DOWN SYNDROME WA – DISASTER AND EMERGENCY MANAGEMENT PLAN

This plan ensures the commitment to the appropriate response to a Disaster or Emergency situation and considers Business Continuity and Succession planning during such a situation.

This plan has been designed to consider the size, scale and nature of service delivery of Down Syndrome WA.

BUSINESS DETAILS

Down Syndrome Association Western Australia Incorporated

Association Number (IARN):	A0822615Z
ABN:	39632817236
Charitable Collections Licence:	CC18556
Address:	U4 L2 213 Wright St Cloverdale
Insurance:	Marsh Advantage Insurance:
Insurance Contact:	**Adam Wright Account Executive – Commercial**
	(08) 9426 0438
	M: +61 478 966 205
	E: Adam.Wright@marsh.com
	Level 6, 225 St Georges Terrace PERTH WA 6000 **www.marshadvantage.com.au**

Banking: Bank of Queensland, BSB126540 Account- 23511944

KEY DSWA CONTACTS

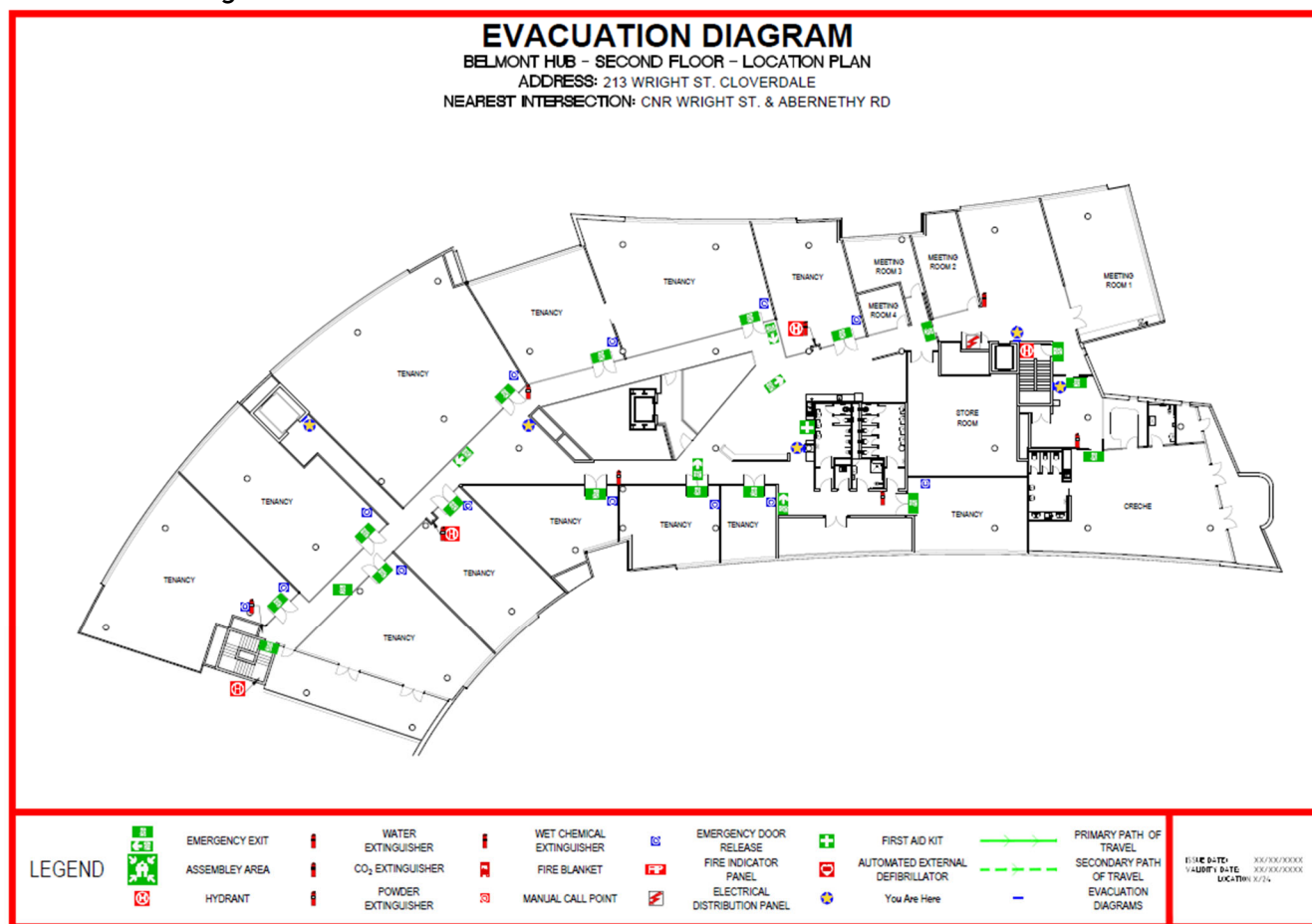| Board Chair	'Nia Parker	0427766069	chair@downsyndromewa.org.au
Vice Chair	Hayley Warren	0400929820	board1@downsyndromewa.org.au
Treasurer	Jemma Henderson	0497782833	treasurer@downsyndromewa.org.au
Secretary	Kelly Wake	0429945077	secretary@downsyndromewa.org.au
CEO	Cassandra Hughes	0432407527	ceo@downsyndromewa.org.au
Snr Coordinator	Nikki Schwagermann	0488111172	nikki@downsyndromewa.org.au

