

# Emergency Management Policy and Procedure



Effective: 15/01/2025

## Policy Statement

INCLUSIVE TRAILS is committed to ensuring the safety of individuals with disability, workplace visitors and persons working for or subcontracting to INCLUSIVE TRAILS by effectively managing and responding to emergency situations.

This policy outlines the procedures for reporting, investigating, and recording emergencies, and for implementing and monitoring risk controls in accordance with the *Work Health & Safety Act 2011*, *Work Health & Safety Regulations 2011* and applicable State regulations.

### 1. Purpose

The purpose of this procedure is to ensure there is a formal process for emergency identification, reporting, risk assessment and investigation which will effectively manage any emergencies that may occur while caring for individuals with disability.

### 2. Scope

This policy applies to all staff involved in providing disability services for INCLUSIVE TRAILS.

Participants or their nominees, and other household members must be made aware of this policy.

This policy covers all types of emergencies in the workplace, homes where individuals with disability are cared for and in the community.

### 3. Emergency Classification

This section categorises the types of emergencies covered by this policy:

- Fire Emergencies including bushfire, building fire and house fires
- Medical Emergencies including serious injuries, heart attacks, seizures, severe allergic reactions
- Behaviour emergencies including acts of serious aggression and damage to property or injury to persons
- Natural Disasters including earthquakes, floods, cyclones, severe storms
- Security Threats including intruders or violent individuals, bomb threats, acts of terrorism
- Hazardous Material Incidents including chemical spills, gas leaks and biological hazards
- Utility Failures including power outages, water supply interruptions and gas supply interruptions
- Transportation Accidents including vehicle collisions, public transport incidents
- Structural Failures including building or large structure collapses
- Environmental Incidents including oil spills and environmental contamination
- Pandemics and Health Crises including outbreaks of disease and other public health emergencies

### 4. Definitions

**Emergency:** anything with the potential to cause injury, harm or disease. For example a safety hazard, a health hazard, or environmental hazard.

**Staff:** any persons working for or subcontracting to INCLUSIVE TRAILS.

## 5. Procedure

### 5.1 Emergency Procedures

See our Emergency Response Plan for immediate actions to specific emergency situations including but not limited to:

- Fire Emergencies including bushfire, building fire and house fires
- Medical Emergencies
- Behaviour Emergencies
- Natural Disasters
- Security Threats
- Hazardous Material Incidents
- Utility Failures
- Transportation Accidents
- Structural Failures
- Environmental Incidents
- Pandemics and Health Crises

### 5.2 First Response

After action is taken to remove persons from immediate danger:

- If emergency assistance is required, call **000**.
- If necessary, start CPR or apply first aid measures.
- Take a roll call to ensure all persons are accounted for.

### 5.3 Emergency Reporting

After first response, Staff are to report the emergency situation to INCLUSIVE TRAILS.

As soon as practicable, use the Incident Report Form to document the details of the emergency.

### 5.4 Investigation

INCLUSIVE TRAILS will:

Investigate all reports within 24 hours using the Incident Investigation Form.

Collect and document evidence, interview witnesses, and analyse the incident with risk assessments to determine the cause and review the emergency response procedure to ensure it is appropriate.

## 6. Risk Management

INCLUSIVE TRAILS will:

- a) Implement corrective actions as required by our Risk Management Policy and Procedure based on the investigation findings to gauge the possibility of recurrence and put safety measures in place.
- b) Regularly review and update incident prevention strategies and training programs.
- c) Foster a culture of continuous improvement and learning from emergencies to enhance the quality of disability services.

## 7. Documentation and Record-Keeping

These guidelines ensure that all staff, participants and their nominees have the necessary information and understanding of the emergency management process:

- a) Accessibility

This Emergency Management Policy and Procedure will be kept in a form that is accessible by persons with disability receiving supports or services from INCLUSIVE TRAILS, and their household members and nominees.

b) Copies

INCLUSIVE TRAILS will provide copies of this Emergency Management Policy and Procedure to persons with disability receiving supports or services from INCLUSIVE TRAILS, and their household members and nominees and assist these same persons to understand how the documented system works.

c) Record Keeping Period

All investigations and resolutions will be kept by INCLUSIVE TRAILS for 7 years from the day the record is made.

## 8. Training and Education

INCLUSIVE TRAILS will provide Emergency Management training and education to all staff, participants and/or their nominees to ensure they are aware of their responsibilities and the correct procedures to follow.

## 9. Review of Policy

This policy and procedure will be reviewed annually or as needed to reflect changes in legislation, regulations, or organisational practices. Amendments to this document will be communicated to staff, participants and/or their nominees.

## 10. Contact Information

For inquiries about this Policy or concerns regarding the handling of personal information, individuals may contact INCLUSIVE TRAILS on [connect@inclusivetrails.com.au](mailto:connect@inclusivetrails.com.au) or 04045 721 887 or via post to:

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Policy Review Period: **12 months**

Review Date: **15/01/2026**