EMERGENCY AND DISASTER MANAGEMENT PLAN

CARINBUNDI 2024

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Carinbundi
CARE IN BUNDABERG

Purpose

Emergency and Disaster Management includes planning that ensures that the risks to the health safety and wellbeing of Clients that may arise in an emergency or disaster are considered and mitigated and ensures the continuity of supports critical to the health, safety, and wellbeing of clients.

The purpose of this plan is to provide service and business continuity, protection, and reassurance to Clients and staff of Carinbundi – in the event of an emergency, disaster, pandemic, or pandemic-like event.

The activation of this plan is to be made by the Carinbundi Board, or in their absence through the CEO.

Objectives

- To provide timely and accurate information to Carinbundi NDIS Clients, and staff
- To reduce the risk of serious illness and/or death
- To reduce the spread of pandemic outbreaks at Carinbundi – to the extent that this is possible
- To maintain continuity of Carinbundi client support during an emergency, disaster or pandemic, for as long as possible.
- To enable Client support to resume as soon as possible.

Measures Include Planning for each of the following:

- Measures are in place to enable continuity of supports that are critical to the safety, health, and wellbeing of each client before, during and after an emergency or disaster:
    1. Person-centred Emergency Preparedness process for, and responding, to the emergency or disaster.
    2. Making changes to Client Supports by adapting to disaster planning, management, and recovery inclusive of the diverse needs and experiences of people with disability.
    3. Adapting to, and rapidly responding to changes to Client supports and to other interruptions.
    4. Communicating changes to Client supports to workers and to Clients and their support networks.
- The Governing Body develops emergency and disaster management plans (the Plan), consults with Clients and their support networks about the plans and puts the plans in place.
- The plans explain and guide how the governing body will respond to and oversee the response to an emergency or disaster.
- Mechanisms are in place for the governing body to actively test the plans and adjust them in the context of a particular kind of emergency or disaster.
- The plans have periodic review points to enable the governing body to respond to the changing nature of an emergency or disaster.
- The governing body reviews the plans in June and December and consults with clients and their support networks about the review of the plans.
- Each worker is trained in the implementation of the plans.

The following pages give a Response Overview (phases 1, 2, and 3); followed by a more detailed Plan for each phase within the Overview.

This is a living document, and may be changed at any time, given daily consideration of the threat of and/or the outbreak of, a virus directly affecting Carinbundi services.

Continuity of Service

Current Essential Operational Requirements	Resources / Required to Maintain Operations to Ensure Continuity of Supports	Back Up Options	Personnel Responsible
Office Locations	52a Hinkler Avenue 139 Barolin Street	Working from Home	CEO
Staffing Requirements - Administration	Mobile Equipment	Working from home	CEO HR Manager
Staffing /requirements – Service delivery	All office supplies are in each SIL location	Site offices	Senior Management Team
Staffing Requirements Management	Mobile Equipment	Working from Home	HR Manager Senior Management Team
BRSL Board (Governing Body)	Zoom Technology	Conferencing Meetings	EA / Community Relations
Risk Management	Risk Mitigation Link	P:\POLICIES and PROCEDURES	CEO Senior Quality Manager WH&S Manager

Insurance

Type of Insurance	Cover	Details
Workers Compensation		P:\Insurance\Insurance Documents
Professional indemnity		P:\Insurance\Insurance Documents
Contents		P:\Insurance\Insurance Documents
Association Liability		P:\Insurance\Insurance Documents
Management Liability		P:\Insurance\Insurance Documents
Industrial Special Risk		P:\Insurance\Insurance Documents
Public and Product Liability		P:\Insurance\Insurance Documents
Motor Commercial		P:\Insurance\Insurance Documents
Motor Commercial Fleet		P:\Insurance\Insurance Documents

Data Security

Information Back-Up Procedures	Frequency	Who's Responsible	Remote Access Procedures
Stephanie Darlison	Nightly	IT&C	Refer to Working From Home Policy

Emergency Action Plan

Emergency Contacts	Phone Numbers
Fire / Ambulance / Police	000
SES – State Emergency Services	13 25 00
Poisons Information Line	13 11 26
Lifeline	13 11 14
Beyond Blue	1300 22 46 36
National Telephone Interpreter Service	1300 855 221
Bundaberg Local Disaster Management Plan Disaster management – Bundaberg Regional Council	1300 883 699
Carinbundi On Call Services	0455 082 515
CEO Clive Pearce	0488 283 588

