the office building, the first available first aid provide first aid trained employee should assess the situation and follow their training. Directing any other employees to provide assistance with the casualty if required i.e. asking them to call emergency services immediately.
- Secure the accident scene and direct traffic or people away from the area if necessary.
- The emergency response team members will direct employees to exit the building safely and assemble at the evacuation point. The emergency response team will take the iPad with them to the evacuation point and mark the role to ensure all employees are accounted for.
  - If safe to do so (and as directed by the relevant authorities e.g. SAAS), an employee/(s) providing first aid may remain with a casualty as they have a duty of care to them, unless they believe they are in physical danger themselves.

If trapped:
- An employees should attempt to call for help by any means available to them e.g. mobile phone, portable duress or emergency communication system.
- Attempt to call out or attract attention in another way by making a loud noise.
- Attempt to access the emergency kits and first aid kits if required or able.
- Remain calm and wait for help to arrive.
- If you are able (and out of direct/immediate danger) make contact with a business support team member or manager and inform them of your location and status (i.e. safe, authorities contacted, any serious injuries, participant status/safety concerns, information provided to you by authorities etc.)

An employee is involved in a vehicle accident:
- Ensure your own safety, exit from the vehicle if safe to do so.
- If able, check whether anyone else is injured, apply first aid as per first aid training and call 000 for assistance or police assistance dependant on the nature of the accident.
- Follow their directives.
- Whether you believe the vehicle accident was your fault or not, maintain your right to remain silent, do not discuss the accident with other parties involved. Never admit fault to the accident under any circumstances if you were driving your vehicle for work purposes.
  - You may swap your personal details required for insurance purposes with the other party if required.
- Inform your line manager of the accident and complete a hazard/incident report.

Emergency equipment and facilities

- Fire alarms, smoke detectors, and fire extinguishers
- First aid kits
- Evacuation maps and signage
- Emergency kit for emergency/fire wardens (high visibility vest, hard hat, whistle and megaphone)
- Employee sign in iPad located at reception desk.

Robbery

Preparation and prevention procedures

- Alarm systems to detect unauthorized entry.
- All team members have reviewed this plan.
- Maintain well-lit surroundings and remove potential hiding spots near the office.
- Ensure employee mobile phones remain charged and kept near them at all times (especially if working late or alone at the office)
- If working late or alone at the office, the doors are to be locked.
- The last person at the office is to review the "locking up checklist" located in the reception area above the alarm keypad. Once this is complete, they need to set the alarm.
- All employees who are working late or alone at the office need to know the alarm code and how to set it.
- Implement sign on the front of the building that no cash is kept on the premises.

Response procedures

- If a burglary or violent crime is suspected or in progress, employees should lock themselves in secure areas and call emergency services.
  - If upstairs employees are to lock in and call for help in the board room using a mobile phone if available or (emergency communication device/portable duress)
  - If located downstairs employees are to lock in, and escape and call for help (using mobile phone or duress) through the business support or therapy room office whichever is closest.
- Avoid confrontation with intruders or criminals.
  - Listen to them and follow their directions.
  - Your safety is paramount, give them whatever they are requesting without question (i.e. computers, phones etc.)

- If locked in a room, move as far away from the door as possible and hide under a desk.

Emergency equipment and facilities

- Employee mobile (personal or work provided are both acceptable)
- Emergency communication system (e.g., intercoms, walkie talkies, portable duress, emergency communication system)
- Evacuation maps and signage

Pandemic (Covid-19 safety plan)

Preparation and prevention procedures

<u>Objective: Ensuring Safety and Wellbeing</u>
- Flexible working arrangements: Return to workplace, remote work, flexible hours, adjusted workflows for distancing.
- Health awareness: Stay home when sick, COVID-19 symptom testing, maintain 1.5m distance.

<u>Objective: Controlling Infections</u>
- Infection control training: All staff trained online.
- Staff health: Symptomatic staff not attending work.
- Social distancing: Staff maintain safe distance.
- Remote work: Work from home where possible.
- Cleaning protocols: Regular high-touch cleaning.
- PPE supply: Adequate supply to all staff.

