[Organisation name] Disaster and emergency management plan

**Revision history**

| **Version Number** | **Changes made** | **Person responsible** | **Date updated** |
| --- | --- | --- | --- |
| *e.g. 2020/1* | *E.g. New document. For review in conjunction with disaster and emergency management policy.* |  |  |
|  |  |  |  |

**Communication strategy**

| **Staff role** | **Type of communication** | **Person responsible** | **Frequency** |
| --- | --- | --- | --- |
| *E.g. WHS Representative* | *E.g. Email and staff meeting.* |  | *E.g. In line with policy review or if amendments are made.* |
|  |  |  |  |

***Note\****

*This template has been developed to meet the needs of a diverse range of services and includes items for consideration.*

***Not all content will be relevant to your service.******Organisations are encouraged to edit, add and delete content to ensure relevancy.***

*All notes (like this one) should be considered and deleted before finalising the document.*

*\*Please delete note before finalising this plan.*

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## Section 1: The Continuity Plan

### 1.1 Risk management

| **Business risk** | **Impact** | **Likelihood** | **Mitigation strategy** | **Contingency plan** |
| --- | --- | --- | --- | --- |
| For example:   * Fire damage * Earthquake/ storm and extreme weather * Infectious disease/ pandemic * Cyber risks * Data breach * Infrastructure or power failure | E.g. High | E.g. Unlikely | For example:   * + - * Disaster and Emergency management plan and policy in place. * Annual evacuation exercises arranged * WHS Policy and Procedure * WFH report and agreement * Risk register | For example: Staff will be advised from CEO/Manager to stay home until safe to return to work. Depending on nature of catastrophe and assessment of catastrophe, time off will be arranged and WFH arrangements will be arranged. All **[insert organisation name**] data and documents are available on the cloud and can be accessed remotely. Temporary accommodation will be arranged if required or in the interim if a new office premises is required. Communications to service users will arranged by the **[insert staff role responsible]**. |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### 1.2 Insurance

| Insurance type | Policy coverage | Policy Reference | Insurance company and contact |
| --- | --- | --- | --- |
| Workers Insurance |  |  |  |
| Public / Products Liability |  |  |  |
| Association Liability |  |  |  |
| Professional Liability |  |  |  |
| Management Liability |  |  |  |
| Employment practices Liability |  |  |  |
| Employee Fraud or dishonesty |  |  |  |
| Burglary / Theft |  |  |  |
| Volunteer |  |  |  |
|  |  |  |  |
|  |  |  |  |