DISASTER RESPONSE – 213 WRIGHT ST CLOVERDALE

- ☐ Refer to the City of Belmont Disaster Plan, and the Belmont Hub Tenant Guide 13 and 14
- ☐ Building Fire Wardens will provide directions to DSWA staff.
- ☐ DSWA staff must ensure that visitors are accounted for
- ☐ DSWA staff must follow all directions of the City of Belmont Fire Warden
- ☐ In the event of an emergency Staff should call 000 and then raise the alarm.
- ☐ In the case of a Bomb Threat attempt to keep caller online, obtain any details possible, then notify CEO immediately

☐ In the case of notification from staff of emergency on site, clarify that 000 has been called, if not call 000 and notify CEO immediately

EMERGENCY RESPONSE

☐ Emergency Contact 000

☐ There are several fire extinguishers on Level 2 of the Belmont Hub. Specifically, there are extinguisher outside of DSWA's office door to the right and directly opposite at Wanslea Family Service.

☐ The emergency floor plan and exits are located on the wall in the DSWA Office

The stairs are located at the end of the corridor, exit left from the DSWA office. There is a second set of stairs, near meeting room 1.

Lifts are **not** to be used in the case of an emergency

☐ The first aid kit is located in the kitchen

☐ The fire warden is Zali Stipanicev – DSWA and the City of Belmont Library staff for the building.

☐ Key DSWA contacts are

- Cassandra Hughes – CEO - 0432 407 527
- Nikki Schwagermann – Snr Coordinator - 0480 311 739
- Office Number – 08 6182 3690

☐ Provide first aid where possible

Level 2 – 213 Wright St Cloverdale.

EVACUATION DIAGRAM
BELMONT HUB - SECOND FLOOR - LOCATION PLAN
ADDRESS: 213 WRIGHT ST. CLOVERDALE
NEAREST INTERSECTION: CNR WRIGHT ST. & ABERNETHY RD

BUSINESS CONTINUITY

Should an emergency prevent staff from returning to 213 Wright St Belmont, staff will where possible work from home.

The CEO's home office has been designed to accommodate 4 personnel at any time with sufficient power, internet and desk space to accommodate staff.

Should staff not be able to work from home, they may work from the office of the CEO.

DSWA staff have access to their online Sharepoint, CRM and daily operating tools such as Outlook and Teams.

National Support

Down Syndrome WA is part of the Down Syndrome Australia (DSA) network and CRM, Email, Sharepoint and Website are provided and managed by DSA. Down Syndrome WA would have the support of both DSA and the other state bodies for support should they not be able to continue operations in the short term.

COMMUNICATION PLAN

DSWA utilizes a range of cloud-based communication tools. Outlook, Teams, Sharepoint. Where communication is available via the internet the staff (and board) will continue to communicate through these means.

Where contact with members is required, the Association has a number of target audience social media groups, which interact directly with members. Both social media groups and email news blasts will be utilized to communicate with members.

Where the internet is not available staff will utilize Mobile Telephone, both calls and sms.

Where mobile phones are not available, DSWA staff will be visited by the CEO to ensure safety and wellbeing.

DSWA could only communicate with members via post or direct face to face communications should the internet or mobile services be inactive for an extended period of time.

1. **Communication Channels**: dependent on the nature of the Emergency and the available communication tools (phone calls, text messages, email, and social media) will be utilised to ensure staff, board and members, and the broader DSWA community are kept up to date
2. **Designated Spokesperson**: The CEO is responsible for communicating with external parties, such as media and stakeholders, to provide consistent information during an emergency or disaster situation.
3. **Message Templates**: The below templates is prepared for emergency scenarios to ensure quick and accurate communication, including safety instructions and updates for staff.
4. **Regular Updates**: A communication schedule will be created for the situation for providing updates to staff and stakeholders, ensuring that they are informed about the situation as it evolves.
5. **Feedback Mechanism**: Through the communications sent, there will be a mode for feedback and response included.