Communication Plan

Internal and External Stakeholders that will need to be notified	Contact Details	Method of Communication: Mail Merge, Mailchimp, Email, SMS, Facebook. Website, Telephone	Key Messaging: Staff and client safety and wellbeing remain a priority for Carinbundi. We will continue to update you as the situation evolves
Clients	P:\CLIENT FILES	Mailchimp, Facebook, SMS, Website, Telephone	We will continue to update you as the situation evolves
Admin Staff	TRACCS	Email, Facebook, Website, SMS, Mailchimp, Telephone	We will continue to update you as the situation evolves
Management Staff	TRACCS	Email, Facebook, Website, SMS, Mailchimp, Telephone	We will continue to update you as the situation evolves
Volunteers	P:\CLIENT FILES	Email, Facebook, Website, SMS, Mailchimp, Telephone	We will continue to update you as the situation evolves
Families / Guardians	P:\CLIENT FILES	Email, Facebook, Website, SMS, Mailchimp, Telephone	We will continue to update you as the situation evolves

Disaster Relief	P:\NDIS – Information Home - Disaster Relief Australia	Telephone, Email, website, SMS	We will continue to update you as the situation evolves
Internal and External Stakeholders that will need to be notified	Contact Details	Method of Communication: Mail Merge, Mailchimp, Email, SMS, Facebook. Website	Key Messaging: Staff and client safety and wellbeing remain a priority for Carinbundi. We will continue to update you as the situation evolves
Bundaberg LGA Disaster Management Plan	QDMPG Compliance Checklist (bundaberg.qld.gov.au)	Website	Disaster management – Bundaberg Regional Council

Evacuation Procedures

Emergency	Outline of Procedures	Evacuation Point / Address	Supporting Documentation
Fire	• Call 000 for emergency services. • Alert people in the immediate vicinity and request assistance. • Activate the fire alarm. • Report the emergency immediately to Program Managers / On Call • Extinguish the fire if it can be undertaken safely. • Follow the procedure for on-site evacuation. • Evacuate to the location as described in the WHSO folder • Check that all clients, staff, and visitors are accounted for. • Home Page	Queensland Fire and Emergency Services (qfes.qld.gov.au) • Brief emergency services upon arrival and then follow the instructions of the Fire Brigade.		Individual floor plans are in the locations WHSO folder

Bushfire:	• Call 000 for emergency services
	• Report the emergency immediately to Program Managers / On Call
	• Determine appropriate response strategy in consultation with emergency services.
	• If evacuation is required and time permits before you leave:
	    o Make sure you close all doors and windows.
	    o Turn off power and gas.		

CARINBUNDI Emergency and Disaster Management Plan

Emergency	Outline of Procedures	Evacuation Point / Address	Supporting Documentation
	• Check that all clients, staff, and visitors and contractors are accounted for. Home Page | Queensland Fire and Emergency Services (qfes.qld.gov.au) • Listen to TV or local radio on battery-powered sets for bushfire/weather warnings and advice.		
Intruder/ Unauthorised Person	• Call 000 for emergency services and seek and follow advice. • Policelink - Reporting | QPS • Report the emergency immediately to Program Managers / On Call • Do not do or say anything to the person to encourage irrational behaviour. • Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants. • Determine whether evacuation or lock-down is required in consultation with Police where possible. • Evacuation only should be considered if safe to do so.		
Bomb or Substance Threat	• Call 000 for emergency services and seek and follow advice. • Policelink - Reporting | QPS • Report the threat to Program Managers / On Call • Do not touch any suspicious objects found. • If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered: • If appropriate under the circumstances, clear the area immediately within the vicinity of the object of staff. • Ensure staff, clients and visitors that have been evacuated are moved to a safe, designated location.		
Power Outage	• Call 000 for emergency services if required and follow advice. • Evacuate the premise if needed or assist individuals in darkened work areas to move to safe locations. • Locate the source of the power outage and report the outage to 133232 • Implement backup power sources if available.		The Electrical Safety Act 2002 (the ES Act) and the Electrical Safety Regulation 2013 (the ES Regulation)

| Emergency	Outline of Procedures	Evacuation Point / Address	Supporting Documentation
	• Once power returns, recover and restart systems, re-establish network connections. • Check with building facilities personnel on the cause of the outage and determine remedial actions to prevent future reoccurrence.		
Severe Weather Event	• Call 000 if emergency services are needed and follow advice. • Report the emergency immediately to Program Managers / On Call • Before the storm, store, or secure loose items external to the building, such as outdoor furniture and rubbish bins. • Disconnect electrical equipment – cover and/or move this equipment away from windows. • Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required. • Instigate a lockdown.		
Pandemic Including Communicable Diseases	• Ensure person who tests positive to a serious infectious disease is sensitively informed and immediately isolated or sent home. • Ensure all people are wearing appropriate PPE. • Notify Program Managers, and / or On Call • Notify the family / guardian of clients. • Notify your public health unit, as per current advice. • Evacuate non-essential people from the workplace. • Activate outbreak management plan. • Distribute the plan to all relevant stakeholders. • Release an initial communication to clients, staff, family, and any other key stakeholders. • Implement contact tracing and monitoring of all clients. • Conduct testing of staff and clients. • Adjust the roster as relevant and source and induct a workforce if workforce disruptions occur. • Implement cohort /zoning at the workplace to manage infections. • CEO will convene working group and report actions to the governing body. • Support staff and clients who are isolating. • Home	Queensland Health		