<u>Objective: Organizational Communications</u>
- Communication channels: Clear lines of communication.
- Credible sources: Reliable information from approved sources.
- Online tools: Utilize remote communication tools.
- Client resources: Easy-read supports if needed.

<u>Objective: High-Risk Business Continuity</u>
- Statement letters: Address concerns and reassure.
- PPE management: Monitor and order supplies.
- Workforce planning: Address vacancies, rostering, backfill.
- IT capabilities: Enable remote work.

<u>Objective: Compliance and Wellness</u>
- Notification protocols: Notify SafeWork SA.
- Staff confidentiality: Maintain privacy.

<u>Objective: Staying Updated</u>
- Stay informed: Follow credible sources.
- Adapt strategies: Respond to changing conditions.

<u>Objective: Information Flow</u>
- Source selection: Government-approved sources.
- Timely enactment: Act on bulletins and recommendations.

Response procedures

Objective: Ensuring Safety and Wellbeing
• Covid-19/pandemic management policy: Staff not attending if unwell.
• Remote work: Encourage remote work, minimize office foot traffic.
• Hygiene and distancing: Increased hand hygiene, distancing, limit foot traffic.
• Communication: Regular updates to families and staff.

Objective: Controlling Infections
- Contractor protocols: Follow established policies.
- Regular cleaning: Frequent high-touch cleaning.
- Workforce flexibility: Staff working across sites limited.
- Quarantine/isolation: Practice as needed.

Objective: Organizational Communications
- Regular updates: Weekly or as needed via emails and meetings.

Objective: High-Risk Business Continuity
- PPE supply: Ensure availability, liaise with sector.
- Workforce updates: Communicate industrial issues.
- Digital capabilities: Enhance remote work efficiency.

Objective: Compliance and Wellness
- Prompt notification: Notify SafeWork SA.
- Staff wellness: Monitor health and wellbeing.

Objective: Staying Updated
- Follow government guidelines: Minimize transmission.
- Monitor outbreaks: Plan for various scenarios.

Objective: Information Flow
- Government alerts: Follow SA Health, WHO, Australian Government, SafeWork SA, NDIA, Quality and Safeguards Commission.
- Risk assessment: Continuously evaluate and adapt strategies.

Emergency equipment and facilities

Objective: Ensuring Safety and Wellbeing
- Hygiene supplies: Hand sanitizers, cleaning materials.
- PPE: Masks, gloves, other protective gear as needed.
- Cleaning supplies: Disinfectants, cleaning tools.

Responsibilities

Worker responsibilities	Management responsibilities
Familiarize themselves with the Emergency Management Plan and follow its procedures. .	Develop and update the Emergency Management Plan and evacuation procedures regularly.
Participate in emergency drills and exercises.	Provide training and education on emergency procedures to employees.
Report any potential hazards or security concerns to management.	Designate and train fire wardens and emergency response teams.
Assist colleagues and visitors during emergency evacuations	Ensure the maintenance of emergency equipment and facilities.
	Monitor WHS risks as a direct result of disasters, add them to the incident reporting system CentroAssist and develop control procedures.

Continuity of supports

This section of the plan is not required as Allora Options does not provide services which will affect day-to-day support needs. For information regarding how the organisation will recover following a disaster please see the business continuity plan. If a participant or community member is present in the office at the time of a disaster event, they will be guided to follow Allora Options emergency/disaster management plans and assisted to do so. If an Allora Options employee is present at a client's home and a disaster/emergency occurs, they should follow emergency response procedures outlined in the above relevant section. Further, Allora Options has MoUs in place with other organisations and in the event of us being unable to provide services these organisations have agreed to assist to provide continuity of supports for those clients effected. This information is available for participants to access in their easy read service agreement.

