EMERGENCY AND DISASTER FACT SHEET

REF No. SP-DOC-007

In recent years, there have been emergencies like bushfires, floods and disease outbreaks. Fairhaven has plans in place to support participants before, during, and after these events.

During any emergency or disaster, Fairhaven focuses on:

- keeping employees and participants safe and well
- continuing support and services for participants
- returning to normal services safely and as quickly as possible

We have plans in place to reduce the impact of emergencies and disasters and to continue providing support to participants.

We will identify at risk participants.

We will identify participants who may be at higher risk. When you start with Fairhaven, and at each review, we will talk with you about things that might increase your risk in an emergency. This helps us understand your most important support needs. We will discuss:

- your care and support needs, including if you use mobility aids
- whether you live alone or in a remote area
- whether you have family or friends who support you
- if you live in an area prone to bushfires or floods
- if you have complex needs or medical conditions

For participants in Supported Independent Living (SIL) or Specialist Disability Accommodation (SDA), we will create a Personal Emergency Evacuation Plan.

If you receive services at home or live alone, we can help you make your own emergency plan so you know what to do.

Continuity of support

Continuity of support means making sure your support continues without interruption. To manage everyday changes, like when a support worker is sick or on leave, we:

- have a team of trained staff who can step in and support you
- make sure your support plan is clear so workers understand your needs
- try to send staff who have worked with you before
- let you know if your usual worker is unavailable and agree on a replacement.

Extreme emergencies

In serious emergencies that affect multiple staff, we may need to change how we provide services. We will always follow instructions from the government and agencies such as the Department of Health, Police and Emergency Services when planning and delivering services during an emergency.

- We have backup plans, including using contractors and government worker pools if needed.
- Managers and coordinators may work from home to keep services running.
- We will focus our available staff on the most important services, especially where missing support could seriously affect your safety or wellbeing.
- We will always speak to you first about any changes to your support and ask for your agreement.

Essential services include:

- some in-home support and personal care
- supported living or residential care
- support for participants who are at higher risk

Non-essential services (like day programs and community activities) will only continue if staff are available and it is safe. We will also contact you to understand:

- what other services you receive
- what support you have from family, friends, or others

Fairhaven's emergency and disaster policies and procedures

This Fact Sheet is a summary of Fairhaven's emergency and disaster policies and plans including:

- Emergency and Disaster Management Policy
- Emergency and Disaster Management Plan
- Outbreak Management Plan
- Fire and evacuation procedures for each Fairhaven site

If you would like a copy of any of our any emergency policies and plans, please contact the People and Culture Manager: Phone: (02) 4349 5500 Email: AskHR@fairhaven.org.au