COVID-19 Safe Plan

Key Points

- Refer to the Government's Roadmap to Easing Queensland's Restrictions as a general guide to the staged lifting of restrictions, including the number of people who can gather and the distance people can travel for recreation.
- The safety of clients and staff remain at the forefront of planning and communication.
- Movement around and in and out of workplaces and attendance at business functions remains a high risk for infection outbreak.

Social distancing (referred to now as physical distancing) wearing facemasks and hygiene measures remain key preventive methods in helping to reduce the spread. **Hierarchy of Controls**
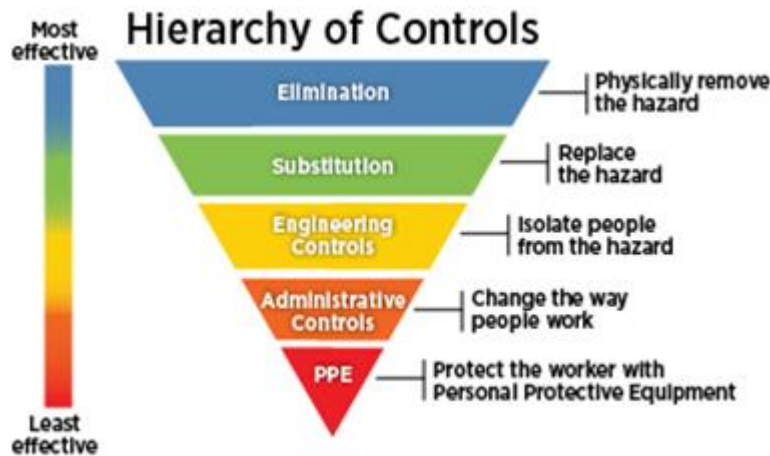
Instructions for Use

This resource does not cover all areas of control focus required by Carinbundi.

The objectives have been adjusted from a risk-based perspective and reflect our ongoing pandemic plans, assessment of risk based on local rates of infection and the nature of Carinbundi's service delivery.

- Primary accountability is CEO, Clive Pearce, Senior Management Team (SMT) and program managers.
- People in focus. Board Members, Clients, Staff members and Suppliers.
- Key process steps are examples and may need further refinement based on organisational context.
- Information and reporting is the responsibility of all staff to report to the People in Focus, primarily CEO Clive Pearce.
- There are several control areas. These are highlighted in colours according to the Hazard Hierarchy of Controls.

Control Focus	Objective	Primary Accountability	People in Focus	Key Process Steps	Information & Reporting
Workplace (Elimination)					
Self-Monitoring / Pre-Screening	No High-Risk Person Presents to Work	CEO Clive Pearce Senior Management Team. Program Managers	All staff All visitors to the premises All suppliers & contractors	High-Risk Person Note: with Legislation and/or Regulations changing often for further information or advice contact: Qld Health and/or your Health Care Professional	HR Report: Staff on Stand-down HR Report: Vulnerable Staff on Re-deployment List
Incoming Persons	No High-Risk Person Enters the Service	If you are a High-Risk person from the table above. You are not to enter the workplace while in quarantine	Visitors to the premises All staff All suppliers & contractors	Note: with Legislation and/or Regulations changing often for further information or advice contact: Qld Health and/or your Health Care Professional	Onsite screening Onsite screening report

CARINBUNDI Emergency and Disaster Management Plan

Control Focus	Objective	Primary Accountability	People in Focus	Key Process Steps	Information & Reporting
Visitor Management (Substitution)					
Internal Supply Chain	Minimise chance of infection being passed on via contaminated items and equipment	Please use Click and Collect where possible This may be Admin staff or a Program Manager	• All staff • All Clients	1) Identify high-risk activities using the [Template and Scenario Planning document.](#) 2) Ensure protocols are applied to cleaning regime of equipment (*e.g. trolleys, tables, chairs, paperwork*) 3) Communicate and apply protocols	Risk register Cleaning roster

Control Focus	Objective	Primary Accountability	People in Focus	Key Process Steps	Information & Reporting
Managing Numbers	Ensure the total number of people moving through the service at any given time is conducive to adequate physical distancing guidelines	All Staff This may be Admin staff or a manager	• Management • Admin staff • Clients	1) Total visitors (i.e. frequency of visits through the week) to be triaged according to risk of community transmission and other risk factors: weekly updates provided by Management. 2) Visits to be staggered throughout the day to spread total number and permit appropriate screening.	Visitor in/out register

