



Version 1.0- April 2024

NDIS Emergency and Disaster Management Plan



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1. Purpose and Scope

Making Milestones is dedicated to fostering a safe and respectful environment for all employees, clients, and stakeholders. This Practice Standard outlines the planning required by Making Milestones SA to prepare, prevent, manage and respond to emergency and disaster situations while mitigating risks to the consumer's health, safety and wellbeing, and ensuring continuity of support.

In accordance with the NDIS Quality and Safeguards Commission expectations and NDIS Standards, Making Milestones SA as a NDIS registered provider has obligations to *plan and be prepared for emergencies and natural disasters*.

Making Milestones SA's approach to emergency management is that life and safety takes precedence over asset protection, environmental considerations, operations and business continuity. Even with this, the NDIS Emergency and Disaster Management Plan is in place to ensure Making Milestones SA services incorporate measures that will enable continuity of each client's essential supports in the events of an emergency and disaster.

The plan should be read and used in conjunction with the following Making Milestones SA policies and procedures:

- Making Milestones Policies and Procedures Manual

The NDIS Emergency and Disaster Management Plan outlines Making Milestones SA's commitment to maintaining services and supports for clients and necessary stakeholders. The plan details how Making Milestones SA will respond to an emergency incident and/or business disruption event that would otherwise prevent the continuation of services in each of these service areas.

The NDIS Emergency and Disaster Management Plan includes:

1. Emergency Management Process
2. NDIS Emergency and Disaster Management Plan Activation
3. Key Roles and Responsibilities
4. Assessment and Initial Response Reactions
5. Recovery Actions for
 - a. Loss of building
 - b. Loss of utilities
 - c. Loss of ICT
 - d. Loss of staff
 - e. Severe weather conditions
6. Preventative Measures
7. Risk Identification, Preventative Measures and Contingency Plan
 - a. Risk Identification Templates
8. Resumption of Business as Usual
9. Post Incident Review
10. Emergency and Disaster Plan Kit
11. Emergency and Disaster Continuity Readiness Testing
12. Risk Register



13. Potential Local Work locations
14. Templates
 - a. Situation Reports Template
 - b. Action Report Template
 - c. Post Incident Review Template
15. Appendices

2. Emergency Management Process

The Making Milestones SA Emergency Management Process (EMP) details how Making Milestones SA will respond to an emergency incident within each of its site locations, as well as relevant incidents within the community. This Emergency Management Plan is revised annually, with updated documents uploaded to the relevant Making Milestones SA Shared Document Drive, and a Hard Copy located in the administration area of each office.

In the event the incident has led to a business disruption event, that would otherwise prevent the continuation of services in any of the sites where work is undertaken, the NDIS Operations Manager (referred to as Site Manager throughout this document) and or other relevant staff members must be notified to assess and activate the NDIS Emergency and Disaster Management Plan if necessary.

3. NDIS Emergency and Disaster Management Plan Activation

The NDIS Emergency and Disaster Management Plan will be activated in the event of

- Loss of all or a significant part of the building due to weather conditions e.g., flood, heat wave.
- Loss of building due to electrical issues e.g., power outage
- Loss of building due to uncontrolled issues e.g., fire, break in
- A major utilities failure e.g., electrical, gas, water, phone
- IT network outage/corruption
- Or any other event that significantly impacts on Making Milestones SA's capacity to continue to deliver NDIS services in any or all current service delivery areas

The NDIS Emergency and Disaster Management Plan may be activated by the Site Manager or other relevant Manager or Site Manager. If a relevant manager is unavailable, activation will be performed by the local NDIS Team Leaders/Coordinators. Following the activation of the plan the following staff must be notified:

- Director
- Site Managers
- Clinical Lead
- Administration
- Group Programs and Playgroup Staff
- Human Resources



4. Key Roles and Responsibilities

Making Milestones SA nominated staff have clearly defined roles and responsibilities in relation to both the Making Milestones SA Emergency Management Process (EMP) and the NDIS Emergency and Disaster Management Plan.

Staff Members are advised that, when requiring support after hours, they are required to contact

- Company Director
- Site Manager

In instances impacting the building, contact should be made directly in accordance with guidelines outlined by the relevant site land lord requirements.

Table 1: Emergency and Disaster Management Plan Key Roles and Responsibilities (During an event, emergency and/or disaster)

Position	Roles and Responsibilities
Site Liaison For site related events	The Site Liaison is responsible for <ul style="list-style-type: none"> • Completing relevant EMP Templates and uploading to the relevant Making Milestones SA file location • Ensuring the EMO is on display and available to staff at each Making Milestones SA service delivery location • If an incident occurs and it is unsafe, remove themselves from the area. Alerting others in the immediate vicinity/ at immediate risk to move to a safe area, ensuring the welfare/safety of all staff and any clients/stakeholders at the Making Milestones SA service delivery location • Alerting the Site Warden (or nominated delegate) of the incident and following their instructions • Where a warden is not available, determine immediate priorities and follow EMP for immediate management of the incident • Recording decisions and activities in the relevant Risk Register
Site Warden Or an appointed delegate in their absence	During an incident, the Warden will: <ul style="list-style-type: none"> • Assess the incident and act with immediate response to the situation. • Ensure staff welfare and safety and the welfare or safety of clients at Making Milestones SA service delivery location. • Monitor any emerging issues and contribute to the timely resolution of issues • Provide updates to the NDIS or other relevant Manager and HSW Manager who will communicate with the Executive Leadership Team

	<ul style="list-style-type: none"> • Ensure that all local staff who need to know about the incident have been advised including any Staff working off-site, using: After-Hours Contact List <p>At the discretion of the Warden or Emergency Services personnel, staff may be directed to return to work duties. In the event where the incident has resulted in a business disruption event, that would otherwise prevent the continuation of services, the relevant NDIS Manager and/or relevant other Manager must be notified to assess and activate, where necessary, further actions outlined in the NDIS Emergency and Disaster Management Plan.</p>
<p>Continuity Manager NDIS Operations Manager and other relevant Managers</p>	<p>The Continuity Manager is responsible for:</p> <ul style="list-style-type: none"> • Assessing the impact of any incident and/or damage that may impact Making Milestones SA's ability to deliver services. This relates to both on-site incidents and any emergency or disaster that impacts clients and staff, both on-site and off-site. • Ensuring staff welfare and safety and the welfare or safety of any clients who are directly impacted by an event at any service delivery location. • Formally activating the NDIS Emergency and Disaster Management Plan. • Identifying options for managing any temporary changes in support, should this be required. • Ensuring communication occurs with each relevant team and staff member, to ensure the activation of every plan that impacts clients are communicated, and how those critical supports will continue to be delivered in a disaster or emergency. • Consider, plan for and document how to communicate with clients their representatives, and workers in an emergency. • Ensuring clear communication channels are in place for all Disability and NDIS clients. This will enable the effective communication of any changes that might be required to a client's supports and services. • Making Customers aware of possible interventions the service may undertake to protect their own safety and that of others, before, during and after the event. • Notifying the relevant people as listed in Section 2 of this document. • Leading the Local BCT to determine immediate priorities and develop an action plan for immediate management of the incident, ensuring business continuity and once the immediate incident has passed, the timely recovery and return to business as usual. • Monitoring the suitability of implemented continuity arrangements and amending as required.