Emergency and disaster risk assessment

Person completing risk assessment: Katherine Boeck
Position: Clinical Projects Coordinator

Gap or risk identified	Location	Risk level (L,M,H,C)	Control strategies	Residual risk rating (L,M,H,C)	Are control strategies acceptable?	Review date
Fire downstairs in the building whilst employees are upstairs. • Blocking the stairs or on top of the stairs • Only one exit from upstairs • Stairs are damaged from the fire and people upstairs are unable to exit	134 Rose Terrace, Wayville, SA, 5034 Downstairs or on the stairs.	C	• All staff have work phones • Open window/go outside on the balcony if appropriate to reduce smoke inhalation unless obvious danger outside the building • Duct tape located in emergency kit to seal the door cracks • Employees get down low to the ground • Store towels upstairs. Wet towels with tap and place over employees mouth. • Wait for fire brigade assistance. • As an absolute last resort employees are to exit from an upstairs window or the balcony using a rope contained in the emergency kit to an appropriate anchor point i.e. the board room table or balcony post.	H	yes	2 Months from the plan completion date
No exits are accessible for people with physical disabilities.	134 Rose Terrace, Wayville, SA, 5034 All building exits	C	• When Allora Options begins to services people or employs someone who utilise the office and their primary means of transport is utilising assistive equipment, a ramp will be purchased from Bunnings to ensure the building is accessible.	L	yes	TBA
Vulnerable persons may be present. • People with mental illnesses or intellectual disabilities who may struggle to follow directions	134 Rose Terrace, Wayville, SA, 5034	H	• Staff members are mostly allied health trained professionals and in the event of an emergency will explain in the simplest way possible how to exit safely dependant on the disaster.	L	yes	1 month from the plan completion date

			• Develop an easy read laminated evacuation plan and keep it in the emergency kit.			
No backup to mobile phones in the event of a violent crime. (or any disaster) • In the event of a violent crime, if an employee mobile is in immediate proximity, they will not be able to contact emergency services easily.	134 Rose Terrace, Wayville, SA, 5034	H	• 2-way radio (walkie talki)	L	yes	immediately
In the event of a flood, we have things such as electrical power boards on the floor. • This risks electrocution if a person was to touch any electrified water.	134 Rose Terrace, Wayville, SA, 5034	C	• If there is enough warning turn off main electrical switch. • Tidy electrical cords • Ensure cord management is also attached to the underneath of the desks	L		1 week from the plan completion date
In the event of an employee car accident, there are not first aid kits (mandated) in their personal vehicles. • Primary duty of care of the employer to ensure a safe workplace (including a vehicle) risk of civil liability if an employee is injured.	Employee personal vehicle	C	• Make it a requirement what all vehicles for work purposes must be fitted with a basic first aid kit	M	yes	3 months from the plan completion date

Information and record back-up arrangements

All company data is stored on a secure cloud-based system (OneDrive). It is also backed up by the company managing director once per week to an external hard drive which will be stored offsite to ensure files aren't lost.

Emergency drill/meeting schedule (2024)

Date	Drill/meeting type	Person responsible	Comments
January	Building Fire Evacuation	Claire Walker and/or Marie-Jeanne Tuyisenge (Fire Warden)	Fire located at the front of the building evacuation. • Employees will be asked to follow evacuation procedures and follow fire warden directives. • Go to the assembly point or back-up assembly points as identified in the evacuation plan.
February	Bushfire preparedness check/Fire Evacuation procedures meeting	Relevant department managers	Discussion with departments team meeting regarding what we would do if there was a bushfire threatening the office location/s. • Employees will receive an email communication and teams message warning informing them of a bushfire risk near the office. • Employees will be asked to follow fire warden directives to relocate to a bushfire safer place or last resort refuge.
March	Employee car crash during work procedures meeting	Relevant department managers	Discussion with departments team meeting regarding what we would do if there they were to be in an accident during work related travel. • Ensure your own safety. Follow first aid training. • Call 000 or police assistance dependant on the nature of the accident. • Don't admit fault to any accidents and inform your line manager as soon as practicable. • Complete a hazard/incident report
April	Violent crime/robbery drill (upstairs) procedures meeting	Relevant department managers	Discussion with departments team meeting regarding what we would do if there was a violent crime to robbery (and you're located upstairs). • Employees will be directed to upstairs where they will be asked to perform the lock in and call for help procedure in the board room.
May	Building car crash first aid procedures meeting	Relevant department managers	Discussion with departments team meeting regarding what we would do if there was a car that crashed into the building. • Employees will be asked to respond to a car crashing into the building. • There will be 1 participant and 1 community member present in the building not familiar with the procedures. • As well as an injured member of staff as a result of the car crash. • The first available employee will be required to perform simulated DRSABCD, providing first aid and directing other members of staff how they can assist. • The injured person will be a member of the business support team.