Preventative Health (Controls)

Control Focus	Objective	Primary Accountability	People in Focus	Key Process Steps	Information & Reporting
Physical Distancing	Reduce direct contact with other persons and increase distance between clients and staff and between staff themselves	All Staff Admin staff and management	All staff Clients	Note: with Legislation and/or Regulations changing often for further information or advice contact: Qld Health and/or your Health Care Professional	Program Managers
Hygiene	Ensure high standard of hand hygiene in the workplace	All Staff	All staff Clients	• Hand washing or sanitising before and throughout the workday • Develop work instructions for cleaning for each area of the facility • Promote 5 moments of hand hygiene. See WHO resource here. • Ensure hand washing stations are clean, accessible, fully stocked and replenished daily	Program Managers
Influenza Protection	Encourage as many clients and staff as possible are immunised against seasonal influenza	All Staff	All staff Clients Families	• Promote flu vaccine immunisation among clients / staff. • You may consider covering the costs for flu vaccines to ensure the health of all staff during winter.	SMT
Education	Limit exposure to potential sources of Community transmission	Senior Management Team and Program Managers	All staff Clients Families	• Continue to educate people on current pandemic restrictions and good practice measures such as physical distancing and hand hygiene.	SMT Program Managers

Administration & Operational (Controls)

Control Focus	Objective	Primary Accountability	People in Focus	Key Process Steps	Information & Reporting
High-Risk Activity	Limit the potential of staff and clients being exposed to pandemic during activities or programs	All Staff	All staff Clients	• Continue to educate staff, clients, and stakeholders on the risks of transmission, good practice hygiene and distancing measures. • Identify high-risk activities that put people at risk within your workplace or service. • Provide practical advice, PPE, and training accordingly.	All Staff
High-Risk Facilities	Support core staff to secure low risk venues or facilities to better protect clients and or a vulnerable person they support	Accommodation Manager	As required	1) Provide activities outside where Social Distancing is easier to manage 2) Reduce the numbers of Clients and Visitors at any support venue at any one time. 3) Work from home where applicable	All Staff
Key Staff Movement	Ensure key staff do not inadvertently carry infection throughout the service	All Staff	Support Staff	• Identify staff who move between services or conduct outreach. • Apply hierarchy of control for each staff member / situation and record. Ideally staff should be cohorted to only work one area • Communicate protocol to all staff	SMT

CARINBUNDI Emergency and Disaster Management Plan

Control Focus	Objective	Primary Accountability	People in Focus	Key Process Steps	Information & Reporting

Transport	Reduce risk of staff and clients being exposed to the virus on the way to the workplace and / or service	Program Managers
		
		Rostering
		
		Staff
			All staff Clients	• Identify staff and people using public transport or provided transport
				• Identify range of solutions, e.g.
				  o Dedicated pick-up/drop-off service
				  o Continued tele service or working from home arrangements
					Program Managers

Shared Spaces	Maintain physical distancing between people	All Staff	All staff Clients	• Shared or common rooms closed unless they can be mitigated. • Identify specific zone (e.g. vacant room) that meet staff needs but reduce the risk of transmission • Cohort specific work areas (i.e. staff only work in one area)	Program Managers Rostering Staff
Rostering					
People in the Workplace	Reduce the total number of staff in the workplace within the limits of service delivery requirements	SMT Rostering CEO	Roster Planners Managers All staff	• Working from Home • Communicate with staff • Implement maximum work hours and shifts across the board, with limited exceptions	All Staff
Team Cohorting / Segregation	Allocate teams of staff to dedicated work-zones	SMT CEO	Roster Planners Managers All staff	• Develop team allocation principles • Communicate with staff	All Staff

CARINBUNDI Emergency and Disaster Management Plan

Control Focus	Objective	Primary Accountability	People in Focus	Key Process Steps	Information & Reporting
Outside Hours Staffing	Ensure staffing capacity is sufficient to permit cohorting / segregation	SMT Rostering Program Managers CEO HR	• Roster Planners • SIL • Day Services • Respite Flex respite • Administration • Finance • Company Accountant • HR • WH&W	• Develop team allocation principles • Communicate with staff	All Staff
Personal Protective Equipment (PPE)					

Cleaning	Minimise the chance of infection being acquired from contact with surfaces	All Staff	Cleaning staff
			
			Managers
			
			All staff
			
			Clients – where appropriate
				• Implement pandemic cleaning guidelines, ensuring they adequately cover requirements and / or regularity of:
				  o general cleaning; cleaning specific environments
				  o high touch point cleaning
				  o cleaning of meal table / chairs
				• Communicate
				• Implement
					All Staff

