



Mavin Living Pty Ltd

Emergency & Disaster Management Plan

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Contents

1. Emergency Contact List	3
2. Governance Arrangements	4
3. Risk Assessment	7
4. Communications	7
5. Preparedness	8
6. Response	9
7. Review of the Plan	16
Appendix One – Emergency Response Client Incident Response Protocol	17
Appendix Two – Emergency Evacuation Procedures for Persons with a Disability	
Information for Person with a Disability	18

1. Emergency Contact List

Emergency Services

Ambulance	
Fire Brigade	In Emergency
Police	Dial
Rural Fire Service	000
SES	

Mavin Living Personnel

Chief Operations Officer	Sue Gannon	0411 787 659
Chief Executive Officer	Junelle Rhodes	0411 927 837
Mavin Living OnCALL	If COO & CEO do not answer	0421 156 531

SDA Provider Emergency Service

SDA Management	Gaston Loop	0491 092 300
Home In Place	Salim Way	1300 333 733
InterCare SDA	Koba Way	0433 554 342
InterCare SDA	Margaret St	0433 554 342
InterCare SDA	D'Angelo Ave	0433 554 342

Other

Gas Utility	Red Energy	131 806
Electrical Utility	Red Energy	131 806
Water Utility	South East Water	131 851

2. Governance arrangements

Authority

The development, implementation and revision of The Emergency & Disaster Management Plan (the Plan) is the responsibility of the CEO and COO.

The Mavin Living Management Team (MLMT) will be responsible for ensuring training and related exercises of the Plan are carried out, and effectiveness is reviewed and documented.

Aim

The aim of the Plan is to clearly outline Mavin Living's approach and response to disaster and emergency management. Emergency and disaster management includes Planning which ensures risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster are considered and mitigated, and ensures the continuity of supports critical to the health, safety and wellbeing of participants in an emergency or disaster.

Approach

Figure One below, summarises Mavin Living's approach to disaster and emergency management.

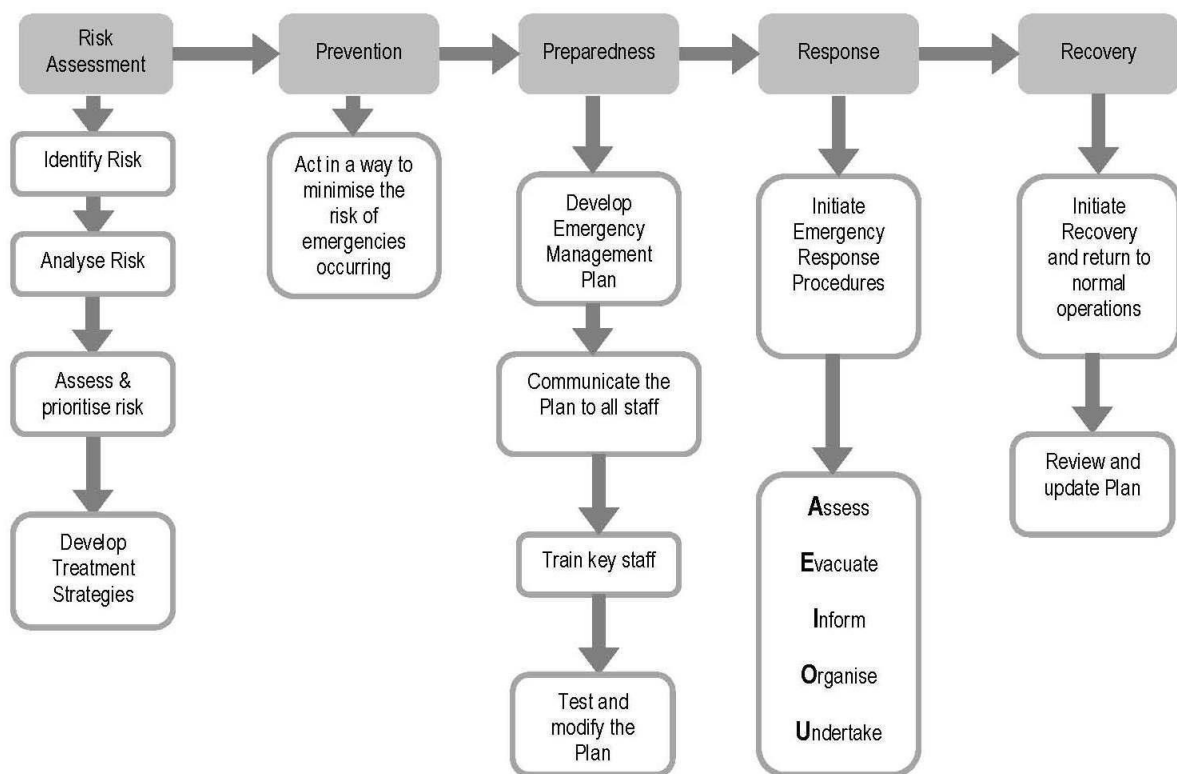


Figure One – Approach to disaster and emergency management

Objectives

The objectives of the Plan are to:

- Document the response activities that Mavin Living will undertake when there is a perceived or real threat to life, health or property
- Clarify the roles and responsibilities for all stakeholders

Organisational Arrangements

The established hierarchy which applies to normal work-related activity will generally apply during an emergency.

Mavin Living Management Team

The Mavin Living Management Team (MLMT) will be convened when the Plan is activated and will comprise the following roles:

Role	Position	Responsibilities
Chair	<i>Chief Executive Officer</i>	Coordinate MLMT meetings, set meeting times and agenda, delegate tasks
Emergency Coordinator	<i>Chief Operations Officer</i>	Organise MLMT meetings, record and distribute minutes of meetings Ensure all emergency management decisions are implemented, coordinate emergency response activities
Media spokesperson	<i>Chief Executive Officer</i>	Provide information to the media
Clinical Supports	<i>Disability Coordinators</i>	Facilitate clinical assessment of participants as required
Services Coordinator	<i>Disability Coordinators</i>	Facilitate support to team members and participants impacted by the emergency

The MLMT will meet daily until the Chair determines a change to meeting frequency.

Distribution

The Plan is accessible for team member use via:

- a. XS
- b. Microsoft Teams

The Plan will be available on the www.mavingliving.com.au web page for participants and their families to view.

Legislation and supporting documents

- [*National Disability Insurance Scheme Act 2013 \(NDIS Act\)*](#)
- [*NDIS Rules*](#)
- *NDIS Practice Standard (Emergency and disaster management)*
- [*NDIS Code of Conduct*](#)
- Work Health and Safety Act 2011 (Cth)
- Work Health and Safety Regulations 2011 (Cth)
- Safe Work Australia
- Mavin Living Policy – 6.4 Emergency Management Plan
- Mavin Living Policy – 3.7 Motor Vehicles Policy
- Mavin Living Policy – 6.1 Workplace Health and Safety Policy
- Mavin Living Policy – 8.4 SDA Tenancy Management Policy
- Mavin Living Personal Emergency Evacuation Plan (PEEP)

Triggers to activate the Plan

A workplace emergency is defined as an unforeseen situation that threatens employees, participants or the public. An emergency may be natural or manmade, and may disrupt or shut down operations.

The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed. Emergencies may be a specific event with a clear beginning, end and recovery process, or a situation that develops over time and where the implications are gradual rather than immediate.

The Plan will be activated for emergency events such as:

- a. Fire or explosions
- b. Serious injuries, bites, poisonings or other medical emergencies
- c. Emergency as a result of environmental conditions
- d. Including, but not limited to:
 - i. Bushfire
 - ii. Storm
 - iii. Earthquake
- e. Hazardous substances and chemical spills
- f. Gas or water leak
- g. Vehicle accident
- h. Bomb threat
- i. Civil disorder or illegal occupancy including robbery
- j. Hostage or terrorist situation
- k. Physical (including sexual) assault
- l. Infectious disease outbreak/pandemic

3. Risk Assessment

Mavin Living uses risk assessment processes to identify and control barriers to effective emergency management.

All Directors, Senior Management, team members and participants are expected to behave in a way to minimise the risk of emergencies occurring.

Where possible, participants and their support networks will be consulted about emergency and disaster Plans put in place.

4. Communications

An efficient emergency response will be facilitated through early and regular communications to all stakeholders.

Participant Communication

Information provided regularly to participants will address:

- Progress of emergency
- Emergency management and control measures being implemented

Regularity of the communication will be determined by the MLMT.

Participants will be provided with one single source of information and contact during an emergency,

Team member briefings

Information provided regularly to team members will address:

- Progress of emergency
- Emergency management and control measures being implemented
- Impact on team members and/or rostering, including how team members fatigue is being managed

Regularity of the communication will be determined by the MLMT.

Stakeholder updates

Stakeholders identified by the MLMT, relevant to the emergency, will be updated regularly for the duration of the emergency. Stakeholders may include:

- General practitioners
- Families
- Pharmacy
- Informal carers

Regularity of the communication will be determined by the MLMT.

Stakeholders will be provided with one single source of information and contact during an emergency,

Communication with emergency services

The Emergency Coordinator is the primary contact for emergency services personnel. Upon arrival of the emergency services, they are to be informed of the emergency circumstances, including if any persons remain in the building/office, if appropriate.

5. Preparedness

The list of potential emergency situations and disaster and emergency Plans are reviewed annually. Mavin Living will also review these in the event of a disaster or emergency situation. Plans are in place to identify, source and induct a workforce in the event that workforce disruptions occur in an emergency or disaster.

All Directors, Senior Management and team members are trained in disaster and emergency response procedures at induction and annually to ensure they are familiar with implementing disaster and emergency management Plans.

All Directors, Senior Management and team members familiarise themselves with emergency evacuation procedures, including their responsibilities and the emergency evacuation assembly point.

Emergency evacuation drills are undertaken in all sites quarterly under the instruction of the COO.

- a. The Disability Coordinator conducts emergency evacuation drills at a minimum of once per year. All persons in the premises at the time of the drill are to respond as if in a true emergency evacuation.
- b. A record of the emergency evacuation drill is made using the Emergency Evacuation Report, which identifies details of the evacuation and where further safety actions are required. The Emergency Evacuation Report is also used to record evacuation details following a true emergency evacuation.

All fire safety activities undertaken by Mavin Living are recorded and reviewed to identify gaps in training, knowledge, equipment or processes. Fire activities include, but are not limited to, fire safety training, drills and exercises, records of maintenance and inventories of equipment kept.

Mavin Living team members with capabilities that are relevant to assisting in the response to an emergency or disaster (such as contingency planning for infection prevention & control) are to be identified and assigned where required. Training will also be provided to implement emergency and disaster Plans.

6. Response

Plan Activation

Activation of this Plan will follow an assessment or escalation of an incident. The decision to activate this Plan is dependent upon various criteria including the perceived level of threat and the amount of support required.

When a disaster or emergency situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property.

The R.A.C.E acronym has been adopted as the standard emergency message and response for all Mavin Living workers, as it is applicable in many emergency situations.

R RESCUE	Any person in immediate danger if safe to do so
A ALARM	- Raise the alarm/alert others - Contact emergency services by telephoning 000 - In case of fire activate alarm
C CONTAIN	Close doors to contain fire and secure the area
E EXTINGUISH / EVACUATE	- Attempt to extinguish fire only if trained & if safe to do so - Evacuate premises

A register of participants who require support during an emergency can be obtained through XS in the Participant's PEEP. This list can be obtained by the Chair, Emergency Coordinator or Services Coordinator of the MLMT.

Alternative arrangements for the continuity of supports for each participant are to be considered, where changes or interruptions are unavoidable and support is safe to do so. These changes will be:

- explained and agreed with the participant
- delivered in a way that is appropriate to their needs, preferences and goals.

In the event of an emergency or disaster, each participant should access support in a safe environment that is appropriate to their needs. Measures for this include:

- using and identifying team members familiar to the participant where possible.
- undertaking work with other providers (including health care and allied health providers and providers of other services) to identify and manage risks to participants and to correctly interpret their needs and preferences.
- for participants with communication needs, having clear arrangements in place to support them to understand and express emerging health concerns.
- routine environmental cleaning is conducted in settings in which supports are provided to participants (other than their homes), particularly of frequently touched surfaces.
- PPE is available to Mavin Living team members, and Mavin Living participants who require it.

The following information is further guidance for specific emergencies:

Issue/risk
Fire

Preventative Measures and Hierarchy of Controls

- Quarterly hazard audits
- Installation of Fire and Emergency equipment (Smoke alarms; fire extinguishers; fire hoses, first aid kit; fire, evacuation packs and evacuation signage)
- Regular Fire Drills and evacuations
- Training for staff in using emergency equipment
- Regular testing and maintenance of fire and emergency equipment
- Plan Personal Emergency Evacuation Plans for participants

Contingency Plan

- Evacuate the site and follow evacuation procedure
- Contact emergency services (triple zero)
- Implement Emergency and Disaster Management plan

Flood or severe weather event

- Monitor severe weather and flood warnings, particularly for staff travelling to family homes and outreach activities
- Rescheduling of activities when warnings indicate
- All locations are provided with work mobile phones
- Clear property of loose items
- Plan and source options for sandbagging sites due to ground level risks in any location.