Month	Activity	Responsible	Details
June	Building Fire Evacuation	Claire Walker and/or Marie-Jeanne Tuyisenge (Fire Warden)	Fire located at the rear of the building evacuation. - Employees will be asked to follow evacuation procedures and follow fire warden directives. - Go to the assembly point or back-up assembly points as identified in the evacuation plan.
July	Severe weather procedures meeting	Relevant department managers	Discussion with departments team meeting regarding what we would do if there was severe weather. - Employees will receive an email communication and teams message warning informing them of a severe weather risk near the office (the email will clearly detail this is a drill) - Employees will be asked to follow Emergency Response Team directives to relocate to a safer place/alterative work location
August	Flood procedures meeting	Relevant department managers	Discussion with departments team meeting regarding what we would do if there was a flood. - Employees will receive an email communication and teams message warning informing them of a flood risk near the office (the email will clearly detail this is a drill) - Employees will be asked to follow Emergency Response Team directives to relocate to a safer place/alterative work location
September	Violent crime/robbery drill (downstairs) procedures meeting	Relevant department managers	Discussion with departments team meeting regarding what we would do if there was a violent crime to robbery (and you're located downstairs). Employees will be directed downstairs where they will be directed to perform the lock in, an escape and call for help procedure through the business support office.
October	Earthquake procedures meeting	Relevant department managers	Discussion with departments team meeting regarding what we would do if there was an earthquake. Employees will be asked to perform the "Drop, Cover, and Hold On" procedure.
November	Bushfire preparedness check/Fire Evacuation procedures meeting	Relevant department managers	Discussion with departments team meeting regarding what we would do if there was a bushfire threatening the office location/s. - Employees will receive an email communication and teams message warning informing them of a bushfire risk near the office (the email will clearly detail this is a drill) - Employees will be asked to follow fire warden directives to relocate to a bushfire safer place or last resort refuge. (This will be simulated, employees will not be required to leave the office, just located where to go)
December	Building Fire Evacuation	Claire Walker and/or Marie-Jeanne Tuyisenge (Fire Warden)	Fire located downstairs, damaging them so employee's upstairs are unable to exit. - Employees will be asked to follow evacuation procedures and follow fire warden directives if downstairs and exits are clear. - Go to the assembly point or back-up assembly points as identified in the evacuation plan.

			• If stuck upstairs employees will need to exit to the board room or through the offices located opposite the board room to the outside balcony. - Employees wait to be rescued by fire brigade.

Emergency contact list

Full name	Role/position	Contact information	When to contact
Nicholas Kakoliris	Managing Director (Emergency warden)	See essential supports list contact details	Any disaster event
Scott Murphy	Clinical Services Manager	See essential supports list contact details	Any disaster event
Shannen Bayley	Business Support Manager (Designated Official Emergency communicator)	See essential supports list contact details	Any disaster event
Alicia Phillis	Business Support Officer (Emergency Warden)	See essential supports list contact details	Any disaster event
Katherine Boeck	Clinical Project Coordinator (Emergency Warden)	See essential supports list contact details	Any disaster event
Claire Walker	PBS Practitioner (Fire Warden)	See essential supports list contact details	In the event of an office or bushfire
Marie-Jeanne Tuyisenge	PBS Practitioner (Fire Warden)	See essential supports list contact details	In the event of an office or bushfire
SA - State Emergency Service	Issue Severe Weather Warnings for floods, heatwaves and extreme storms. Assist with emergency repairs of damage caused by disasters and emergencies.	132 500	Severe weather for floods, heatwaves and extreme storms. Serious damage to business property, Property at risk of flooding and/or tree fallen on car or business property.
SA - Country Fire Service	Bushfire Information hotline Bushfire warnings	1800 362 361 AlertSA phone app CFS email subscription	In the event of a high-catastrophic bushfire risk being issues Always active and providing notifications and emails for active bushfires and bushfire warnings
SA - Metropolitan Fire service	Emergency office fire assistance	000	Office fire
SA - Police	Police assistance	131 444	Violent crime or burglary is in progress or has occurred.

	Emergency assistance (Crime, violence, theft etc.)	000	
SA - Ambulance Service	Emergency medical assistance	000	When an injury requires urgent medical care which is causes by any disaster event.
Bureau of Meteorology (BOM)	Provide the most up to date warnings for Severe Weather Warnings for floods, heatwaves and extreme storms.	BOM SA warnings website	Use for ongoing monitoring whilst any emergency event is in progress.

Plan testing and review arrangements

Review: The plan is to be reviewed annually or alternatively if there are major changes to the business location or number of employees.

Plan testing drills: As per the drill schedule the effectiveness of the plan procedures and staff knowledge of emergency procedures for each listed emergency will be conducted monthly.

Plan review/ change and audit procedures

Plan review/change and audit actions	Person responsible
Full plan review annually at a minimum.	Nicholas Kakoliris – Managing Director or delegated authority
Staff assigned to read and sign off the plan on Employment Hero once per year.	Shannen Bayley – Business Support Manager or delegated authority
Bi-annual audits of compliance with signing off the plans (Audit of all new staff to ensure it has been completed in the induction content)	Shannen Bayley – Business Support Manager or delegated authority
Yearly audits of first aid kits to check and replace expired or used items	Shannen Bayley – Business Support Manager or delegated authority
Yearly audits to ensure emergency kit is stocked and stored in the correct place.	Shannen Bayley – Business Support Manager or delegated authority

Signatures

Sign below to verify that the information in this plan has been reviewed and has been found to be:

- Accurate
- Up to date.

Author's signature:		Manager's signature	

Name of author	Katherine Boeck	Name of manager	Nicholas Kakoliris
Date of completion	14/09/2023	Date approved	21/09/2023
Review date	14/09/2024		

Appendix:

Bushfire safer places and refuge centres (metropolitan areas)