## 

## Section 2: The Emergency Action Plan

### 2.1 Emergency procedures

| Procedures | Procedure detail | Evacuation point/ address | Supporting documentation |
| --- | --- | --- | --- |
| *For example, fire management* | For example:   1. In the event of a fire, fire safety equipment is to be used by trained personnel to extinguish the fire if safe to do so. 2. If it is unsafe to use fire safety equipment, emergency evacuation procedures are implemented. 3. Anyone who identifies a fire should immediately contact Emergency Services by phoning 000. 4. All fires should be attended by Emergency Services, regardless of the size or damage of the fire, as there may be further risks which Emergency Services can identify and assess. | **[Insert evacuation point/address if relevant]** | ***[For example, refer to section 2.2 and section 2.3 of this document].*** |
| *Evacuation process* | For example:   1. Where an emergency alert is given that requires evacuation of the facilities (e.g. fire, explosion, bomb threat, natural disaster), all persons are to leave the **[insert organisation name]** premises via the emergency exits in a prompt and calm manner. 2. In an emergency evacuation, do not use lifts. 3. The Fire Safety Officer (FSO) is responsible for providing direction and facilitating safe evacuation. The FSO collects the **[insert sources of information which will identify people present in the building; e.g. Visitor Register, staff sign-in sheet, resident list]** and ensures all persons evacuate the building, and meet at the designated emergency assembly site. Where the FSO is not available, a senior staff member acts as the person responsible for leading the emergency response. 4. The FSO, or where not available, senior staff, informs Emergency services of the circumstances, including the name(s) and identity(ies)of persons (if any) remaining in the faciilities. 5. All persons are to follow instructions of the identified emergency response leader and Emergency Services personnel. Staff should support the FSO in carrying out these instructions. 6. People with accessibility requirements are, where necessary, assisted to evacuate the premises safely. People with accessibility requirements who are in immediate danger and cannot safely evacuate the premises, are moved to a safe place. A safe place may be inside a fire-isolated fire stair, or into another section of the facilities, closing doors between the person and the fire, but still on an exit route. 7. If a person is trapped in the facilities, no person is to re-enter the premises unless it is completely safe to do so. If it is unsafe to re-enter the premises, Emergency Services should be informed on arrival , so they can assess and respond to the situation. 8. No person is to re-enter the premises while the fire alarm is sounding, or until the clearance is given by Emergency Services. | **[Insert evacuation point/address if relevant]** | ***[For example, refer to section 2.2 and section 2.3 of this document].*** |
| *Assembling at emergency assembly point* | For example:   1. Following evacuation from the **[insert organisation name]** premises, all persons are to assemble at the designated emergency assembly site(s). 2. The **[insert organisation name]** designated emergency assembly site is: [insert assembly site area]. 3. At the assembly site the FSO will count and call all the names in the **[insert sources of information which will identify people present in the building; e.g. Visitor Register, staff sign-in sheet, resident list]** to ensure that persons in the facilities have been evacuated. If a person is discovered not to have been evacuated, the FSO will immediately inform Emergency Services. 4. All persons are to remain at the designated emergency assembly site until given clearance to return to **[insert organisation name]** premises or other direction, by the **[insert organisation name]** FSO and Emergency Services personnel. 5. In the event that the evacuation is a false alarm, no persons are permitted to return to the premises until given the all clear by the FSO and/or Emergency Services personnel. | **[Insert evacuation point/address if relevant]** | ***[For example, refer to section 2.2 and section 2.3 of this document].*** |
| *Emergency evacuation drill* | For example: The **[insert organisation name]** FSO and WHS Representative co-ordinate emergency evacuation drills at a minimum of **[insert number of evacuation drills per year]** per year. All persons in the **[insert organisation name]** facilities at the time of the drill are to respond as in a true emergency evacuation. | **[Insert evacuation point/address if relevant]** | ***[For example, refer to section 2.2 and section 2.3 of this document].*** |
| *Bushfire* | For example:   1. The NSW Rural Fire Service (RFS) has developed bushfire self-assessment tools which **[insert organisation name]** uses to assess the level of preparedness for a bushfire. Issues identified are reported via the Environmental Audit reports, and action is taken according to the risk rating. 2. During the bushfire season, there is proactive monitoring of local bushfire forecasts to ensure informed decision-making, should the need arise. 3. RFS Alert Levels are utilised to determine the appropriate response according to the level of severity and imminent fire danger. 4. The FSO communicates with the RFS, should the need arise. Information passed on includes:  * Residence size & number of residents * Current resident acuity, including mobility status and special needs * Contact details of the residence, including key personnel * The level of risk to the residence  1. Should the need arise, the FSO arranges alternative transport to assist with relocation of residents and workers. | **[Insert evacuation point/address if relevant]** | ***[For example, refer to section 2.2 and section 2.3 of this document].*** |
| *Bomb threat* | For example:   1. Alarm raised and relevant emergency services authorities contacted. 2. Wait for evacuation signal 3. Follow FSO instructions 4. Calmly evacuate the premises from nearest emergency exit 5. Arrive at evacuation location 6. Locate and account for all staff | For example:  Follow FSO or emergency services direction. | ***[For example, refer to section 2.2 and section 2.3 of this document].*** |
| *Lockdown* | For example:  This procedure will be activated in the case of:   * intruders * gas leaks, chemical/toxic spills * emergency in the area * extreme weather event * It will be indicated by P.A System/ siren followed by a calling out "lockdown".  1. Close and lock all doors and turn off lights 2. Blinds should be shut and phone on silent. 3. Do not make any non-essential calls 4. Staff should sit on the floor, preferably close to walls and out of sight from windows 5. Do not admit anyone into the office/ building during lockdown, unless you are absolutely sure they are not a threat to you or other staff 6. Remain in lockdown until the all clear is sounded, or you believe it is no longer safe to remain in your present location 7. Remain where you are until instructed otherwise by emergency personnel | For example:  FSO or emergency services direction. | ***[For example, refer to section 2.2 and section 2.3 of this document].*** |
| *Pandemic or epidemic* | For example: When an epidemic or pandemic occurs, **[insert organisation name]** will, as far as possible:   1. Support staff, Board members, volunteers, visitors and clients to reduce or eliminate their exposure to the relevant illness. 2. For those who have reason to suspect they are at risk of contracting the relevant illness, support them to gain a diagnosis and treatment, where necessary. 3. Encourage staff, board members, volunteers, clients and other relevant parties to take reasonable precautions to prevent becoming infected or transmitting the illness. 4. Supply personal protective equipment (PPE) to staff, board members, clients and other relevant parties where needed 5. Ensure staff, board members, clients, contractors and volunteers take reasonable precautions to stop people being infected or transmitting the relevant illness. 6. Ensure continuity of services throughout the epidemic or pandemic.   **[Insert organisation name]** will, where possible, facilitate remote work agreements and flexibility to enable staff to attend medical consults.  The CEO/Manager, in consultation with the WHS Representative, will:   * provide guidance to staff which considers health advice by local health authorities and the World Health Organisation * consider whether, on continuing grounds:   + it is necessary for particular employees to work from home.   + there should be a modification to staff travel, or if staff should be performing work where they encounter other people in Australia or internationally.   + work arrangements should be altered in instances where staff support clients or the public to reduce risk of transmission * Instruct staff to avoid attending work, work from home, or take appropriate leave where necessary (see the Human Resources Procedure for leave available). * Mandate or request staff be vaccinated if this is needed to promote safe work conditions for staff, clients,board members, volunteers or other relevant parties * may request staff provide adequate evidence that they are fit to return to work. |  | ***[For example, refer to section 2.2 and section 2.3 of this document].*** |
| ***[Insert other emergency or disaster not listed]*** | **[Insert procedure for other emergency not listed]** |  | ***[For example, Office floor plan,***  ***map of evacuation locations].*** |