- If only one site is impacted relocate maximum staff to another Mavin Living location.
- Implement Emergency and Disaster Management plan

Bushfire

- Follow Site Bushfire Plans on sites designated as bushfire prone areas
- Bushfire kits on site and in Pool vehicles
- Monitor bushfire news on local radio and relevant website/app
- Cancel rostered staff working from co-located sites in bushfire prone areas

- Apply bushfire plan for bushfire prone areas in:
 - Victoria

- Evacuate staff working at co-located sites at first warning from relevant Fire Services
 - Implement Emergency and Disaster Management plan
- Emergency and disaster resources are not static. There are new, nationally consistent fire rating levels which launched in September 2022. All states and territories now use the four simplified alert levels of moderate, high, extreme, and catastrophic. Therefore, if staff are in a bushfire-prone area, documents and training requires updates to reflect those changes

Heatwave	- Scheduled services will continue regardless of the weather conditions although modification of services, activities or venues may be required to ensure the safety of client and staff. - Staff will ensure they have adequate hydration throughout the day. - Managing the effects of extreme heat on clients is the responsibility of direct support providers and family/carers	Mavin staff will report to the Director and Senior Management Team of any instances where clients require hospitalisation occurring because of extreme weather events. Where required, the Director will report these incidents to the NDIS Commission.
Storms and Floods	- In the event of a severe storm or flood, Mavin Living staff will identify any participants adversely impacted and, where feasible, provide relevant support. - If evacuation is required, activate the Disaster and Emergency Management Plan	Assessing if clients require evacuation; providing assistance with relocation where feasible (See alternative accommodation plan below)
Site Evacuation	- Emergency assembly area identification - Emergency diagrams available - Emergency equipment servicing - Quarterly checklists and drills	- Evacuate the site with the emergency evacuation pack and follow evacuation procedure to support participants in evacuating. - Implement Personal Emergency Evacuation Plans for participants \ - Contact emergency services (triple zero)
IT network outage/ corruption	- Brief staff on remote access procedures - Mobile phones with data and hotspot capability to support remote/offsite access - System backup and recovery procedures - Contact COO or OnCall to advise of outage.	COO to Identify timeframe for resolution and advise relevant services and stakeholders.
Electrical Emergency / Power failure / outage	- Emergency equipment servicing - Quarterly checklists - Usage of Emergency Power System Preparation prior to disruption to essential services - Ensure all staff are trained and familiar with Mavin Living's Emergency Preparedness & Evacuation policy and procedures. - Ensure staff are sufficiently trained and know what to do in the event of telecommunications outages. During disruption to essential services - Where possible and necessary advise the Director of the disruption and seek advice and support;	- Using laptops and mobile phones to mitigate the effect of the black out - Relocate to homes or alternative site where emergency power system is unavailable - COO to Investigate length of stoppage and advise service locations and key stakeholders.

- Where possible provide support for any personal emergency plans including relocation for clients whose health and wellbeing is at significant risk from such disruption.
- Preparation prior to disruption to essential services
- Ensure all staff are trained and familiar with Mavin Living's Emergency Preparedness & Evacuation policy and procedures.
- Ensure staff are sufficiently trained and know what to do in event of telecommunications outages.
- **After a disruption to essential services**
 - Check in with clients to ensure their health and wellbeing has been supported appropriately.
 - Ensure that any food or medication that may have been compromised by the outages is appropriately disposed of and replaced;
 - Debrief with relevant staff to evaluate actions taken during the disruption and utilise learnings to review and, where necessary, improve this procedure.

Motor Vehicle Incident / Accident

- Staff are made aware of Vehicle policy/procedure
- Details of Emergency Breakdown Service is in the vehicle
- First Aid Kit is situated in the vehicle
- Work vehicles are regularly serviced

- Call emergency services if first aid is required (triple 000)
- Staff will report any vehicle accidents in XS via an incident report
- Report any vehicle damage to COO

Staffing losses due to illness, infectious disease, severe weather, transport issues etc.

- HR immunization records identify staff immunization status.
- Flu vaccination education program
- Other immunization education programs as identified by MLMT (ie COVID19)
- Consistent procedures and workflows so all Mavin Living staff may be able to work across other services

- Prioritize and defer upcoming appointments
- Identify what services can be reduced and what services are essential and must continue
 - Consult with other Mavin Living services to determine if staff capacity to complete urgent work
 - Temporarily source staff from Agency services, where practicable
 - Arrange/negotiate staff to return from leave
 - Where physical distancing cannot be maintained during service delivery staff are to follow MLMT direction in relation to PPE and Infection control measures.
- Staff minimize physical contact with colleagues,

Pandemic

- MLMT to review current WHO and government advice and provide daily advice and updates to all Mavin Living staff.
- Set up Teams to provide staff with information, updates, and FAQs
- Signage outlining universal hygiene practices to be displayed at the entry of offices and in bathrooms, kitchens, and other areas as appropriate.

A significant number of personnel become unavailable to work and service provision obligations cannot be met	• All staff are provided with appropriate PPE including hand sanitizer. Hand sanitizer available in communal areas (reception, toilets, kitchen) • All staff complete Infection Control and PPE training. • Increase cleaning in all offices and provide products for staff to regularly clean high traffic areas such as doorknobs, desks, toilets and kitchen areas. • Pandemic risk assessment to be conducted prior to contact with families, children or other visitors. • Physical distancing measures will be implemented based on relevant health/government advice. • Staff who have been identified as having close contact with a known person with a diagnosed illness will be requested to self-isolated in accordance with recommended by current state health advice. • • Undertake risk minimization strategies listed above to ensure the staff remain well enough to conduct service. • Reduce performance measures where necessary for impacted staff • Manage reduced capacity whilst attempting to provide uninterrupted continuity of supports for Customers	children, and families. Face to face meetings will be held in exceptional circumstances only with appropriate risk assessment, universal hygiene measures/PPE, physical distancing and in an open space. • Staff will use technology including tele practice, telephone, emails to maintain service provision, where suitable. • Community engagements activities and groups will not continue face to face. Virtual sessions are held, wherever possible held.
Staff Wellbeing	• Provide opportunity for group and individual catch ups during the day. • Keep staff educated on what Mavin Living and they can do to keep their family and themselves safe. • Offer counselling supports. • Replicate informal office activities eg morning teas, birthday celebrations via Teams, Zoom.	• Assess the workload in other teams to determine if there is capacity to complete additional work. • Cancel all non-essential work and redirect to direct support provision. • Redirect Management To direct support provision where suitable • Advise NDIS Quality and Safeguards of risk to service delivery • Staff required for management work may work at home until the worksite is risk free. • Train staff to use technology to complete their work using various channels • MLMT to contact staff isolated from their workplace to conduct a health and wellbeing check in.
Staff are not aware of the latest health recommendations, local restrictions and use of PPE Reduced Services over Christmas Period	• Mavin Living Teams is updated regularly • Managers refer to relevant state and territory health advice. • Disability Coordinators - check whether emergency contacts are going to be away and arrange alternative contacts. • Consider whether core staff members who would normally lead the response to an emergency or disaster are going to be away or juggling more than one role.	• Send CEO weekly Covid update to NDIS emails of all staff. • Agenda item at weekly meetings. • Ensure skeleton staff in place • Ensure OnCall support remains in place to cover absences • Utilise Agency staff where required

- Run a test scenario of what happens if a significant event occurs on Christmas Day for example.

Temporary Accommodation Plan

In the event the client's accommodation service is unsuitable to reside in Mavin Living has a responsibility to ensure continuation of services. The following options are available to Mavin Living in the event alternative accommodation is required:

- a) In the first instance where Mavin Living delivers support within SDA accommodation, liaison with the SDA provider will occur to work together, utilising their accommodation network in order to locate alternative accommodation supports.
- b) In the interim, while alternative accommodation is being sought, Mavin Living is to support participants in other existing accommodation services.
- c) If a participant cannot be supported in a safe manner outside of their unavailable accommodation (for example their essential equipment is unavailable like a peg pump or air pressure mattress) the MLMT are responsible for contacting the following supports to address the issue in a collaborative manner.
 - Family/Guardian
 - Support Coordinator
 - Occupational therapist
 - Peg services
 - Hire Equipment providers
- d) Contact Quest Apartments Franchise owner to ascertain accommodation availability
- e) Contact other SDA providers to ascertain available vacancies.

If in the event no alternative accommodation is available after an extensive search, contact will be made with NDIS to advise the critical nature of the situation and seek further guidance.