Key
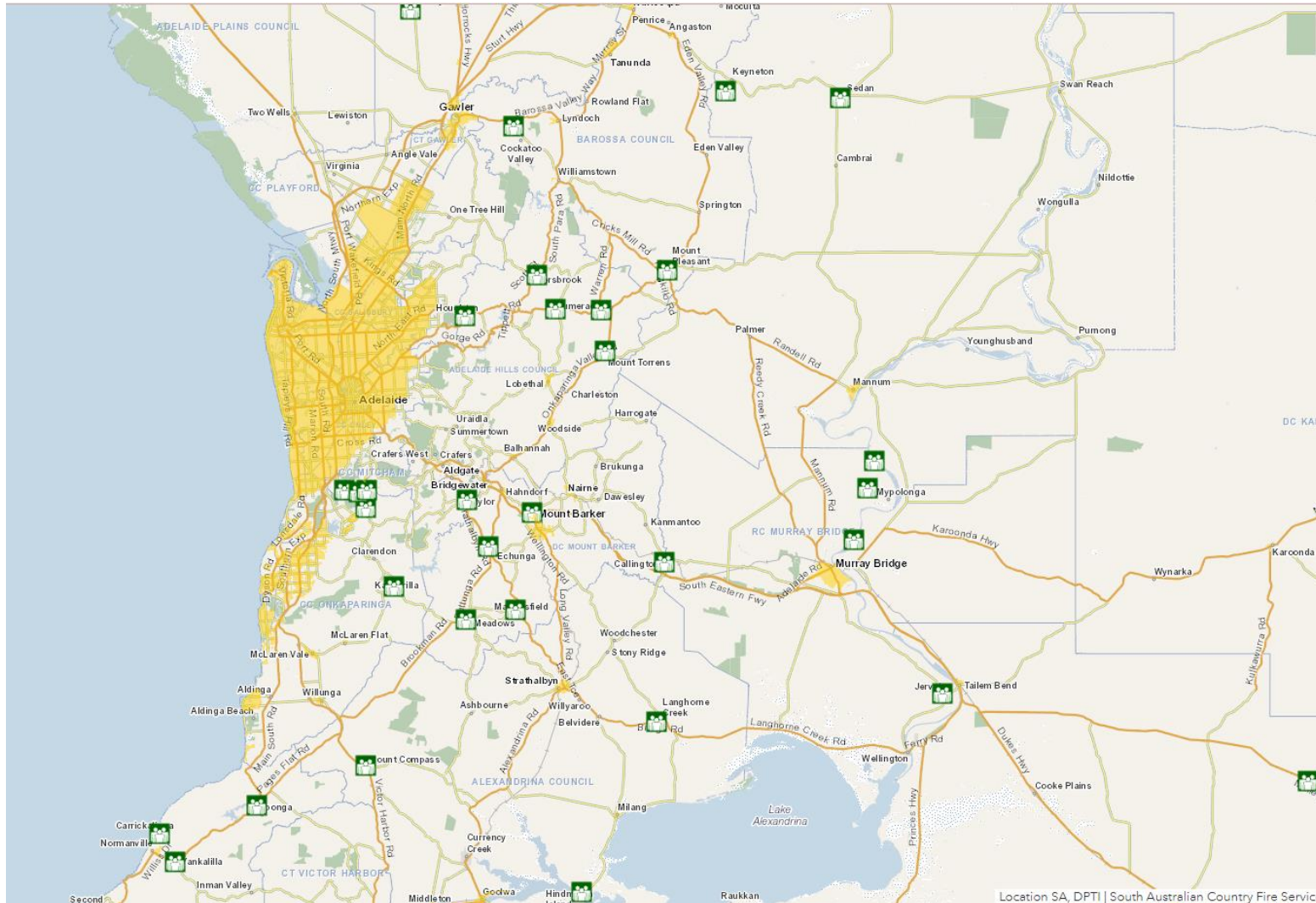
= Bushfire last resort refuge

= Bushfire safer places

Regional areas (Barmera office)
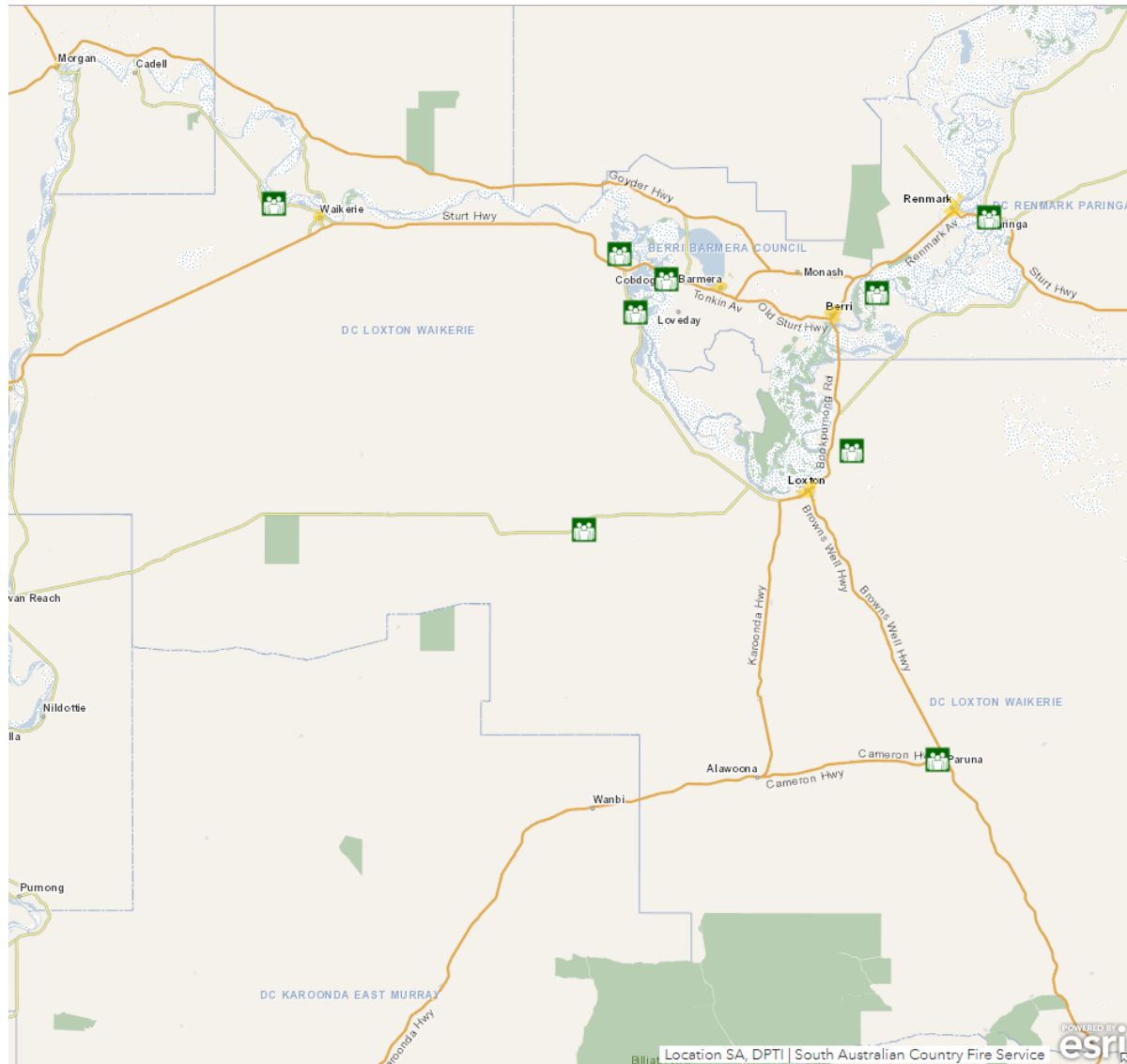
Key

🟩 = Bushfire last resort refuge

🟨 = Bushfire safer places
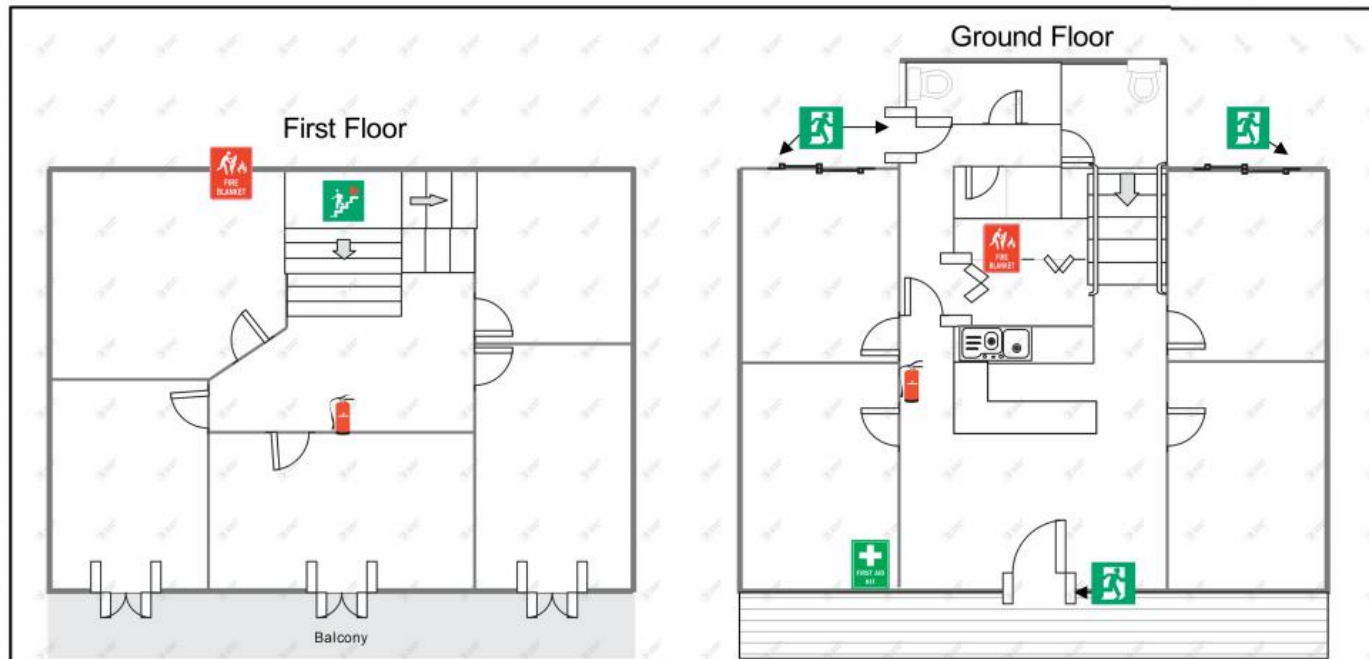
134 Rose Terrace, WAYVILLE 5034
Fire and Evacuation Map

LEGEND

emergency exits		use stairs away from direction of fire	
fire extinguisher		first aid kit	
smoke alarm		direction of exit	
assembly point		fire blanket	

ASSEMBLY POINT

Assembly point is on Rose Terrace - across the road from the front entrance of the building in front of the 'P" Parking sign for the Wayville Showgrounds.

First Floor

Balcony

Ground Floor

Fire extinguishers – which to use?