	<ul style="list-style-type: none"> • Providing regular updates about the event, impact on service delivery and actions being taken to restore business continuity and return to business as usual. • Notifying NDIS Quality and Safeguards Commission of details of event, where relevant
Local Business Continuity Team	<p>During an incident, in consultation with Site Managers, Infrastructure Manager, and IT Team Leader, the Local BCT will:</p> <ul style="list-style-type: none"> • Assist with the immediate response to the situation and contribute to the development and implementation of the plan • Reassess the incident regularly and provide updates to the relevant Site Manager or other relevant Manager (who will then communicate with Executive Director: Operations) • Ensure that all local staff who need to know about the incident have been advised including any staff working offsite, using the After-Hours Contact List • Monitor service quality, highlight emerging issues and contribute to the timely resolution of issues • Perform duties as directed by the Site Warden and/or Continuity Manager • Monitor service quality and resolve delay challenges
Site Manager NDIS Operations Manager and other relevant Managers	<p>The NDIS Operations Manager will:</p> <ul style="list-style-type: none"> • Maintain this document and regularly update After-Hours Contact List • In liaison with Site Managers, regularly check to ensure the Emergency Management Procedures are displayed for all staff and lanyards are available for all staff to wear whilst on each site Disability and NDIS services are delivered. • In liaison with the Site Manager, regularly check to ensure the site BCP readiness kits are maintained. Refer to Section 10. • Ensure knowledge is known and documented about the individual circumstances of the workforce so it can be determined who will be more available to assist in various emergencies or disasters and/or who may be at risk i.e., Bushfire Plans, whether there are staff who live alone or in areas that may be affected by natural disasters. • Ensure all staff in NDIS Services are provided training related to Emergency and Disaster Management
Operational Staff	<p>Once notified of an emergency or disaster, the following staff members become involved.</p> <ul style="list-style-type: none"> • Administration Staff • Human Resources (HR) Staff • Clinical Leads, Clinicians, Allied Health Assistants <p>Those involved with and engaged in the delivery of supports with their clients will</p>

	<ul style="list-style-type: none"> • Activate each clients Emergency and Disaster Plan section. Activate, in liaison with Clinical Lead, supports critical to that client, and communicate with every client how their critical supports will continue to be delivered in a disaster or emergency. • With the support and collaboration of Administration Staff as required, implement appropriate mitigation strategies to ensure the effective provision of safe and individualized support. <p>As a part of the Emergency and Disaster planning process, Disability NDIS Services must have previously considered:</p> <ul style="list-style-type: none"> • the environment/context in which supports are delivered i.e., on a Making Milestones SA site, within a community site, in a client’s home, within the wider community. • the supports we provide. • the individual needs, circumstances, and risks of each client and, in particular, which supports are critical requirements for the Customer’s daily living, and • how Making Milestones are going to ensure continuity of those critical supports for each Customer in a disaster or emergency i.e., services, moved to tele practice where possible, virtual groups established, supports provided outside the home or in another location, Activity Packs or Home Programs for children developed etc.
Governing Body	<p>Actively test the NDIS Emergency and Disaster Management Plans, and adjust them, in the context of a particular kind of emergency or disaster. This function may be delegated to staff, but ultimate responsibility sits with the Governing Body</p> <ul style="list-style-type: none"> • Periodic review points are set to enable the Governing Body to respond to the changing nature of an emergency or disaster. <ul style="list-style-type: none"> ○ Incident Reviews are undertaken by the Quality and Risk Team ○ Disability and NDIS Clinical and Administration staff will review any significant incident, disruption, emergency and/or disaster for key learnings and make recommendations for improvements. ○ Core members of the Local Business Continuity Team will review the NDIS Emergency and Disaster Management Plan quarterly and discuss any emergent readiness issues. ○ In preparation for any site related emergencies or disasters an Making Milestones SA Emergency Management Risk Assessment and a Making Milestones SA Site Emergency Management Plan for every outlet that Making Milestones SA Disability and NDIS Services operate from must be completed and reviewed annually (in liaison with the Site Manager) to ensure details are up to date.



5. Assessment and Initial Response Reactions

Where a significant event may occur, with the potential to prevent the continuation of Making Milestones SA Disability and/or NDIS services, the relevant NDIS and/or other relevant Manager will contact the Site Manager to activate the NDIS Emergency and Disaster Management Plan, establish the local BCT, conduct a situational assessment and determine the immediate responses or actions that are required.

Table 2: Assessment and Initial Response Actions, included below, provides a framework for the situational assessment and initial response actions which can be modified to respond to the specific event and the extent and nature of the service delivery disruption.

Section 16 provides templates to record the situational assessment and the actions that need to be taken to respond to the situation

Table 2: Assessment and Initial Response Actions

Actions	Complete on Date
Confirm membership of the Local BCT, meeting location and specific roles (reallocate as required).	
If safe to do so, obtain access to a site BCP readiness kit (if a site related issue)	
Appoint a note taker to record the Event Log and key decisions including: <ul style="list-style-type: none"> • The nature of the event and any actions already undertaken • Decisions of the team and individual members • Key actions assigned and undertaken • Situation reports • Telephone discussions • Briefing of Key Stakeholders within EACH and other relevant stakeholders 	
Assess clients' (children and families) welfare and safety for the duration of the plan's activation. Are any clients, stakeholders, or members of the public at immediate risk or unaccounted for? Who is impacted, how and what needs to happen right now or soon? Consider safety including travel home, possible need for counselling or other support.	
Assess staff welfare and safety and the impact of the event/service disruption. Who is impacted, how and what needs to happen right now or in the future? Consider safety including travel to and from work, possible relocation, availability if event will also impact on staff's own families, possible need for counselling.	

Consider the location of any resources (i.e., vehicles, computers etc.) and if they need to be relocated.	
Assess the impact of the incident and damage that has occurred. Confirm the nature of risk remaining for staff (advice from Emergency Services). Anticipate likely outage times.	
Activate local staff communications strategy to keep staff informed of the situation via agreed channels. Use a call tree structure in the first instance to contact Site Managers within Making Milestones SA Liaise with other Key Stakeholders for broader communication requirements.	
Assess impact in both the primary NDIS service delivery location and any outreach locations where services are regularly provided.	
Confirm with HR the activation of special leave arrangements (if staff temporarily stood down or need to take leave).	
Advise staff they should not respond directly to enquiries from the media and instead refer all enquiries to the Director: Stakeholder Engagement and Advocacy.	
Review site accommodation, the extent and nature of damage, whether premises are operational and the possible need for relocation.	
Review essential utilities and services required for site operation (e.g., power, water, ICT and sewerage) and possible timeframes arrange repairs/reinstatement of services.	
Review impact on essential equipment and supplies and provide approval and facilitate requests from staff for equipment/ supplies required to continue business at a reduced level.	
Commence development of a detailed impact summary and action plan.	
Determine frequency of Local BCT meetings and ongoing membership.	
Identify the ongoing need for rotation of recovery staff and staff rostering requirements.	
Continue to reassess and report on the incident at intervals agreed by the Site Manager or as required by unexpected changes in circumstances.	

6. Recovery Actions

Based on the nature of the incident, refer to the following sections for specific recovery actions required to continue services:

- a. Loss of building
- b. Loss of utilities
- c. Loss of ICT
- d. Loss of staff
- e. Severe weather conditions

Loss of Building

Step	Time	Who	Action	Completed	Resources Required
1	<1 hour	Site Manager or other Relevant Manager OR Site Liaison	<ul style="list-style-type: none"> • Ensure all staff and visitors are out of the building and building is secured. Liaise with infrastructure team and/or landlord for assistance with this. • If safe to do so, re-enter the building and secure any sensitive information. Take laptops home / to alternate site. • If not already done, organise access to a BCP Kit. • Erect local signage near the entrance advising of office closure, Making Milestones contact numbers, anticipated reopening time (if known) and alternate location (if applicable). 		Key Contacts List Business Continuity Kit
2	<2 hour	Site Manager or other NDIS NDIS/Relevant Manager	If the outage is likely to be greater than a day, contact the company Director and Site Managers to communicate or delegate communication with other key stakeholders		Key Contacts List

3	<4 hour	Site or other Relevant Manager or Clinical Lead	<ul style="list-style-type: none"> • Consider alternate work locations, based on the expected building outage time. Refer to Appendix E: Alternative Work Location Details for local alternate options or organize work from home arrangements. Plan for transportation of staff and any salvageable equipment. • Consider work from home options for staff and establish management and supervisory responsibilities. Record the location of where staff are working and complete working from home ergonomic assessment. • Conduct audit of laptops, mobile phones and other hardware. If necessary, prioritise replacement or repair of essential equipment. • Liaise with Infrastructure Manager to arrange updated signage to refer to alternate accommodation. 		List of alternate sites Asset Register
4	<2 hour	Operational Staff <ul style="list-style-type: none"> • Administration Staff • Human Resources (HR) Staff • Clinical Leads, Clinicians, Allied Health Assistants 	<ul style="list-style-type: none"> • Notify families and other key stakeholders to reschedule upcoming appointments/ meetings <ul style="list-style-type: none"> ○ Contact clients/stakeholders and reschedule impending meetings for alternate locations and/or times 		
5	Ongoing	Site Manager	<ul style="list-style-type: none"> • Continue to monitor quality assurance aspects of work outputs performed until the office is in full operation 		

Loss of Utilities

Step	Time	Who	Action	Completed	Resources Required
1	<1 hour	Site or other Relevant Manager or Clinical Lead	<ul style="list-style-type: none"> Identify utility outage, contact Making Milestones landlord and the local provider for details as to the duration of the outage Determine if outage is impacting staff, family, and children wellbeing, such as temperature in the office, access to running water etc. Decide if the office can remain open or if the office is required to be temporarily closed 		
2	<3 hour	Site or other Relevant Manager or Clinical Lead	<p>If Temporary Office Closure Required</p> <ul style="list-style-type: none"> Ensure all staff are out of the building and the building is secure. If out of hours, contact staff (using call tree) and advise of situation. Take a Site Business Continuity Kit with you. Erect local signage near the entrance advising of office closure, anticipated reopening time (if known) and alternate location (if applicable). Facilitate external communications and messaging. Contact the NDIS Partner performance manager and the Making Milestones Director Consider alternate work locations, based on the expected building outage time. Refer to Appendix E: Alternative Work Location Details for organising work from home arrangements. Take any mobile phones. Laptops and surface pros. 		

			<ul style="list-style-type: none"> Consider work from home options for staff and establish management and supervisory responsibilities. Record the location of where staff are working. Notify families and other key stakeholders to reschedule upcoming meetings: <ul style="list-style-type: none"> Contact clients/stakeholders and reschedule impending meetings for alternate locations and/or times 		
3	Ongoing	Site Manager	<p>If Temporary Office Not Required</p> <ul style="list-style-type: none"> Continue to monitor impact on staff and client's welfare. Consider actions such as procuring bottled water, purchasing temporary heating/cooling etc. Work with Director and Site Manager (and landlord if necessary) to contact relevant utilities companies to establish approximate outage times Consider staff and client welfare requirements, particularly any sensitivities to changing environmental conditions 		

Loss of ITC

Step	Time	Who	Action	Completed	Resources Required
1	<1 hour	Making Milestones SA ITC Contact	<ul style="list-style-type: none"> Determine if ITC outage if Making Milestones SA or just local access 		
2	<1 hour	All	If Local Outage ONLY		

			<ul style="list-style-type: none"> Consider other access options, such as 'hot spotting' to mobile or USB Organise to work from another work site (WFH or another Making Milestones SA site) 		
3	Undefined	All	If National Outage <ul style="list-style-type: none"> Seek advice from ITC services- Service disruptions and outages Organise to work from another work site (WFH or another Making Milestones SA site) 		
4	Undefined	All	If Isolated Hardware or Software Issue <ul style="list-style-type: none"> Contact Making Milestones ITC Contact 		

Loss of Staff

Non availability of key staff or significant numbers of front-line staff, through outbreak/disease, industrial action, transport disruption/fuel shortages, severe weather or a localised incident, may result in adverse impact on service provision

Step	Time	Who	Action	Completed	Resources Required
1	<1 hour	Site or other Relevant Manager or Clinical Lead	Consider the following possible actions to maintain and/or cover off essential service provision: <ul style="list-style-type: none"> Prioritise and defer upcoming appointments Identify what essential services must continue to be delivered Report to NDIS any event which impacts Making Milestone's ability to deliver services. Arrange/negotiate staff to return from leave. Be cognizant of staff welfare and consider the need for counselling services for staff if reduced staffing is because of death / injury. 		



7. Preventative Measures

Making Milestones SA Disability and NDIS Services gain input and consult with Site Wardens &/or Managers &/or Site Liaisons as part of an active process where the experience, past incidents, knowledge of hazards and risks are included in the development and review of the Plan.

- Making Milestones SA Site Liaison will ensure all the quarterly site checks and drills are undertaken and uploaded to the EACH HSW file as required.
- Incident Reviews are undertaken by the Quality and Risk Team in consultation with the Service Design Manager: Disability and NDIS and Operational Managers
- Disability and NDIS Clinical and Practice Governance Sub-Committee will review any significant incident, disruption, emergency and/or disaster for key learnings and make recommendations for improvements.

None of the Making Milestones SA Disability and NDIS service areas are in a known cyclone prone area, but all locations may from time to time be subject to severe weather and flood events. Making Milestones Disability and NDIS services may be delivered in areas that are subject to bushfires. Bushfire season is declared each year when the weather is predicted to be hot and dry which can vary across each state, in South Australia, this season is from November to April.

Refer to the Making Milestones SA CFS Bushfire Procedure for further information. These policies are kept digitally in the shared staff DOCS drive, with a hard copy provided in admin of each Making Milestones SA site

The work undertaken by the Making Milestones SA Disability and NDIS Teams include working at office premises, visits to client's homes and schools, visits to community and mainstream services, out-reach activities in suburban and rural locations, across all the service areas. A range of measures are in place to ensure the safety of Customers, staff, and members of the public and to prevent and reduce the potential impact on business continuity.



8. Risk Identification, Preventative Measures and Contingency Plan

Issue/Risk	Preventative Measures and Hierarchy of Controls	Contingency Plan
Fire	<ul style="list-style-type: none"> • Hazard Audits • Installation of Fire and Emergency equipment • Fire and Emergency policy, procedure and guidelines • Allocated fire wardens • Signage indicating Fire and Emergency exits and evacuation points • Regular maintenance of fire and emergency equipment • All staff requiring first aid accreditation 	<ul style="list-style-type: none"> • Evacuate the site and follow evacuation procedure • Contact emergency services • Implement alternative work location/loss of building plans
Flood or Severe Weather Event	<ul style="list-style-type: none"> • Monitor severe weather warnings for staff travelling to Making Milestones SA sites, to client offsite locations (e.g., schools and homes) • Rescheduling of activities when warnings indicate • All staff members included in WhatsApp communication used for company updates 	<ul style="list-style-type: none"> • If only one Making Milestones SA site is impacted, relocate maximum staff to alternative locations if deemed safe • Implement alternative work location/loss of building plans
Bomb, Arson, Suspicious Mail or other threats	<ul style="list-style-type: none"> • Inclusion of staff security/threat procedure in local site emergency procedures • Site Wardens • Staff trained in awareness of handling mail and permitting onsite access to visitors • Use of locked mailboxes where appropriate 	<ul style="list-style-type: none"> • Evacuate the site and follow evacuation procedure • Contact emergency services

Site Evacuation	<ul style="list-style-type: none"> • Emergency assembly area identification • Emergency diagrams available • Emergency equipment servicing 	<ul style="list-style-type: none"> • Evacuate the site and follow the evacuation procedure • Contact emergency services
Site lockdown	<ul style="list-style-type: none"> • Emergency assembly area identification • Emergency diagrams available • Emergency equipment servicing 	<ul style="list-style-type: none"> • Evacuate the site and follow the evacuation procedure • Contact emergency services
IT Network Outage/ Corruption	<ul style="list-style-type: none"> • Personal staff responsibility with data and hotspot capability to support offsite access 	<ul style="list-style-type: none"> • Identify timeframe of resolution and advise Making Milestones SA team
Electrical Emergency/ Power Failure/Outage	<ul style="list-style-type: none"> • Emergency equipment servicing • Access to building generator (where available) 	<ul style="list-style-type: none"> • Using laptops/ mobile phones/ tablets to mitigate the effect of the black out • Investigate length of stoppage to determine if moving to NDIS Emergency and Disaster Plan is necessary
Motor Vehicle Incident/Accident	<ul style="list-style-type: none"> • Staff are made aware of Vehicle policies and procedures • Remind staff to exit carpark in safe and legal manner • Carpark is clearly marked with signage for safe travel flow • Where office windows face a carpark, bollards are installed and maintained by building landlords • Staff are not responsible for or permitted to drive clients in personal or company vehicles 	<ul style="list-style-type: none"> • Staff will report any vehicle accidents to HR/ RTW Coordinator • Call emergency services
Client absconds from premises	<ul style="list-style-type: none"> • Ensure parents are present to assist with more complex behaviours related to absconding 	<ul style="list-style-type: none"> • Staff to not allow clients to leave clinic room unattended • If leaving the room, staff members required to follow client out of the room, so long as not placing staff member in danger

Missing Person (Client, Stakeholder, Employee)	<ul style="list-style-type: none"> On site, clients attending for appointments to be directed from reception to the appropriate person. The staff member is notified through the virtual appointment software, while client is required to wait in reception area 	<ul style="list-style-type: none"> Use of Cliniko system to monitor client arrivals If not attending, administration staff contact clients/stakeholders via phone call
Staffing Losses (due to illness, infectious disease, severe weather, transport issues etc.)	<ul style="list-style-type: none"> Availability of immunisation records for staff immunisation status. In the event of an outbreak of a vaccine preventable disease, unimmunized staff will be required to discuss alternate work location Consistent procedures and workflows so all Making Milestones SA staff may be able to work in various locations 	<ul style="list-style-type: none"> Prioritise and defer upcoming appointments Identify what services can be reduced and what services are essential/must continue Consult with Making Milestones SA services to determine if staff capacity to complete urgent work Arrange/negotiate staff to return from leave
First aid Incident/Medical Emergency	<ul style="list-style-type: none"> All staff required to be first aid trained First aid kit available on site Reporting and debriefing 	<ul style="list-style-type: none"> Follow Emergency Management Procedure
Site Break-In or Hold Up	<ul style="list-style-type: none"> Security cameras located on staff Clinic room doors locked when not in use. If rooms are unable to be locked, computers/tablets and other valuables are placed in lockable drawers or storage cupboards 	<ul style="list-style-type: none"> Consult with Making Milestones SA services to determine if staff capacity to complete urgent work
Child Safe within the Office	<ul style="list-style-type: none"> Staff members undergo relevant training and receive accreditations/checks to participate in child-related work <ul style="list-style-type: none"> RRHAN Training Child Safe Environments Training Working With Children Check National Police Clearance 	<ul style="list-style-type: none"> Adherence to necessary Making Milestones SA policies and procedures

	<ul style="list-style-type: none"> ○ Catholic Police Clearance ● Staff always ensure any child/ren visiting a Making Milestones SA site always have a parent/carer in attendance ● Child proof consult room and education around safe use of equipment ● Regular checks for maintenance and cleaning of all resources/equipment 	
Parents not remaining onsite during appointment times	<ul style="list-style-type: none"> ● Information included in client Service Agreement signed by parent/caregiver regarding parent responsibility to remain onsite ● Expectations outlined verbally and/or in writing regarding expectations for home visits. This includes informing Making Milestones SA that an individual will remain at the appointment, and other potential risks (e.g. pets) 	<ul style="list-style-type: none"> ● Adherence to necessary Making Milestones SA policies and procedures, outlined in Service Agreement ● Conducting of Off-Site Home Risk Assessment
Pandemic	<ul style="list-style-type: none"> ● Taskforce set up to review current WHO and government advice and provide updates to Making Milestones SA staff ● Provide company updates to clients through emails and social media ● Signage outlining hygiene practices to be displayed in waiting room, offices, bathrooms, staff areas etc. ● All staff provided with appropriate PPE. Hand sanitiser available in common areas ● All staff complete mandatory hand hygiene and infection control training 	<ul style="list-style-type: none"> ● Where physical distancing cannot be maintained, have staff minimise physical contact with colleagues, clients and families. Face to face meetings can be held only with appropriate risk assessment and appropriate hygiene/PPE measures, physical distancing and in larger spaces ● Staff may implement tele-practice where applicable ● Provide links to community services that may be able to provide support as required

	<ul style="list-style-type: none"> • Increase cleaning in all offices and provide products for staff to regularly clean high traffic areas such as doorknobs, desks, toilets and kitchen areas • Pandemic risk assessment to be conducted prior to contact with families • Physical distancing measures implemented as appropriate • Staff who have been identified as having close contact with a known person with illness will be requested to self-isolate in accordance with recommended SA Health guidelines 	
<p>Client arrives at site/appointment with visible potential signs of COVID-19 or other illnesses</p>	<ul style="list-style-type: none"> • Risk assessment to be carried out prior to building entry. • Families, children or visitors presenting with symptoms of illness will be asked to leave premises and immediately contact their GP • Implement physical distancing • Wearing PPE such as masks • Areas accessible to the client will be cleaned and sanitised 	<ul style="list-style-type: none"> • Where physical distancing cannot be maintained, have staff minimise physical contact with colleagues, clients and families. Face to face meetings can be held only with appropriate risk assessment and appropriate hygiene/PPE measures, physical distancing and in larger spaces • Staff may implement tele-practice where applicable • Provide links to community services that may be able to provide support as required
<p>Client discloses they have been diagnosed, or have been in close contact with someone has been diagnosed with COVID-19 and they HAVE been onsite in past days</p>	<ul style="list-style-type: none"> • Follow advice outlined by SA Health • Identify staff who have had extended close contact with the family or child • Request staff who have had close contact to self-isolate for the period advised by SA Health 	<ul style="list-style-type: none"> • Where physical distancing cannot be maintained, have staff minimise physical contact with colleagues, clients and families. Face to face meetings can be held only with appropriate risk assessment and appropriate hygiene/PPE measures, physical distancing and in larger spaces • Staff may implement tele-practice where applicable

		<ul style="list-style-type: none"> • Provide links to community services that may be able to provide support as required
<p>Client discloses they have been diagnosed, or have been in close contact with someone has been diagnosed with COVID-19 and they HAVE NOT been onsite in past days</p>	<ul style="list-style-type: none"> • Request that client does not attend service until medically cleared to do so 	<ul style="list-style-type: none"> • Where physical distancing cannot be maintained, have staff minimise physical contact with colleagues, clients and families. Face to face meetings can be held only with appropriate risk assessment and appropriate hygiene/PPE measures, physical distancing and in larger spaces • Staff may implement tele-practice where applicable • Provide links to community services that may be able to provide support as required
<p>Staff discloses they have been diagnosed, or have been in close contact with someone has been diagnosed with COVID-19 and they HAVE been onsite in past days</p>	<ul style="list-style-type: none"> • Request that staff member does not attend the office or visit clients until medically cleared • Identify who has been in contact with the staff member, in accordance with the most up to date SA Health Guidelines • Staff requires medical clearance to return to work 	<ul style="list-style-type: none"> • If necessary, reallocate staff appointments to another staff member
<p>Staff discloses they have been diagnosed, or have been in close contact with someone has been diagnosed with COVID-19 and they HAVE NOT been onsite in past days</p>	<ul style="list-style-type: none"> • Request that staff member does not attend the office or visit clients until medically cleared • Identify who has been in contact with the staff member, in accordance with the most up to date SA Health Guidelines • Staff requires medical clearance to return to work 	<ul style="list-style-type: none"> • If necessary, reallocate staff appointments to another staff member
<p>A significant number of personnel become unavailable for work and</p>	<ul style="list-style-type: none"> • Reduce performance measures where necessary for impacted staff 	<ul style="list-style-type: none"> • If necessary, reallocate staff appointments to another staff member. Assess the workload in other teams to determine if there is capacity to complete additional work

service provision obligations cannot be met	<ul style="list-style-type: none"> • Manage reduced capacity whilst attempting to provide uninterrupted continuity of supports for clients 	
Site is closed for a deep/industrial clean following site exposure	<ul style="list-style-type: none"> • Staff to work from home in accordance with the Work from Home guidelines outlined in the associated policy • Clinical leads and site managers to monitor output and support • Provide staff with information and options for support required 	<ul style="list-style-type: none"> • Staff to use technology included in tele practice in adherence to mobile phone, technology and work from home policies
Access to technology (phone/internet) to support delivery of site-based services becomes interrupted	<ul style="list-style-type: none"> • Maintaining regular check-ins with client, particularly with more vulnerable clients 	<ul style="list-style-type: none"> • Determine whether staff have access to appropriate tools, mobile data, and computers at home to provide alternate service delivery
Access to technology (phone/internet) to support delivery of community-based services becomes interrupted	<ul style="list-style-type: none"> • Maintaining regular check-ins with client, particularly with more vulnerable clients • Offering appointments in-clinic if space and clinician availability permits 	<ul style="list-style-type: none"> • Determine whether staff have access to appropriate tools, mobile data, and computers at home to provide alternate service delivery
Staff Wellbeing	<ul style="list-style-type: none"> • Provide opportunity for group and individual catch ups during the day • Keep staff educated on what Making Milestones SA, and what they can do to keep their family and themselves safe 	<ul style="list-style-type: none"> • Determine whether staff have access to appropriate tools, mobile data, and computers at home to provide alternate service delivery • Train staff to use technology to complete their work using various channels and mediums
Staff are not aware of the latest health recommendations, local	<ul style="list-style-type: none"> • Making Milestones SA staff updated of changes of WHO and SA Health requirements 	<ul style="list-style-type: none"> • Staff encouraged to review policies and procedures, as well as updates provided in WhatsApp and other communication forums as necessary

restrictions and use of PPE as required		
Clients present with unsafe and/or challenging behaviours within sessions	<ul style="list-style-type: none"> • Making Milestones SA staff informed of policies and provided access to Client Pathway document outlining actions for managing behaviours • Continued staff education regarding safety 	<ul style="list-style-type: none"> • Following of Participant Behavioural Changes Clinician Process Pathway • Parent/caregiver completion of Wavier regarding safety in clinic (e.g., use of playground etc.)
Clients and stakeholders do not disclose potential risk factors in home/ school environments	<ul style="list-style-type: none"> • Staff have access to Risk Assessment templates to be completed and stores for each individual location 	<ul style="list-style-type: none"> • Risk assessment forms available on client files
Individuals that are not clients/ given permission to participate begin involvement in sessions, especially in off-site environments	<ul style="list-style-type: none"> • Staff required to contact staff/administration pf off-site location to determine if more suitable arrangements can be made for one-on-one therapies to occur • If unable to have one-on-one, or client continues to request peer involvement, staff required to get written consent from parent for peer involvement 	<ul style="list-style-type: none"> • Written consent provided by parents/caregivers for peer involvement in session
Unadvised changes in policies at offsite locations (e.g., schools/childcares)	<ul style="list-style-type: none"> • Staff/admin to maintain communication with service coordinators at offsite locations, if changes occur staff to request policy changes in writing 	<ul style="list-style-type: none"> • File important information about policy changes on client file for continued reference
Inadequate or Inappropriate Therapy Spaces Provided for Community-Based Sessions	<ul style="list-style-type: none"> • Staff/admin to maintain communication with service coordinators at offsite locations, and parents/caregivers about ongoing therapies; inadequate site spaces may include being outdoors, shared spaces or small room size 	<ul style="list-style-type: none"> • Offering of in-clinic appointments if offsite not providing best therapeutic outcomes for client

<p>Staffing losses Continued client handovers to different clinicians Attempted client poaching</p>	<ul style="list-style-type: none"> Continued staff performance review and opportunities for communication between staff members, clinical leads and site managers Contractual obligations regarding client/clinician at Making Milestones SA 	<ul style="list-style-type: none"> Individual Making Milestones SA Staff and Sub-Contractor Contracts
<p>Requests to provide supports to clients outside of therapeutic scope, or beyond current permission given from caregivers</p>	<ul style="list-style-type: none"> Staff members aware of their own role, and required to advocate to those requesting of the role verbally or in writing If nil changes, advising Site Managers, Clinical Leads and Directors of nil changes, and having them continue communications 	<ul style="list-style-type: none"> Staff orientation providing clear responsibilities and understanding of rules
<p>Parents not providing all necessary information to appropriately inform therapies (e.g., allergies, custody orders)</p>	<ul style="list-style-type: none"> Staff to have continued conversations with parents prior to conducting therapies about client information, and including in case notes as necessary and appropriate 	<ul style="list-style-type: none"> Compulsory information sections included in Client Contact Forms and Service Agreements
<p>Staff present with attitude and behaviour inadequate for the workplace</p>	<ul style="list-style-type: none"> Staff to continually remain informed of their roles and responsibilities in accordance to policies and procedures 	<ul style="list-style-type: none"> Ongoing performance reviews with clinical leads and site managers Availability of staff expectations, policies, and procedures in hard copy paper form in site administration and electronically in shared DOCS drive
<p>Selection of equipment placing client at risk (e.g., injury, choking etc.)</p>	<ul style="list-style-type: none"> Staff to select developmentally appropriate equipment for their client If siblings/additional individuals in clinic room, advising parents of their responsibility in the session to supervise other child as the client requires undivided clinician attention and effort 	<ul style="list-style-type: none"> Waivers included in initial Client Contact Forms

Utility and clinic expenses	<ul style="list-style-type: none"> • Director and Finance Manager required to monitor expenses in accordance with gross profit, with budgeting done accordingly 	<ul style="list-style-type: none"> • Budgeting allowing for excess funds that can be accessed if required
Staff leave	<ul style="list-style-type: none"> • Staff responsible for submitting own leave requests and in suitable timeframe. • Staff provided with phone contacts of Site Managers to inform of illness or inability to attend work, with relevant protocol to follow (e.g., Sick Certificate) 	<ul style="list-style-type: none"> • Adherence to Leave policies outlined in Policies and Procedures Document • Leave requests sent to Site Manager, HR and Administration to ensure it is not missed • Administration to accommodate and plan for decreased staff availability and productivity and gross profit
School Holiday appointment periods	<ul style="list-style-type: none"> • Increasing options for clients to continued services in this period, if able to do so; these may include offsite appointments being conducted in clinic settings, or school appointments occurring in the home environment 	<ul style="list-style-type: none"> • Staff responsible for managing own workload in periods where caseload may not be as intense • As per staff responsibilities, increasing opportunities to assist colleagues in the clinic • Administration to accommodate and plan for decreased staff availability and productivity and gross profit
Agency barriers for service crossover	<ul style="list-style-type: none"> • Staff to have continued communication with all relevant stakeholders to remain updated on client information 	<ul style="list-style-type: none"> • Inclusion of opportunities for information in initial Client Contact Forms and Service Agreements • Completion of Permission for Exchange of Information documents for stakeholder communication
Use of social media to express client points of view	<ul style="list-style-type: none"> • Social Media Team to have continued oversight of content relating to Making Milestones SA across social media platforms 	<ul style="list-style-type: none"> • Provision of opportunities to provide feedback within the clinic through satisfaction surveys and providing clients and families with an email address to provide feedback
Clients' payment not always guaranteed in	<ul style="list-style-type: none"> • Accounts and Claims Officer to have continued oversight of outstanding invoices, and contacting necessary stakeholders by phone or email 	<ul style="list-style-type: none"> • Inclusion of company banking details on invoice forwarded to client-provided email address following

<p>suitable time frame (e.g. Self-Managed clients)</p>		<p>session times. Invoice states terms of payments due within 14 days of invoice being sent.</p> <ul style="list-style-type: none"> • Affiliation with a third-party debt collector through Marshall Freeman
<p>Changes in NDIS payment, eligibility, policies and procedures</p>	<ul style="list-style-type: none"> • Services are offered for payment through other avenues, including private payment, and Medicare or Private Health subsidies 	<ul style="list-style-type: none"> • Clients are informed in the Service Agreement the pricing and other NDIS requirements are subject to change, in accordance with updating policies
<p>Additional fees incurred with service provision (e.g. use of school spaces)</p>	<ul style="list-style-type: none"> • Making Milestones SA having communication with parents about inability for NDIS to cover additional fees incurred with service provision. Clients are informed that Making Milestones do not cover this additional charge 	<ul style="list-style-type: none"> • Inability of additional service fee coverage included in Service Agreement • Parent s given option of self-funding additional room fee • Services to be offered in-clinic for continued opportunities for service provision

9. Resumption of Business as Usual

The Site Manager will undertake the following actions once the incident is resolved and the resumption of business as usual has commenced.

Return to Business as Usual

Action	Completed & When
Ensure approval has been granted from Emergency Services that the building is safe to re-enter and that re-enter and that required WHS actions have been addressed	
Ensure any approvals granted, decision made, or documentation created during the outage is entered or uploaded to appropriate locations, including DOCS drive	
Document any ongoing BCP- activities or issues encountered during the outage	
Follow up on any activities or appointments that were deferred	
Recognise staff efforts during the incident	
Within a week of returning to BAU, perform a Post Incident Review to collate lessons learnt and determine any plan updates Consider need for any ongoing staff counselling that extends beyond what would normally be available through existing Making Milestones SA Employee Assistance Program	

10. Post Incident Review

In consultation with Making Milestones SA Site Managers and Site Wardens, a Post Incident Report will be prepared detailing what worked well and didn't work well and outlining any identified improvements to Business Continuity Management (BCM) Framework and associated processes.

Copies of the completed Post Incident Review will be provided to the Director, who will consult and table learnings/ recommendations to adjust policies accordingly. Where the incident was significant in nature, consideration of the need for an external or independent resource to undertake a full and formal debrief will be considered.

Tasks	Responsibility	Completed
Determine the effectiveness of overall response	Site Wardens	
Determine what worked well	Site Wardens	
Determine what did not work well or missing information/ guidance (lessons learned)	Site Wardens	
Consider frequency and adequacy of internal and external communications	Site or other Relevant Manager	
Identify improvements or revisions that need to be made to plan, or the Business Continuity Management (BCM) Framework	Site or other Relevant Manager	

Identify areas for future tests and exercises	Site Wardens and Site Manager	
Assign responsibility for implementing recommendations made to improve performance	Site or other Relevant Manager	
Monitor implementation of recommendations	Site or other Relevant Manager	
Complete Post Incident Review Template	Working group, led by Site Manager	

11. Business Continuity Plan Kit

A Business Continuity Plan (BCP) kit will be kept at each Making Milestones SA office site. The kit will include:

- A copy of the NDIS Emergency and Disaster Management Plan
- An up-to-date staff list and their contact details- a copy of this list will also be kept on the DOCS OneDrive, so it is available electronically
- Making Milestones SA After Hours Contact List
- Mobile First Aid Kit
- A torch and replacement batteries
- Filled water bottles

The Site Liaison for each site will check the kits quarterly.

Core members of the Local Business Continuity Team will review the NDIS Emergency Disaster Management Plan quarterly and discuss any emergent readiness issue.

12. Business Continuity Readiness Testing

Site Liaisons and Site Wardens to conduct annual drill exercise (practical or desktop). Every annual test is conducted applying individual risk events to ensure staff and management understand processes and actions to be taken for each event.

Managers and Clinical Leads to hold post drill debriefing session with teams and document findings. Annual test report to be written by each Site Manager to identify what worked well and make changes to the NDIS Emergency and Disaster Management Plan in areas that require improvement.

Review and, if necessary, update the NDIS Emergency and Disaster Management Plan. Change associated procedures if site specific needs are identified.



13. Risk Register

Making Milestones SA has attached a Risk Register and Assessment Matrix to be used in support of the NDIS Emergency and Disaster Management Plan. Refer to Appendix C: Risk Matrix

14. Potential Local Work locations

When identifying potential work locations, the order of preference for alternate location is:

1. Another Making Milestones SA site
2. Working from home, as per the associated policy



15. Templates

Situation Report Template

Date	Time	Description	Staff Impact	Service Impact	Facilities Impact	Local Recovery Actions

Action List Template

Action Number	Description	Owner	Planned Outcome	Status	Action BAU Owner



Post Incident Review Template

Post Incident Review		
Date of Evaluation:		Incident Date:
Person Conduct Evaluation:		
Incident Summary:		
Please answer the following questions in relation to the specific incident summarised and dated above		
Points for Consideration	Feedback	Plan Requires Amendment?
List how the NDIS Emergency and Disaster Management Plan assisted with the incident response		
List how the NDIS Emergency and Disaster Management Plan hindered with the incident response		
List any errors identified in the NDIS Emergency and Disaster Management Plan during the incident		
List any omissions identified in the NDIS Emergency and Disaster Management Plan during the incident		
List additional appendices, resources or templated for inclusion in the NDIS Emergency and Disaster Management Plan		
List any NDIS Emergency and Disaster Management Plan accessibility issues or version control problems		
Was the list of alternative venues useful?		
List any additional actions undertaken by the BC Team		
Are all contact details complete and up to date?		
Any other notes?		

Participant Risk Assessment Form

Client Details	
Participant Name:	
Participant Address:	
Assessor Name:	
Date of Assessment:	

General Risks:

	Yes	No
Has the participant ever exercised force, towards any person including a caregiver that caused or could have caused injury?		
Does the participant have a diagnosed mental illness (including paranoia)?		
Is the participant currently taking any mental health related medication?		
Does the participant collect/hoard items in their room/house?		
If so, do the collected items pose a potential fire risk?		
Does the participant smoke?		
Does the participant have a history with substance abuse (illicit drugs/alcohol)?		
Can the participant effectively communicate their wants and needs to others?		
Does the participant currently engage or have a history of self-injurious behaviours/self-harm		
Is the behaviour of the participant unpredictable?		
Is the participant likely to have access to weapons?		
Other:		
Additional Details:		

Challenging Behaviours:

<i>Select any current or historic challenging behaviours</i>	Yes	No
Verbal threats/actions		
Physical threats/ actions		
Absconding		
Mouthing/ Eating inedible items		
Unwilling to follow instruction		
Overtly loud or noisy		
Impulsive/ Agitated		
Other:		

Are there any plans in place to assist in targeting the participants' challenging behaviours?

Who is the person responsible?

Details of Risk Minimising Actions

Item No.	Risk Rating (refer to below)	Actions needed to remove risk	Actioned (yes/no)	If unable to complete actions- report to Making Milestones Director or Clinical Supervisor for further advice before commencing services:	
				Reported to:	Date:

Offsite Risk Assessment (External Offsite Environments)

Client Details	
Participant Name:	
Location:	
Assessor Name:	
Date of Assessment:	

Offsite Location Assessment:

	Safe	Unsafe	Hazard identified (including details)
Parks/Gardens			
Ample, safe and well-lit parking			
Gated/ fenced access			
Animals (restrained)			
Driveways/ pathways			
Gardens and lawn			
Playground equipment in good working order			
Steps and railings			
Disabled access			

	Inclusive play equipment			
	Entry/doorway			
	Indoor Activities			
	Crowds/ general public			
	Noise levels			
	Flashing/ strobe lighting/ fluorescent			
	Disabled access			
	Additional safety equipment e.g., grip sock, bowling shoes, helmets etc.			
	Small items within reach e.g., toys, brochures, food etc.			
	Bathroom Toilet			
	Floor surface			
	Access to toilet			
	Sufficient lighting			
	Airflow and ventilation			
	Temperature			
	Power points and cords			
	Aids/equipment (accessible and working)			
	Other			
	Hallway/ walkways free of clutter			
	Stairwell safe and clutter free			
	Environment is free from vermin and insects			

Details of Corrective Actions:

Item No.	Risk Rating (refer to below)	Actions needed to resolve hazard/issue	Actioned (yes/no)	If unable to complete actions- report to Making Milestones Director or Clinical Supervisor for further advice before commencing services:	
				Reported to:	Date:

Offsite Risk Assessment (in-home)

Client Details	
Participant Name:	
Location:	
Assessor Name:	
Date of Assessment:	

Home Assessment

Complete all applicable areas, note N/A where required and detail any unsafe areas or hazards

	Safe	Unsafe	Hazard identified (including details)
Access			
Ample, safe and well-lit parking			
Gated/ fenced access			
Animals (restrained)			
Driveways/ pathways			
Gardens and lawn			
Playground equipment in good working order			
Steps and railings			
Disabled access			
Inclusive play equipment			
Entry/doorway			
Lounge/Sitting Room			
Floor surface			
Rugs/carpet (free of curled edges)			
Sufficient space around furniture			
Sufficient lighting			
Airflow and ventilation			
Power points and cords			
Temperature			
Aids/equipment (accessible and working)			
Kitchen			
Floor surface			

Sufficient space around furniture			
Sufficient lighting			
Airflow and ventilation			
Power points and cords			
Temperature			
Stove and cooktop			
Appliances (good working order)			
Aids/ equipment (accessible and working)			
Bathroom/Toilet			
Floor surface			
Access to toilet			
Rugs/floor mats (securely attached)			
Sufficient lighting			
Airflow and ventilation			
Power points and cords			
Temperature			
Aids/equipment (accessible and working)			
Other			
Hallway/walkways free of clutter			
Stairwell safe and free of clutter			
Environment is free from vermin and insects			

Equipment Assessment

Complete all applicable areas, note N/A where required and detail any unsafe areas or hazards