COVID RESPONSE – WHERE APPLICABLE AS PER WA HEALTH REQUIREMENTS

At all times the organization will follow the directives of the Western Australian Department of Health and refer to the Department to ascertain current and relevant actions in relation to COVID protocols.

Staff are required to;

- ☐ Follow all Government mandates
- ☐ Staff are required to stay home if unwell
- ☐ Follow direction of the CEO which may include
  - • Working from home
  - • Complete a work at home assessment
- ☐ Clean the workstation before, and at the end of each day including screen, keyboard, telephone and desk.
- ☐ Sign in each day, and take the temperature each day on arrival, if temperature is above 37.5 contact CEO immediately before further entering the building.
- ☐ Complete Core team calendar with work hours and location
- ☐ Change email footer to reflect hours working
- ☐ Daily check-in with CEO via teams or in person
- ☐ Work in allocated teams, alternating work, and home office weekly
- ☐ RAT tests and Masks are supplied for Coordinators.
- ☐ Test before an event of activity
- ☐ If unwell notify the CEO to arrange cover if you cannot attend
- ☐ Notify the CEO immediately if you test positive or are a close contact
- ☐ CEO to notify any group or participants if there is a related COVID exposure
- ☐ DSWA completed the government Safety Action Plan
- ☐ Staff are reminded of EAP services, if you are feeling any discomfort as a result of COVID restrictions.
- ☐ DSWA will follow all Government requirements in terms of reporting and actions
- ☐ Refer to DSWA COVID Risk Assessment

PARTICIPANTS AND PROGRAMS

- ☐ Wherever possible DSWA will continue to offer services
- ☐ Services will be tailored and suitable to current government mandates
- ☐ Outdoor events will be booked where suitable
- ☐ DSWA will provide Sanitizer, Safe WA app QR codes and have spare masks available
- ☐ Online events will be offered where possible
- ☐ Staff continuity will be maintained wherever possible

EMERGENCY RISK ASSESSMENT

Risk Number	Risk Description	Current Risk Controls	Initial Risk Rating	Proposed Risk Controls	Type of Risk Control	Residual Risk Rating
1	Potential for Intra Office Emergency	- Keep office free of trip, fall, lifting risk to minimize the risk of injury - Keep office free of harmful chemicals using only minimal, low toxic products - Keep doors locked to prevent unwanted or harmful persons from entering - Ensure guests / visitors entered via intercom are known or expected by a team member.	4D - Low	- Ensure all operating equipment and safety items such as cable covers are kept in good working order. - Ensure all staff are aware of disaster plan and emergency evacuation procedures.	Administrative Health and Safety	5D
2	Building Fire/Smoke	- Follow all notifications through the OWS – Occupant Warning system throughout the building - Follow Emergency Evacuation plan - Do not use flames of any sort in the office - Ensure all electrical equipment is tagged and tested annual	3C Moderate	- Ensure no flame is used in the office.	Administration	4C
3	Medical Emergency	- Have multiple team members qualified in first aid. - Staff member or guest suffers a major medical or injury emergency - ***Call 000*** - ***Render first aid*** - A member of the building suffers major medical injury or emergency - ***Call 000*** - ***Render first aid***	3C Moderate	- Ensure currency of first aid training.	Administrative	3C High

4	Bomb or Substance Threat	- Regular monitoring of financial position - Alternate arrangements for service delivery	4B High	- Continue to assess and make application for available government/financial supports that DSWA may be eligible to apply for. - Modify program delivery	Administrative Environmental Health and Safety	3C Moderate
5	Power failure	- Reminding all staff importance of following existing Policies and Procedures and any new measures. - Training of staff - Regular staff meetings – COVID on agenda - Regular CEO updates to Staff - Performance Management processes in place to manage breaches.	3C Moderate	- Providing regular communication to all stakeholders to reduce fear, panic and anxiety to help keep high standard of service delivery in accordance with procedures.	Administrative Environmental	4C
6	External Emergency	- Storm, Cyclone, Earthquake, Flood. - Stuctural Damage - Aircraft Crash	2C High	-	Environmental	3C
7	Personal Threat	- A person threatening to harm self or others	3C Moderate	- Employ Mental Health first aid techniques - Call 000	Health and Safety	4C
8	Evacuation	- Requirement to evacuate the building	3C Moderate	- Follow all instructions for the building and by City of Belmont staff. - Ensure all staff accounted for	Environmental	4C