	A Wood, Paper & Plastic	B Flammable & Combustible Liquids	C Flammable Gasses	E Energised Electrical Equipment	F Cooking Oils and Fats	NOTES: *Limited indicates that the extinguishant is not the agent of choice for the class of fire, but that it will have limited extinguishing capability. Class D fires (involving combustible metal(s) use only special purpose extinguishers and seek expert advice.
Powder ABE	✓	✓	✓	✓	🚫	Special Powders are available specifically for various types of metal fires. Seek expert advice.
Carbon Dioxide (CO₂)	LIMITED	LIMITED	🚫	✓	LIMITED	Generally not suitable for outdoor fires. Suitable only for small fires.
Water	✓	🚫	🚫	🚫	🚫	Dangerous if used on flammable liquid, live electrical equipment and cooking oil/fat fires.
Foam	✓	✓	🚫	🚫	LIMITED	Dangerous if used on electrical fires.
Wet Chemical	✓	🚫	🚫	🚫	✓	Dangerous if used on electrical fires.
Vaporising Liquid	✓	LIMITED	LIMITED	✓	🚫	
Fire Blanket	🚫	🚫	🚫	🚫	LIMITED	Use blanket to wrap around a human torch. Ensure you replace the blanket with a new one after use.
Fire Hose Reel	✓	🚫	🚫	🚫	🚫	Ensure you maintain a path of egress between you and the nearest exit.

Links:

[Vehicles as a workplace](#)

[Australian Fire Danger Ratings](#)

[Subscribe to CFS bushfire warnings](#)

[Alert SA app](#)

[Emergency broadcasters](#)

[BOM SA Weather Warnings](#)

[Preparation and safety during thunderstorms](#)

[Flood checklist](#)

[Earthquakes - How to stay safe](#)