### 2.2 Emergency contacts

| Contact | Phone number |
| --- | --- |
| After Hours/ Security |  |
| Local Police |  |
| Local hospital |  |
| **EMERGENCIES** | **000** |
| **[Insert other emergency contact]** |  |

**[Insert link to internal staff contact list].**

### **2.3 Building evacuation diagram**

The **[insert organisation name]** designated emergency assembly site is: **[insert location].**

All persons are to remain at the designated emergency assembly site until given clearance to return to **[insert organisation name]** premises or other direction, by the **[insert organisation name]** Fire Safety Officer and emergency services personnel.   
  
**[Insert map/diagram of your organisation’s Emergency Assembly Area, in addion to a map/diagram of the floor plan of your office]**

## The Recovery

### 3.1 Business impact assessment

| Rank | Damage | Impact to business | Severity | Action | Recovery steps | Resources needed | Actioned by |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | E.g. Building | E.g. No access to premises | E.g. HIGH | E.g. Staff will be advised to take time off or working from home arrangements until temporary accommodation is arranged (if required). | E.g. Working from home arrangements. | E.g. Remote access to server.  Prudent reserve in **[organisation name]** budget and depreciation schedule.  Insurance policy.  Staff mobile phones and access to internet. | E.g. CEO/ Manager, Board. |
| 2 |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |