In recent years, Australia has seen a number of emergencies and disasters that have affected or disrupted service provision to people with a disability. These include bushfires, floods and pandemics (COVID19).

At all times during an emergency or a disaster, Fairhaven’s goals will be

* Safety and wellbeing of our employees and participants
* Providing continuity of support for our participants
* Working towards a safe and efficient return to full operations

We have put in place the following strategies to reduce the effects of disasters and provide ongoing supports to our participants.

**We will identify at risk participants.**

When you start with Fairhaven and at each review, we will discuss potential issues that might increase your risks. These include

* Living alone or in remote areas.
* Little or no informal supports.
* Living in bushfire or flood prone areas.
* Complex needs or medical conditions.

At risk participants will have a personal emergency plan included in their support plan.

**Continuity of support**

Continuity of support means making sure that support services continue without interruption. We manage day to day interruptions such as support workers sick or on leave by;

* Having a pool of support staff with skills matched to your personal needs and preferences that we can use to provide your supports.
* Making sure that your support plans are clearly written and understood by the support worker
* Where possible, providing a support staff who has worked with you previously.
* Advising you about the worker absence and agree on the replacement.

**Extreme emergencies**

In extreme emergencies that affect multiple staff members we may have to make adjustments to how we provide services.

* We will always comply with directives from relevant agencies such as Government Department of Health, Police and emergency services when planning services during an emergency.
* We will always contact you to discuss and agree on any changes or disruptions to your supports before they are put in place.
* We have plans in place to use contractors and Government worker pools as a back up to our own support staff
* Managers and coordinators will work from home where possible to manage supports and essential services.
* We will prioritise our available staff to essential services where the lack of service would endanger or seriously affect our participants.
* Essential services include
  + Some in home supports and personal care.
  + Supported living/residential care.
  + Supports to at risk participants.
* Non-essential services including day centre and community access activities will be provided where staff are available and the safety of participants and staff are assured.
* We will contact participants to find out what other services they receive and what informal supports (partner, siblings, family, friends) that they have available.

**Fairhaven’s emergency and disaster policies and procedures**

This Fact Sheet is a summary of Fairhaven’s emergency and disaster framework.

We have a number of policies and procedures about emergencies including our;

* Disaster and Emergency Policy
* Specific Covid and pandemic policies
* Fire and evacuation procedures for each fairhaven site

If you would like a full copy of any of our emergency policies, contact the People & Culture Manager

Phone: **(02) 4349 5500** Email: [**AskHR@fairhaven.org.au**](mailto:AskHR@fairhaven.org.au)