COVID RISK ASSESSMENT

Risk Number	Risk Description	Current Risk Controls	Initial Risk Rating	Proposed Risk Controls	Type of Risk Control	Residual Risk Rating
1	Potential COVID-19 Infection of staff member or client preventing full service delivery	- Following Department of Health advice and social distancing requirements to minimise spread. - Infection Control Policy and Procedure – all staff trained and following requirements - Completed WA Govt SAP - Enacting Emergency Response Plan - Implemented reporting procedures to notify DSWA, CEO of confirmed or suspected COVID-19 case - Implemented Mandatory vaccination policy; encourage clients and staff to receive COVID-19 vaccination - COVID Vaccination Policy for Participants - Cross train staff to deliver each others programs.	3B - High	- Remain Current with all guidelines and government requirements. - Implement as required. Ensure program information is shared and available at all times for handover if required - Maintain Vaccination program monitoring	Administrative Follow Isolation protocols. Notify any persons that may be close contact.	3C
2	Mass illness of clients and/or staff leading to possible death/s	- Following Department of Health advice and social distancing requirements to minimise spread. - Infection Control Policy and Procedure – all staff trained and following requirements - Completed WA Govt SAP - Enacting Emergency Response Plan - Implemented reporting procedures to notify DSWA, CEO of confirmed or suspected COVID-19 case - Implemented Mandatory vaccination policy; encourage clients and staff to receive COVID-19 vaccination - COVID Vaccination Policy for Participants - Cross train staff to deliver each others programs.	1C	- Notification to NDIS Commission/Aged Care Quality and Safety Commission of impacts	Administration	1C

		- Amend program delivery as required to ensure safety of staff and participants				
3	PPE Shortage creating risk of inability to apply sufficient infection control measures	- Purchased sufficient Stock available until Dec 2022 - Arrangement with Nulsen, if major issues arise to short term supply - Implement vaccination policy; encourage clients and staff to receive COVID-19 vaccination	1C Very High	- Source alternate supplier/s - Determine other reasonable ways to deliver services without compromising health and safety	Administrative	3C High
4	Potential negative financial consequences due to impacted service delivery	- Regular monitoring of financial position - Alternate arrangements for service delivery	2B Very High	- Continue to assess and make application for available government/financial supports that DSWA may be eligible to apply for. - Modify program delivery	Administrative	3C Moderate
5	Staff failure to follow DSWA's policies and procedures, leading to a COVID-19 infection, potential incident or non-compliance	- Reminding all staff importance of following existing Policies and Procedures and any new measures. - Training of staff - Regular staff meetings – COVID on agenda - Regular CEO updates to Staff - Performance Management processes in place to manage breaches.	3C	- Providing regular communication to all stakeholders to reduce fear, panic and anxiety to help keep high standard of service delivery in accordance with procedures.	Administrative	4C

Figure 1. Consequences Matrix

To analyse identified risks, use the following consequences definitions relevant to the category of risk being assessed.

Measure	Financial	Operational	Health and Safety (Clients/ Staff)	Compliance	Environmental
1. Catastrophic	Loss of 5% Total Profit or more	Loss or delay of more than 1 week of service delivery Unstable workforce with high turnover of staff, more than 30%	Fatality (1 or more deaths) Long term changes and disruptions to routines.	Breach of federal, state or local council regulation resulting in business closure.	Environmental disaster resulting in permanent damage beyond the local area.
2. Major	Loss of up to 5% Total Profit	Loss or delay of up to 1 week of service delivery Staff turnover greater than 20%	Loss of limb and/or Permanent Impairment Significant change and disruptions to routines.	Breach of federal, state or local council regulation resulting in penalties and/or prosecution	Irreversible environmental damage to the local area.
3. Moderate	Loss of up to 3% Total Profit	Loss or delay of up to 3 days of service delivery Staff turnover greater than 10%	Doctor/Hospital Treatment (Serious Injury with more than 7 days of either total or partial incapacity) Some changes and disruption to routines.	Multiple breaches of internal policy and procedure leading to potential federal, state or local council breach.	Environmental event extending beyond internal control; impact to local environment; breach of local council regulations.
4. Minor	Loss of profit up to 2%	Loss or delay of service delivery up to 1 day Staff turnover greater than 5%	First Aid Treatment (Less than 7 days partial incapacity) Slight disruption to routines.	Multiple breaches of internal policy and procedure with some disruption to services.	Environmental incident affecting local environment; controlled internally.
5. Insignificant	Marginal loss on profit (less than 1%)	Service delay of up to 1 hour. Stable workforce with less than 5% turnover.	Near miss/hit or no treatment (no incapacity) Little or no impact on routines.	One breach of internal policy and procedure with little/no impact.	Internally controlled environmental incident.

