

## Emergency and Disaster Management Policy and Procedure

### Expected Outcome

St George Community Transport (STGCT) is prepared to respond in the event of an emergency or disaster that impacts business operations, continuity of supports to consumers, other stakeholders, or community members. As a community organisation STGCT is concerned for the welfare of the St George community and will commit its resources to provide support when required.

### Training Requirements

All Team Members

### Policy

Lead the organisation, build networks, assess, and manage risks and prepare the workforce and consumers in case of an emergency or disaster.

### Background

The Governance Body (Board) leads the management team and the organisation in providing resources and establishing systems which will respond to an emergency, disaster or any situation that threatens the wellbeing of the workforce, STGCT consumers or the general community. The Business Continuity Plan provides a detailed plan to manage the risks associated with an interruption to services, both significant and minor.

The St George region is supported by NSW emergency services and will work alongside the SES, Georges River Council and Bayside Council to support the members of the community.

STGCT maintains a list of vulnerable consumers which will be the first group to be contacted in the event of an emergency or disaster.

STGCT maintains an organisation risk management plan which categorises major risks in the business. All incidents are reported in the Quality Management System which are reviewed monthly by the management team, the Finance Audit and Risk Board Committee and the Board for serious incidents.

STGCT maintains insurance to safeguard its business both financially and for the protection of staff, volunteers and consumers. The insurance policies are reviewed annually and renewed at the beginning of the financial year.

### Procedure

#### Leadership

All consumers will be supported in the event of a disaster or emergency. All available staff will be redirected to support the needs of STGCT's most vulnerable consumers. The Board and Management Team will oversee the allocation of resources where needed.

The Board and management team will refer to the Business Continuity Plan and will endeavour to recover services as quickly as possible. The Insurance Broker, and associated insurers will be notified of any impact on the business caused by the emergency or disaster.

The Board and Management team will refer to the Consumer Support Plan, consumer notes, and risk assessment for more detailed information on the most vulnerable consumers. The Vulnerable Consumer List is maintained in the Quality Management System, Logiqc. This list

includes the names, address and phone number of consumers who have very little support from family, friends or advocates and are dependent on community services for their survival. An emergency contact is also included. The next priority will be all other active consumers.

The Board and Management team will refer to the HR Data Personnel and Crew List to maintain communication with all staff and volunteers. Each manager, team leader and coordinator will be directed to support direct service.

### **Building Networks**

STGCT is part of a network of community and health services that provides care and services for the St George community. It provides individual transport to people 65 years and over and people from an ATSI background who are 50 years and over to attend GP, specialist and hospital appointments. It has built a network of connections with the local hospitals, general practitioners, and rehabilitation clinics.

STGCT works closely with SES and the local councils to provide information and resources to its workforce, consumers, and the community.

STGCT is a member of Community Partners which was established to provide a more comprehensive range of services to older people living in the St George area. Events are held during the year and are open to people of all ages who want to learn more about the aged care system and the services available to them, their family members or friends.

STGCT is connected to the local clubs in the area including Lugarno Lions Club, Oatley Lions Club and local RSL clubs which would also offer support to community members in the event of an emergency or disaster.

### **Prioritising Consumers**

Consumers who are impacted by an emergency or disaster will be identified and staff will be assigned to provide care, support and resources that are critical to their safety and wellbeing. Consumers needs will be prioritised by the Management Team and staff will be directed to complete specific tasks to ensure their continuity of supports. Activities will be modified to suit the changed circumstances.

Consumer Support Plans and risk assessments are available in e-Tools. Additional consumer notes relating to transport assistance can be found in Route Match. Staff details are available in the HR Data personnel list and Crew list located in SharePoint.

Consumers are informed of the resources available to them by various means: welcome letter, Client Support Plan, social newsletter and website.

### **Emergency Services**

1. Call Triple Zero (000) if:
  - Someone is seriously injured
  - Someone is in need of urgent medical help
  - There are threats to property or life or
  - If you have witnessed a serious crime or accident
  
2. Call the NSW State Emergency Services (SES) on 132 500 if:
  - You have experienced damage from storms, wind or fallen trees
  - You require assistance due to flood or tsunami emergency.
  
3. Call 131 444 for the Police Assistance Line

### External Support

Where staff are unable to work at the Mortdale site, they will be directed to work at another location. This could be their home, Mortdale RSL, the Masonic Club or an alternate location which will be decided by the Board and the CEO.

The administration team at STGCT are equipped to work in any location. The systems are web based and are accessible where there is an internet connection. The details of the consumer's family or representative and medical history is accessible from a remote location. The Support Staff at STGCT all hold relevant qualifications in aged care, disability or community services and can be allocated to provide direct services to consumers.

STGCT has two laptops available to support emergency work off site. An internet connection can be supported through the organisation mobile phones. Where internet services are not available locally, members of the administration team will relocate to a location where this is supported, e.g., home of a staff member living in the Sutherland Shire, Sutherland Library, Activus.

### Communication

The Board members and the management team will ensure the team communicates with each client. This will occur by email, phone, or face to face.

A Disaster Declaration is a frequently updated list of Local Government Areas that have been impacted by a natural disaster. The local government will notify its resident of any impending disaster or emergency by text message and will have supports available.

The NSW Government provides resources and advice to support people to keep safe. These resources can be shared with consumers:

#### 1) Bush Fire Survival Plan

- Download 'Fires Near Me' App.
- Call Bush Fire Information Line 1800 679 737

If you are deaf, hard of hearing or have a speech impairment, contact us through the National Relay Service

- TTY users phone 1800 555 677 then ask for 1800 679 737
- Speak and Listen users' phone 1800 555 727 then ask for 1800 679 737
- Internet relay users connect to the NRS then ask for 1800 679 737
- **To report a fire or emergency** (TTY users only), access TTY 106.



#### 2) Flood survival

If the consumer is concerned about flooding, they can contact SES on 132 500 for advice and support.

Download the BOM Weather App for updated information.



#### 3) Sydney Water

Water outages, faults and leaks – Call 13 20 90

Free teletypewriter (TTY) service 13 36 77 and quote the phone number 13 20 90 (24 hrs / 7 days).

4) *Emergency away from home*

In an emergency, time and location accuracy are critical.

Download the 'Emergency +' app

This app will help you call Triple Zero (000) quickly and allow you to accurately communicate your location.



5) *Power Outage*

If you have no power:

- check out the power outage map <https://www.ausgrid.com.au/outages/current-outages> to see if there are planned outages and whether this is part of a scheduled interruption.
- check if other lights and electrical equipment are working
- look outside for damage, such as downed powerlines. Stay away from any fallen powerlines or trees lying across powerlines
- check if your neighbours have power
- once you have assessed the situation you can report the [outage online](#) or call 13 13 88.

### Related Documents

doc\_430 Consumer Protection Policy & Procedure  
doc\_431 Consumer Security and safety Policy & Procedure  
doc\_337 Health and safety manual  
doc\_201 Business continuity plan  
doc\_550 Business Continuity plan for COVID 19  
doc\_165 Keeping Safe at Work Handbook  
doc\_495 Infection control policy  
doc\_300 Consumer handbook  
doc\_195 Welcome letter new consumer  
doc\_599 Consumer risk assessment form  
doc\_462 Client Support Plan  
doc\_279 Organisational Risk management Plan  
doc\_163 Accident Injury Incident Report  
doc\_135 Duty of Care & Dignity of Risk Policy  
doc\_400 Safety Policy  
doc\_405 Security Management Procedure  
doc\_161 Risk Assessment form

### Relevant Standards

#### Aged Care Quality Standards

1. Consumer Dignity & Choice
2. Ongoing Assessment and Planning with Consumers
4. Services & Supports for Daily Living
5. Organisations Service Environment
7. Human Resources
8. Organisational Governance

#### NDIS Practice Standards

- 2 Provider Governance and Operational Management
- 4 Provision of Supports Environment