CARINBUNDI Emergency and Disaster Management Plan

Control Focus	Objective	Primary Accountability	People in Focus	Key Process Steps	Information & Reporting
Staff and Client Protection	Where required ensure sufficient supply of PPE to protect the health of staff and clients and minimise risk of cross infection	Program Managers Administration	Program Managers Support Staff Clients	• Identify high-risk activities that put people at risk within your workplace or service. • Provide practical advice, PPE, and training accordingly. • Continue to educate staff, clients, and stakeholders on the risks of transmission, good practice hygiene and distancing measures. • Ensure stock for staff and facilities: checked daily and replenished when required. • Mitigate stocks required for possible escalation	SMT Program Managers

Response Overview

PHASE	What it Looks Like	Trigger Points	Relevant Documents	Actions Required / Actions Taken to Date
ONE	• Planning Updating records • Education • Increased Hygiene Awareness • Information Dissemination • Monitoring of risks	• Significant social media evidence • QLD and/or Federal Government directive • Program Managers to draw up stock list	1. Phase 1 Operational Plan 2. Emergency Equipment Stock list 3. Vulnerable Clients list 4. Critical Functions document 5. Phase 1 information via email to all staff	1. Program Managers to create list 2. SMT to review delegations, daily SMT teleconferencing meetings held 3. Communications x 2 to staff via Mail Chimp, and 2 Facebook posts

PHASE	What it Looks Like	Trigger Points	Relevant Documents	Actions Required / Actions Taken to Date
TWO	• Limiting environmental opportunities for exposure • Significant hygiene focus • Avoiding close contact • Degrees of self-isolating based on risk factors • Remote working where possible • Recommending people rethink their contact with crowded areas	• Increase in local community transmission • Government directive • Industry 'Best Practice' recommendations • Concern from Carinbundi management that rapid escalation is likely	1. *'Grab And Go'* kit list 2. Virtual support program outline 3. Software implementation for 'ZOOM' 4. Phase 2 information via email to all staff	1. Program Managers to create list 2. ZOOM installed on all Managers' phones 3. Communications x 2 to staff via Mail Chimp, and 2 Facebook posts
PHASE	What it Looks Like	Trigger Points	Relevant Documents	Actions Required / Actions Taken to Date
THREE	• Quarantines • Enforced lockdowns • Develop Outbreak Management team • Develop a Surge team	• Government directive • Breakout within Carinbundi Community' • Significant spread within similar groups in Australia • Clients choosing to self-isolate	1. *'Grab and Go'* kit delivery schedule 2. FAQ for staff 3. Remote service provision 4. Outbreak team and Surge team details	1. Developed an Outbreak Management Team 2. Developed a Surge workforce 3. Critical Workers list created and sent to QLD health 4. All Admin and Management staff have remote access capabilities installed

PHASE 1 – Operational Plan

Business Functions

ACTION	ELEMENTS	RESPONSIBLE
• Periodic Review Plan and related documents. • Update all plans and documents to reflect current level of threat/outbreak	• Pandemic Plan • Emergency Management Plan • Risk Management Plan • Policy and procedure for Incident Management • Certificates of currency for insurances or copy of Insurance register. • P:\Insurance\Insurance Documents • Review and update policies, Standards, Plans and reports as per state legislation and annually • Consult with staff and clients and their supports on updates	• BRSL Board • CEO • Senior Management Team
• Review essential supply needs	• 'Reassurance' email/letter or phone call if necessary on 'What to Expect Next' • Where possible, use text messages for urgent messages. • Communications x 2 to staff via Mail Chimp, and 2 Facebook posts. • Email, SMS messages	• CEO • Program Managers
• Insurance Review	• P:\Insurance\Insurance Documents	• CEO • Company Accountant
• Cash Flow Analysis to allow for annual and sick leave payouts Client Emergency Contacts	• Presume all leave will be expended, and no revenue coming in • Use other areas' lockdown time length, to estimate closure period • Bring all billing up to date to secure cash position • Consider weekly invoicing • Consider requesting payment arrangements for Payroll Tax, or BAS payments, to protect cash flow	Company Accountant Note: 80% of revenue generated through SIL, remains unaffected. Day Services closed, offering 1:1 supports instead; Cash Flow should remain robust
• Grab and Go Kits n Go kits	Use 'Essential Items' list	Program Managers to maintain checklist of items, and order as and when available

CARINBUNDI Emergency and Disaster Management Plan

Client Support

ACTION	ELEMENTS	RESPONSIBLE
• Review high risk activities • Assess risk of each activity, and notify of any potential changes	• Risk assess events calendar activities • Risk assess individual STA requests	CEO or Day Services Manager Re-arranged Day Services to offer 1:1 support instead.
• Disseminate to everyone easy-to-read on what to do if they contract the virus	• Look to NDIS templates • Provide information to SMT and Outbreak Management Team for distribution • Have hard copies in SIL houses	CEO Senior Managers
• Encourage advance ordering of essential items: • Medications • Personal Care equipment • consumable	• Email to KSW to follow up with each Client • Have casual discussions with Clients (not to alarm them) • Phone families to discuss expectations in case of isolation (note this information on the 'Vulnerable Client' list. and good hygiene	Senior Managers Program Managers ringing clients regularly, and keeping notes on calls in TRACCS
• All non-essential medical appointments	• Made via phone, or • Cancelled, or Rescheduled	Senior Managers ensuring staff comply

PHASE 1 – Operational Plan

Staffing

ACTION	ELEMENTS	RESPONSIBLE
Provide staff with information including: • What is the virus • What to do • Good hygiene practices • EAP	• Look to pre-existing templates (NDIS, DSC) • Guide staff on how to respond to concerns & questions from clients and families / guardians • Monitor any undue anxiety of concerns among staff • Increase Mail Chimp messages to offer additional support (e.g. EAP counselling, and HR)	Senior Managers Co-ordinator – regular communications with staff via Mail Chimp memos
• Disseminate any equipment needed to protect staff	• Look at stock availability • Look at Government advice on technique, and need • Ensure high-alcohol hand sanitisers are in every location • Ongoing management, as stock becomes available	Senior Managers

CARINBUNDI Emergency and Disaster Management Plan

Infection Control

ACTION	ELEMENTS	RESPONSIBLE
Identification of any training, or upskilling required, to deal with Pandemic – i.e. 'Infection Control' training	• Electronic NDIS online training • Mandatory for all staff • Covid-19 Cleaning • Hand Sanitising	Senior Managers HR
Sterilisation Program	• Response based on relevant health information given regarding the virus: • Office sterilisation – daily wipe down of all common-touch surfaces, including phones, copiers etc. • Only use paper towels, no fabric towels • Use only single wipes for high traffic touch areas • Physical contact review – no hugging, handshakes, or closed spaces meetings • All policies and procedures in place and available for staff via website • All cleaning schedules in place in all facilities • Communications on elements given to all staff regularly	Senior Managers HR

PHASE 2 – Operational Plan

Business Functions

ACTION	ELEMENTS	RESPONSIBLE
Pandemic Co-ordinator to begin isolating	• Only present in the office on low traffic days • Work from home preferably • All Administration staff and management working on alternate days from home, via remote access	CEO
Key business roles identified, and train back-up staff in essential duties to ensure continuity in the event of illness (or death)	• Based on 'Critical Functions' document • Clients and staff given alternative contacts in case their usual contact is unavailable	CEO HR Manager

CARINBUNDI Emergency and Disaster Management Plan

ACTION	ELEMENTS	RESPONSIBLE
Work-from-home arrangements	• Move to ZOOM, or phone meetings wherever possible	CEO HR Manager
Develop 'Virtual Support Program'	• Develop Grab and Go Kits to match pre-identified Meal Management Plans of clients with specific dietary needs • Staff meetings to be held by phone or ZOOM	EA / Community Relations Staff meetings held by Zoom teleconferencing daily
Develop FAQ for staff support, in case of remote service provision in Phase 3; or self-quarantine of a client in Phase 2.	• WHAT to do if a client doesn't answer their phone? • WHAT to do if you suspect a client has the virus? • WHAT to do if you suspect a client's mental health is deteriorating?	DSC checklist distributed to all SIL locations. Completed - noted Program Managers calling clients regularly, and noting calls in TRACCS

Client Support

ACTION	ELEMENTS	RESPONSIBLE
Cancel Group Events	• Based on current Qld Health Guidelines	Senior Managers
Individual Program Restructure	• Identify high risk areas, and recommend finding alternatives. • Talk with clients to encourage them to talk with Support Workers if they feel particularly vulnerable because of any comorbidities. • Talk with clients to ensure they are not concerned about personal finances, particularly as they may have purchased additional medications, and basic food items.	Program Managers Ongoing, as per Federal guidelines