7. Review of the Plan

The Plan will be reviewed:

- Annually; or
- After activation, to incorporate learnings to improve future responses

Following an incident:

- Team member debriefs will be held to identify what worked well and what didn't
- The MLMT will review the emergency event recommendations will be developed from the debriefs, with the view of identifying and implementing improvements in overall workplace health and safety and emergency management.
- The MLMT will develop strategies/ processes to address any recommendations arising from the debrief
- The report is to be forwarded to the CEO and COO for consideration.
- If the recommendations are approved, the Plan will be updated
- Outcomes will be communicated to stakeholders

Emergency Response

Client Incident Response Protocol

Every emergency situation is unique, however in every situation, **personnel safety and client safety** must be assessed as the first priority.

1. Assess situation and identify any immediate dangers to clients, employees or public
2. Activate Alarms if relevant (eg fire alarm)
3. Take personal protective measures
4. Take measures to protect clients, including CPR or First Aid
5. Report Emergency (eg Call 000). Take a deep breath before calling and have the below information ready:
 - What is the emergency?**
 - Where are you?**
 - Who is affected?**
 - How are they affected?**
 - When did the emergency start?**
 - What are you doing now to support those impacted / stay out of danger?**
 - What support do you need?**
6. Identify source of emergency and establish control measure if trained
7. Contact Mavin Living Chief Operations Officer (client related) or CEO (non-client emergencies) using the same calling script as above
 - Chief Operations Officer Sue Gannon 0411 787 659**
 - Chief Executive Officer Junelle Rhodes 0411 927 837**
 - Mavin Living OnCALL If COO & CEO do not answer 0421 156 531**
8. Isolate area or client if necessary
9. Evacuate or shelter in place: Account for all employees and clients
10. Continue to provide support to clients and employees

Appendix Two

Emergency Evacuation Procedures for Persons with a Disability

Information for Person with a Disability

- You should have a personal emergency evacuation plan (PEEP) prepared for you in consultation with assistance from Disability Support staff if need be (see attached template).
- Ideally, involve your co-residents in the preparation of this PEEP so they are fully aware of your evacuation assistance requirements.
- When preparing the PEEP, We will consider:
 - The availability of a permanent or part-time support workers and their involvement in the evacuation process.
 - Your individual mobility issues and lifting/assistance techniques specifically required.
 - Any hearing impairment issues present and processes required to notify you of any evacuation in progress.
 - The presence of guide or assistance animals.
 - The need to ensure that you and your support workers fully understand the evacuation procedure of the area concerned, including potential evacuation routes and assembly areas.
- In some instances, if your mobility is limited, it may be necessary to evacuate you to a fire isolated stairwell to await emergency services' assistance. A staff member must remain with you until emergency services arrive. Do not use lifts to evacuate.
- Consideration may also be given to use horizontal evacuation routes through to adjoining buildings.

Information for Students

On hearing fire alarm, or on being instructed to evacuate, residents, staff and visitors not performing emergency-related roles should proceed as follows:

- Remain calm.
- Ensure persons in your vicinity are aware that they must evacuate.
- Assist any persons experiencing difficulty in your area, notify a staff if additional assistance is required (e.g. wheelchair-bound person, injured or trapped person)
- Unless directly involved in evacuation processes or assisting wardens, leave the building immediately and proceed to the nearest safe assembly area.
- Report any missing persons to a staff or to emergency services personnel.
- Remain at the assembly area until instructed otherwise.

Personal Emergency Evacuation Plan for Person with a Disability

Name:

Contact Telephone:

Days of Occupancy:

Building:

Floor:

Room Number:

Telephone:

(List usual place of occupancy, offices, classrooms, laboratories. Separate PEEP for each building)

Do you have an assistance animal? YES/NO

Have you been trained or made aware of emergency evacuation procedures? YES/NO

What is your preferred method of receiving evacuation procedure updates?

(Please state, e.g. text, Braille, email, other)

.....

What is your preferred method of receiving notifications of an emergency?

(Please state, e.g. visual alarm, SMS, in person communication, mobile phone, other device or method)

.....

What type of assistance will you require?

(Please list any requirements, walking guidance or aid, wheelchair assistance, other. Add lines if needed)

.....

.....

.....

.....

Will any special equipment be needed for evacuation?

(e.g. manual wheelchair, harness, other. These may have to be provided by emergency services.)

.....

.....

Egress procedure.

(Step-by-step details. By what method and by which evacuation route(s) will you be evacuated?)

1.

2.

3.

4.

Designated assistants and their contact details:

(Please list name, phone extension number, mobile number, email. Add lines if needed.)

.....

.....

.....

.....

(Ensure these assistants are trained in the emergency response procedures.)

Are designated aids/assistants trained in the use of any evacuation equipment? YES/NO

Evacuation route diagram:

(include as separate page if insufficient space)