Item	Present and Safe	Missing or unsafe	Details
Smoke detectors			
Fans			
Air conditioner			
Heater			

	Safety Switch/ Circuit Breaker			
	Hot Water System			
	Vacuum			
	Mop and Bucket			
	Broom and dustpan/brush			
	Rubbish bins			

Chemical/Substance Assessment

Chemicals/Substances are any potentially hazardous items used to complete service tasks such as cleaning/housekeeping

Item	Yes	No	Details
Substances in original containers			
Substances stored in secure locations			
Substances labelled properly			
Substances approved by provider for use			
Sufficient substances to complete service tasks			

Details of Corrective Actions:

Item No.	Risk Rating (refer to below)	Actions needed to resolve hazard/issue	Actioned (yes/no)	If unable to complete actions- report to Making Milestones Director or Clinical Supervisor for further advice before commencing services:	
				Reported to:	Date:

16. Appendices

Appendix A: Emergency Colour Code System

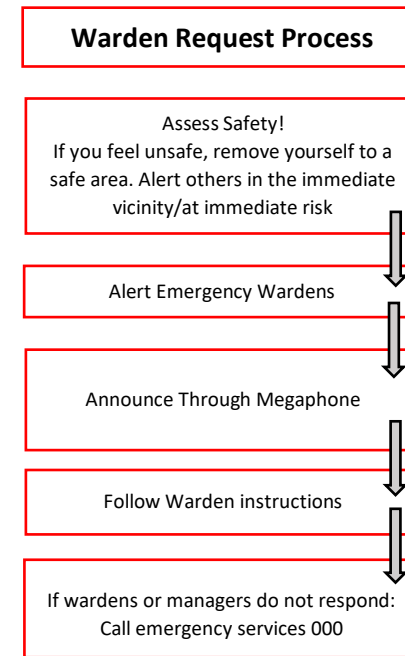
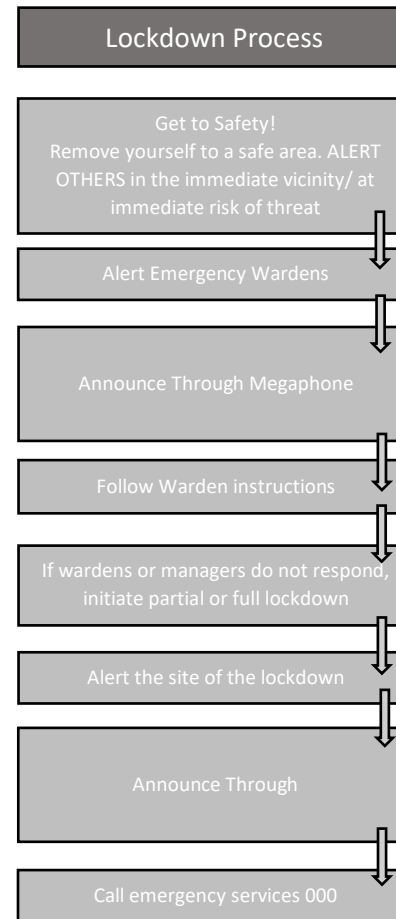
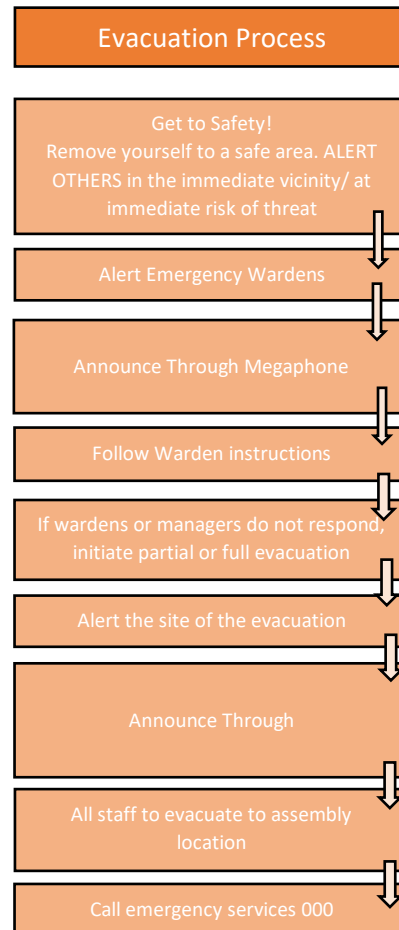
Code Black	Personal Threat / Serious Safety Risk
Code Grey	Threatening Behaviour
Code Brown	External Emergency
Code Yellow	Internal Emergency
Code Orange	Evacuation
Code Red	Smoke or Fire
Code Purple	Bomb Threat
Code Blue	Medical Emergency



Appendix B: Emergency Management Process Template

MAKING MILESTONES SA EMERGENCY MANAGEMENT PROCESS

Fire/Smoke	Refer to Evacuation Process
Evacuation	Refer to Evacuation Process
Medical Emergency	Refer to Warden Request Process
Bomb Threat	Refer to Warden Request Process
Serious Safety Risk	Refer to Lockdown Process
Threatening Behaviour	Refer to Lockdown Process
External Emergency	Refer to Warden Request Process
Internal Emergency	Refer to Warden Request Process



MAKING MILESTONES WOODVILLE
Shops 2&3, 809-811 Port Road,
Woodville, SA 5011

MAKING MILESTONES EYRE
Shops 9-11, 495 Stebonheath Road,
Eyre, SA 5121

NEIGHBOURING BUSINESSES
must be notified of all Site
Emergencies

Please view **Organisational Roles, Responsibilities and Delegation Framework** to better understand staff expectations in case of emergency

Appendix C: Risk Matrix

		Impact →				
		Negligible	Minor	Moderate	Significant	Severe
Likelihood ↑	Very Likely	Low Med	Medium	Med Hi	High	High
	Likely	Low	Low Med	Medium	Med Hi	High
	Possible	Low	Low Med	Medium	Med Hi	Med Hi
	Unlikely	Low	Low Med	Low Med	Medium	Med Hi
	Very Unlikely	Low	Low	Low Med	Medium	Medium

Appendix D: After Hours Contact List

If matters are not urgent, and can be monitored by voicemail on the next business day:

- Making Milestones Eyre: (08) 7081 4170
- Making Milestones Woodville: (08) 7082 4233

For urgent matters, please contact the following individuals as first preference:

- Ursula Portolesi: 0416 338 057- For Woodville related enquiries
- Jo Brenecki: 0414 309 931- For Eyre related enquiries

Appendix E: Alternative Work Location Details

Alternative Location	Contact	Location	Description	Capacity	Cost
Making Milestones SA: Woodville Clinic	Ursula Portolesi	Shops 2&3, 809-811 Port Rd, Woodville	Managers will re-direct staff to other Making Milestones SA sites for short term situations	To Be Confirmed	Nil (Short Term)
Making Milestones SA: Eyre Clinic	Jo Brenecki	Shops 9-11, 495 Stebonheath Rd, Penfield		To Be Confirmed	Nil (Short Term)
Work From Home	To Be Confirmed	To Be Confirmed	According to relevant Work From Home Policy	Individualised	Nil (Short Term)