CARINBUNDI Emergency and Disaster Management Plan

Client Support

ACTION	ELEMENTS	RESPONSIBLE
Consider if staffing needs should change – especially for high-risk clients	• Clients identified as having comorbidities that may increase their risk of illness, might want to limit the number of staff in their location. • Consider cancelling providers of services who see multiple clients, across multiple environments. • Consider each client and if they may struggle in the event of a lockdown and look at alternative options to stay elsewhere. • Maintain regular contact with clients. • If new staff needed, we will explore an external labour hire on stand-by, and any staff will be given a pre-shift briefing.	Program Managers HR Manager
Develop Grab and Go Kits for 'At Risk' clients	• Use the kit Shopping List for at risk clients in the event of a lockdown or quarantine • Contains non-perishable items • Develop a 'Staff Collection & Drop Off" schedule, and process to minimise client contact and cross infection risk, if staff are sick. • Based on Geographic's should a fast response be required • Store at Respite House if voluntary, or forced, quarantine appears likely • Send list to program Managers to develop their own list for emergency situation	Senior Manager 'SIL' boxes in Reception for drop-off and collection
Emotional wellbeing	• Ensure clients are not unduly worried or anxious • Ensure clients understand what a 'Lockdown' or 'Quarantine' looks like for THEM, and what changes is supports would look like • Ensure their tech devices are used to stay connected and are connected and charged. • Ensure phone and internet bills are paid to ensure no disconnection • Add staff who normally meet are to ZOOM for virtual meetings. • Forward template to CEO, have easy-to-read documents for clients.	Senior Managers

CARINBUNDI Emergency and Disaster Management Plan

Infection Control

ACTION	ELEMENTS	RESPONSIBLE
Increase 'Infection Control' program	• Support Workers to sterilise own cars, and Carinbundi vehicles between client use, using single-use wipes • Increase disinfecting high-touch surfaces in all SIL locations • All visitors to be asked to use hand steriliser on arrival at Head Office, Day Services, and all SIL locations • Increased cleaning of offices by staff • Cleaning products checked, and upgraded where necessary to meet recommendations for virus control • Steam clean (where possible) soft furnishings in Respite House, Day Services, and SIL Houses	Program Managers. All SIL locations have cleaning schedules in place, and all hygiene elements are being adhered to.

PHASE 3 – Operational Plan

Business Function

ACTION	ELEMENTS	RESPONSIBLE
Business operates remotely	• All Administration and management staff work from home on rotational basis • Critical Functions roles to be re-allocated in the event staff cannot work • Home based work self-assessment checklist and agreement distributed to all staff working remotely • Emergency Management Plan ready to be implemented	BRSL Board CEO Senior Managers

Client Functions

ACTION	ELEMENTS	RESPONSIBLE
Grab and Go Kits distributed to At-Risk client	• Staff drop off to happen immediately on notification of a closure. • Kits to be left at front doors. • No close personal contact	Program Managers to assist in developing Grab and Go Kits
Clients taken to alternative locations	• Clients who have notified they want to be taken to alternative locations to be collected and driven by nominated staff. • Staff are NOT to enter client's home, or the drop off location	Senior Managers

CARINBUNDI Emergency and Disaster Management Plan

ACTION	• ELEMENTS	RESPONSIBLE
Clients 'lock down' arrangements implemented	• Clients in SIL should have their contact person notified it is time to move immediately • Notify next of kin / carer	Senior Managers
Virtual support for clients starts	• Morning and afternoon calls to check on clients in lockdown • Ensure clients' carers have emergency contact details	Senior Managers

PHASE 3 – Operational Plan
Staffing

ACTION	ELEMENTS	RESPONSIBLE
Work-From-Home Process	• All staff to be given "Working from Home" Policy • HR to arrange welfare checks (by phone) for all staff two times a week	HR Manager

Infection Control

ACTION	ELEMENTS	RESPONSIBLE
'Best Practice' in-home hygiene processes	• Individuals reminded to maintain good home health and hygiene – particularly in shared accommodation • Give options for people to have basic items delivered (e.g., supermarket ordering online, Red Cross contact details, Health Line phone number etc.) • Cleaning Schedules are at all SIL locations. • Hand Sanitising • Wearing PPE	Senior Management

Recovery

The aim of the Recovery Phase is to restore all business and support functions to pre-disaster/pandemic levels. Considerations to be made in transitioning back will include:

Official advice to all staff, clients, and families that the emergency/pandemic has ended, and business will return to normal
Evaluating the risk, and any additional vigilance required for potential further outbreaks.

Consideration given to the care of clients and / or staff who may be fatigued, fearful, or emotionally fragile post-isolation; and potential sickness and loss of a loved one.

Consider the emotional support needs of each staff member if a loss of a client has occurred during the Pandemic.

Consider any immediate practical supports for clients – e.g., restocking of food or medical supplies, mobility support due to period of inactivity.

Links for people who may require counselling as a result of isolation (e.g., mental health support, occupational therapy, medical services, counselling), giving consideration to the likely pressure placed on these types of services upon a general return to 'business as usual.'

Ensure high-grade sanitisation of all shared spaces before clients and staff return.

Conduct a post-emergency/pandemic recovery plan business Impact study.

