

# Emergency Procedure Policy

## Introduction

Beanies Family Support Pty Ltd, based in Huon Valley, Tasmania, is committed to ensuring the safety and wellbeing of our clients, staff, volunteers, and visitors. Our services include Child and Young Person Advocacy, NDIS Application Support, NDIS Support Coordination, Youth Coaching, Early Intervention Support, Early Childhood Service Consulting, Counselling, and Community Event Support. This Emergency Procedure Policy outlines the standards and procedures for responding to emergencies to ensure consistency and quality in our service delivery.

## Purpose

The purpose of this policy is to:

- Define the standards for emergency preparedness and response within Beanies Family Support Pty Ltd.
- Ensure a systematic approach to managing emergencies.
- Establish procedures for identifying, assessing, and responding to emergencies.
- Promote a culture of safety and preparedness.

## Scope

This policy applies to all Beanies Family Support Pty Ltd staff, volunteers, contractors, clients, and visitors.

## Emergency Preparedness Principles

### 1. Safety First

The safety and wellbeing of individuals are the highest priority in any emergency situation. All actions taken during an emergency should prioritise the protection of life and health.

### 2. Preparedness

Beanies Family Support Pty Ltd is committed to being prepared for emergencies. This includes having emergency plans in place, conducting regular training and drills, and ensuring that all staff and volunteers are aware of their roles and responsibilities.

### 3. Clear Communication

Effective communication is crucial during an emergency. Clear, concise, and timely communication helps to manage the situation effectively and ensures that everyone knows what to do.

### 4. Rapid Response

A prompt and efficient response is essential to minimise the impact of an emergency. Staff and volunteers should be trained to act quickly and decisively.

### 5. Continuous Improvement

After an emergency, Beanies Family Support Pty Ltd will review the response and identify areas for improvement. This helps to enhance future preparedness and response efforts.

## Procedures

### 1. Emergency Identification and Assessment

- Identification: Staff and volunteers must be vigilant in identifying potential emergencies, including fire, medical emergencies, natural disasters, and security threats.
- Assessment: Once an emergency is identified, an immediate assessment should be conducted to determine the severity and the appropriate response. This includes evaluating the risks to individuals and property.

### 2. Emergency Response

#### Fire

- Evacuation: Upon discovering a fire or hearing the fire alarm, all individuals must evacuate the building immediately using the nearest exit. Do not use lifts.
- Assembly Point: Proceed to the designated assembly point and remain there until further instructions are given.
- Alarm Activation: If a fire is discovered, activate the nearest fire alarm and call emergency services (000).
- Do Not Re-enter: Do not re-enter the building until it has been declared safe by emergency services.

#### Medical Emergency

- First Aid: Provide first aid if trained and it is safe to do so.

- Emergency Services: Call emergency services (000) and provide them with details of the situation.
- Stay with the Individual: Stay with the individual until emergency services arrive, providing comfort and reassurance.

#### Natural Disaster (e.g., Flood, Earthquake)

- Follow Official Advice: Monitor local news and follow advice from emergency services and local authorities.
- Evacuation: If instructed to evacuate, do so immediately using designated evacuation routes.
- Shelter in Place: If evacuation is not possible, seek shelter in a safe location within the building, away from windows and exterior walls.

#### Security Threat

- Lockdown: In the event of a security threat, initiate lockdown procedures by securing all doors and windows and remaining hidden from view.
- Emergency Services: Call emergency services (000) and provide them with details of the situation.
- Stay Calm: Remain calm and quiet, and do not leave your secure location until you are advised that it is safe to do so.

### 3. Communication

- Emergency Contact List: Maintain an up-to-date emergency contact list, including contact details for all staff, volunteers, and emergency services.
- Internal Communication: Use internal communication systems to keep staff and volunteers informed during an emergency.
- External Communication: Communicate with clients, families, and the community as appropriate to provide updates and information.

### 4. Training and Drills

- Regular Training: Provide regular training for staff and volunteers on emergency procedures, including the use of fire extinguishers, first aid, and evacuation procedures.
- Drills: Conduct regular emergency drills to ensure that everyone is familiar with the procedures and can respond quickly and effectively.

### 5. Post-Emergency Review

- Debriefing: Conduct a debriefing session after an emergency to discuss the response and identify any issues or areas for improvement.

- Reporting: Prepare a detailed report of the emergency, including the response actions taken and any recommendations for future improvements.
- Follow-Up: Implement any recommendations and update emergency plans and procedures as necessary.

## Implementation and Review

This Emergency Procedure Policy will be reviewed annually or as required by changes in legislation or organisational needs. The Board of Directors and senior management are responsible for ensuring the policy is effectively implemented and adhered to by all staff and volunteers.

## Conclusion

Beanies Family Support Pty Ltd is committed to maintaining the highest standards of emergency preparedness and response. By adhering to the principles and procedures outlined in this Emergency Procedure Policy, we aim to ensure the safety and wellbeing of our clients, staff, volunteers, and visitors, enabling us to provide consistent and reliable services to the community in Huon Valley.