Figure 2. Likelihood Matrix

The following table is used to estimate the potential chance of the outcome (consequence) happening:

|	Likelihood	Definition	Frequency
A.	**Very Likely (Almost Certain)**	The event could happen anytime	The event will occur on a daily basis (on at least one shift)
B.	**Likely**	The event will probably occur	The event will occur at least once per week
C.	**Possible**	The event could occur at some time	The event could occur at least once per month
D.	**Unlikely**	The event is not likely to occur in normal circumstances	The event could occur on a six monthly basis
E.	**Rare**	The event may occur in exceptional circumstances	The event may occur once every 1-2 years

Once the consequence and likelihood have been determined using the above matrices, the following Risk Matrix provides the overall risk rating. Once risks have been evaluated, the risk rating provides the organisation with the ability to prioritise risk actions according to the potential severity. Very high risks (e.g. 1A) would require immediate attention and escalation to the [Position Title] and the activity should not proceed. Very low risks (e.g. 5E) are lowest priority.

Figure 3. Risk Matrix

		CONSEQUENCES				
		1. Catastrophic	**2.** Major	**3.** Moderate	**4.** Minor	**5.** Insignificant
LIKELIHOOD	**A. Very Likely (Almost Certain)**	1A (Very High)	2A (Very High)	3A (Very High)	4A (High)	5A (Medium)
	B. Likely	1B (Very High)	2B (Very high)	3B (High)	4B (Medium)	5B (Medium)
	C. Possible	1C (Very High)	2C (High)	3C (High)	4C (Medium)	5C (Low)
	D. Unlikely	1D (High)	2D (Medium)	3D (Medium)	4D (Low)	5D (Low)
	E. Rare	1E (Medium)	2E (Low)	3E (Low)	4E (Low)	5E (Low)

1. **Treat:** Identify one or more Risk Treatments for each risk identified and implement existing and future treatments to prevent or mitigate the risk. Risk Treatments (also known as Controls) should be based on the below Hierarchy of Controls, with highest preference given to Level 1 controls and lowest preference given to Level 3 controls.

Figure 4. Hierarchy of Controls – Types of Risk Controls
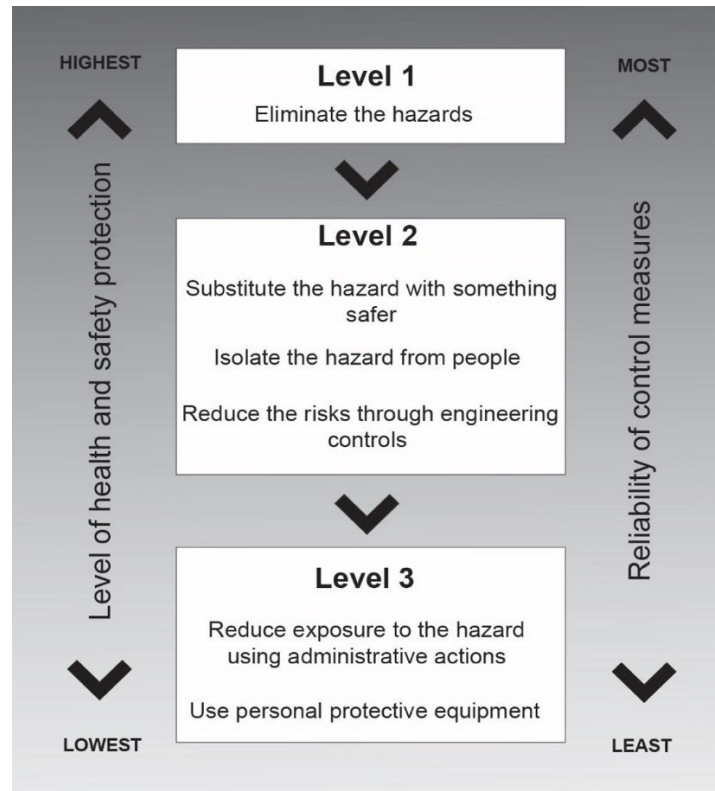
2. **Monitor:** Regularly monitor risks and their treatments/controls to ensure current Risk Treatments are adequate and that no new risks have arisen. This COVID-19 Risk Assessment is to be monitored [daily].

3. **Report:** Regularly report the outcomes of reviews and actions taken. The CRT is to report to the [Governing Body] [weekly].