

Purpose and Scope

The Board has ultimate responsibility for safeguarding the organisation and its personnel, clients and visitors. It is the responsibility of the Board to ensure that emergency and evacuation procedures and facilities are established, maintained and reviewed regularly and that they are appropriate and adequate for the organisation’s identified needs.

It is also the responsibility of the Board for ensuring that personnel have the appropriate training, information and instruction in emergency procedures and the use of emergency equipment and facilities.

As a part of its risk management processes Access4u will do everything in its control to prevent injury or harm to individuals as a result of any emergency. To reduce the risk to personnel the Board will be responsible for providing a work environment where all personnel are trained and prepared for emergencies. Emergencies may include:

- Fire
- Medical emergency
- Power outage
- Bomb threat
- Personal threat
- Hazardous materials
- Natural disaster
- Evacuation for any reason
- Working Alone / Alone in the Office
- Motor Vehicle Accidents or Home Visit Incidents

The Board will ensure that adequate resources are allocated to enable an appropriate response to any emergency (e.g. staff training, personal protective clothing or first aid equipment)

Responsibilities and delegations

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| This policy applies to | Governing Body. Staff and Volunteers |
| Specific responsibilities | <p>The Board – Responsible for ensuring effective governance mechanisms are in place.</p> <p>The CEO and Managers – Responsible for monitoring and ensuring adherence to Policy and related procedures. Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations.</p> <p>Staff – Responsible for adherence to this and related policies, procedures and forms that support this policy.</p> |
| Policy approval | CEO |

Policy context – this policy relates to:

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| Standards | National Disability Insurance Scheme Quality and Safety Framework NDIS Quality and Safeguarding Quality Indicators and Standards of Practice |
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| Legislation | Work Health and Safety Act SA 2012 |
| Contractual obligations | Safe work SA |
| Organisation policies and procedures | Work Health and Safety Act 2012 (SA) |
| Forms, record keeping, other documents | |

Procedure

The CEO will be responsible for ensuring that:

- organisational structures are developed that clearly show roles and responsibilities in the event of an emergency
- all reasonably foreseeable situations that constitute an emergency have been identified and assessed with appropriate controls in place
- regular emergency evacuation drills are conducted to test procedures and systems
- staff designated as emergency contacts (e.g. Fire Wardens and First Aid officers) receive appropriate training for coordinating emergency responses
- all workers are familiar with the emergency response procedures and emergency alarm sounds
- they actively participate in the development and review of the emergency policy and procedures
- in the event of an emergency, they (or a nominated member of staff) are to be responsible for alerting people to the emergency and communicating adequately with all stakeholders during the emergency

The CEO will also ensure that procedures are in place to respond to emergencies, which may include:

- Fire
- Medical emergency
- Power outage
- Bomb threat
- Personal threat
- Hazardous materials
- Natural disaster
- Evacuation
- Working Alone / Alone in Office
- Home Visits

Each Manager will be responsible for ensuring their team members have:

- been informed of the organisation's policies and procedures regarding all aspects of work health and safety (e.g. emergencies, critical incidents, risk management)
- been trained in how to respond to any emergency and provided with written information on:
 - fire related emergencies (e.g. knowing where fire extinguishers are located and which fire extinguisher to use for the various types of fires, how to use extinguishers)

- medical/ first aid related emergencies (e.g. who is the first aid officer(s), where the first aid kit is located)
- who to call if there is a power outage and what to do (e.g. if people are trapped in a lift)
- what to do if a bomb threat is received
- personal threats (e.g. harassment, assault, robbery)
- what to do if there is an incident with hazardous materials (e.g. gas leak or chemical spill)
- how and when evacuations will be managed (e.g. assembly meeting areas)
- their responsibilities regarding documentation (e.g. internal reports, incident forms)

1. Fire or an Emergency Evacuation

In the event of a fire or an emergency evacuation of Access4u premises. All staff are required to adhere to the following procedure:

On the discovery of a fire or if an emergency evacuation is necessary, the nominated Fire Warden will

- Remove anyone in immediate danger;
- Isolate the fire / evacuation alarm for the building (as applicable) and telephone 000.
- Remove the Visitors Book from reception and keep in a safe place or nominate someone to hold it until all staff and visitors are accounted for

All staff will:

- Proceed to the designated assembly point (refer to Site Specific Emergency Evacuation Plan located next to office exit points:
- Await arrival of the nominated Fire Warden and give details of the incident.

The nominated Fire Warden will: -

- account for all staff and visitors; and
- once all staff and visitors have been accounted for, direct them to the designated assembly point, or if possible, return to their work area.

2. Bomb Threat

If the emergency evacuation is due to a bomb threat:

DO NOT USE ANY MEANS OF TELEPHONE COMMUNICATION AND DO NOT ACTIVATE ANY ALARMS as this can be enough to set off a bomb. All staff are to immediately move to the safety assembly point. Keep in mind other neighbouring tenants.

The fire warden will contact 000 using a phone from a safe distance.

3. Home Visits

A procedure is in place for all staff visiting a customer in their home. The procedure is: -

- Refer to home visit risk assessment form that should have been completed at onboarding a new customer

- Prior to exiting their vehicle, the staff member will contact the office and advise them of the home visit which includes the new clients name, address contact number and expected length of stay
- If risk assessment as identified any risks the staff member will be required to contact the office at shift end to ensure nil difficulties were experienced.
- If a staff member mentions DOCTOR BLACK the office will immediately contact the police on 000 and advise them of the situation.
- If no contact is made after a scheduled home visit in an identified risky situation the police will be immediately notified.

4. Working Alone

In the event that a staff member is in the office alone or is providing service on their own the following procedure should be followed:

- The staff member in the office should lock themselves in and close all blinds, alone in a house always ensure the ability to exit the room or home, in a car ensure use busy roads with ease of access to retail outlets / police stations/ petrol stations.
- Any staff working in the office after dark must bring their vehicle as close to the office exit as possible.
- Always call 000 if under threat or attack as your wellbeing is important to Access4u.

5. Motor Vehicle Incidents

See Motor Vehicle Policy and procedures.