CARINBUNDI Emergency and Disaster Management Plan

Emergency Equipment
Respite House, Day Services, Supported Independent Living

ITEM	QUANTITY	ORDER DATE	DELIVERY DATE	SUPPLIER	NOTES
Hand Soap					
Laundry Detergent					
Face Shields					
Shoe Covers					
High Alcohol Hand Sanitiser					
Dishwashing Liquid					
Toilet Paper					
Paper Towels					
Tissues					
Disinfectant Spray					
Gloves – Small					
Gloves – Medium					
Gloves – Large					
N95 Masks					
Aprons					
Hand Sanitiser Pumps					
Thermometers					

Critical Functions List

ROLE	PRIMARY PERSON	BACK UP - 1	BACK UP - 2
CEO	Clive Pearce	Stephanie Darlison	Arthur Begeda
SIL Manager	Carley Poole	Tyler Poole	Clive Pearce
RP Manager	Shaun Abrehart	Carley Palmer	Clive Pearce
Compliance	Clive Pearce	Lee-Ann Hammer	Sue Sohier
Company Accountant	Paulette Hook	Clive Pearce	Kaylene Lines
Respite Manager	Leanne Quitorio	Kelli Thurston	Clive Pearce
Roster Manager	Sharon McNamara	Tony Moosbrugger	Stephanie Darlison
Day Services Manager	Tania Anderson	Jacinta Hartfiel	Clive Pearce
HR Manager	Lee-Ann Hammer	Clive Pearce	Tina Marshall
Crisis Manager	Clive Pearce	Carley Poole	Lee-Ann Hammer
WH&S	Tahlia Potter	Lee-Ann Hammer	Clive Pearce
BRSL – Board	Arthur Begeda	Rosemary Fry	Sue Derry – Board Secretary
Board Members	Board Meetings to be held via Zoom for the period of the pandemic.		

Grab and Go List – Example

Item	Quantity Per Kit	Notes
Instant Oats (microwavable)	5	
Chicken Thighs	1kg	
Fresh Fruit and Veg	1kg each	Potatoes, onions, carrots, pumpkin
Coffee	1	
Tinned Corn	2	
Tinned Tomatoes	2	
Tinned Lentils / Beans	2	
Spaghetti	1	
Basmati Rice (lowest GI)	1	
2-minute Noodles	4	
Microwavable Popcorn	2	
Baked Beans	3	
Canned Tuna	2	

CARINBUNDI Emergency and Disaster Management Plan

Item	Quantity Per Kit	Notes
Tin Chicken Soup	2	
Long Life Milk	2	
Cup of Soup (Sachet) Packets	3	
Chocolate Muffin Mix	1	
Sweets – Packets	5	
Fruit Cups	4	
Sausages 500 gm	2	
Tea Bags (packet)	1	
Rubbish bags (roll)	1	
Toilet Paper (6 rolls – per packet)	2	

Staff Email Examples for Stages 1, 2, 3 (Pandemic examples)

Hi Team,
There is lots of news in the media this week about the Coronavirus. In this email, we want to talk about a few key areas that may be weighing on your mind.

We also want to remind you that Carinbundi does have a plan, and we are watching very closely as the situation unfolds, both nationally, and locally.

We have a nominated Pandemic Co-ordinator Clive Pearce whose primary focus now is monitoring health alerts, social media, and the news – to inform on what happens next. Clive is your contact for anything you want to talk about regarding Coronavirus. This includes if you are feeling anxious, overwhelmed, or just unsure.

Clive Pearce Contact details:
Email: cpearce@carinbundi.com.au
Address: 52a Hinkler Ave, Bundaberg QLD 4670
Phone: (07) 4158-9600   Mobile: 0488 283 588

Our top priority right now is to *keep everyone at Carinbundi safe* – not just from the virus, but from feeling unduly worried.

Further Information / Reference:

1. With Legislation and/or Regulations changing often for further information or advice contact:
    - Refer to Qld Health Guidelines
    - and/or your Health Care Professional

2. Carinbundi have initiated ZOOM as the preferred platform for virtual support, meetings, discussions etc – without being face-to-face.

3. It's good to be on top of the news. But remember too, there's a lot of misinformation and scaremongering out there. If you feel overwhelmed, contact Carinbundi, or talk to someone you trust.

We know the best thing to fight the pandemic for most of us is to stay well.
As well as the usual self-care tips
- o Get some daily exercise,
- o Play music,
- o Eat well.

There are also hotlines you can call if you feel overwhelmed.
- Beyond Blue – 1300 22 4636 (24 hrs a day)
- Lifeline – 131 114
- Or contact a provider from the EAP – Employee Assistance Program

Also, there are some good 'breath' and 'meditation' apps you can explore:
- Headspace – https://www.headspace.com
- Calm – https://www.calm.com